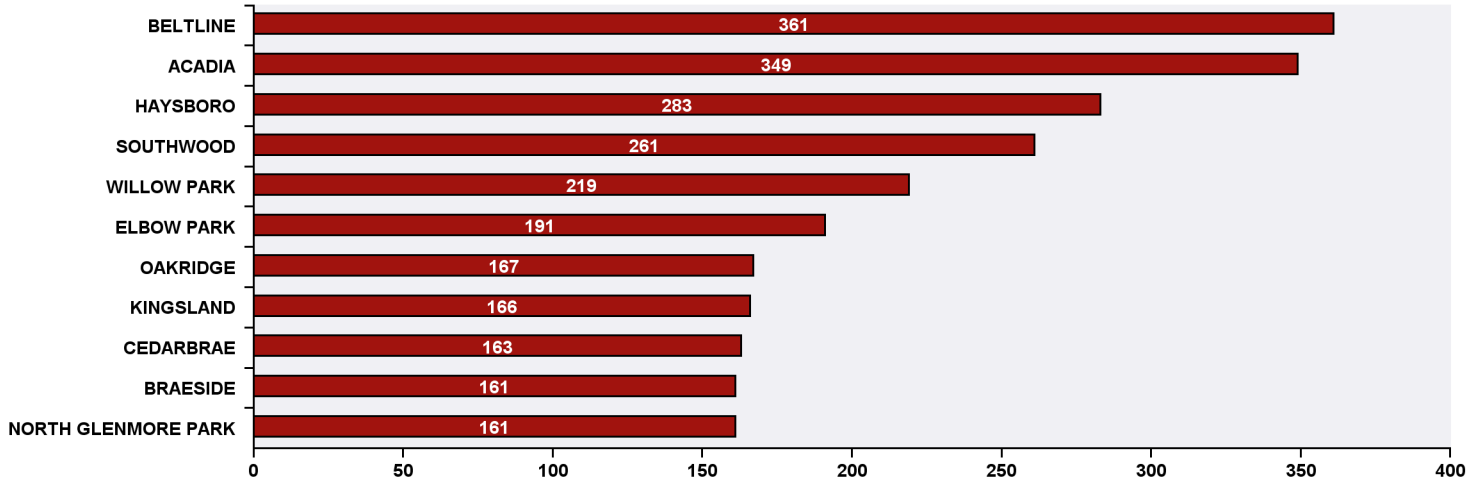




Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Parks - Tree Concern - WAM	193	4.8%
WRS - Cart Management	175	4.3%
Corporate - Graffiti Concerns	128	3.2%
Finance - Property Tax Account Inquiry	127	3.2%
Roads - Backlane Maintenance	105	2.6%
CBS Inspection - Electrical	98	2.4%
Bylaw - Long Grass - Weeds Infraction	96	2.4%
Finance - ONLINE TIPP Agreement Request	87	2.2%
CBS Inspection - Commercial or Multi-Family	86	2.1%
Roads - Streetlight Maintenance	86	2.1%
Roads - Debris on Street/Sidewalk/Boulevard	78	1.9%
WATS - Sewage Back-up	76	1.9%
WRS - Waste - Residential	74	1.8%
CBS Inspection - Residential Improvement Project - RIP	73	1.8%
Roads - Sidewalk - Curb and Gutter Repair	73	1.8%
Finance - TIPP Agreement Request	61	1.5%
WATS - Sewer Maintenance	60	1.5%
Roads - Pothole Maintenance	58	1.4%
CBS Inspection - Gas	55	1.4%
WRS - Recycling - Blue Cart	55	1.4%
Total Top 20 SR Types	1,844	45.8%
Total Other SRs	2,180	54.2%
Total SRs for Ward	4,024	100.0%

Note: Service request statistics include Business Unit work entered into the CSR system, but do not reflect all work or activity of Business Units
 **The report provides data for Service Requests that are public facing. The City's internal Service Requests are not included.