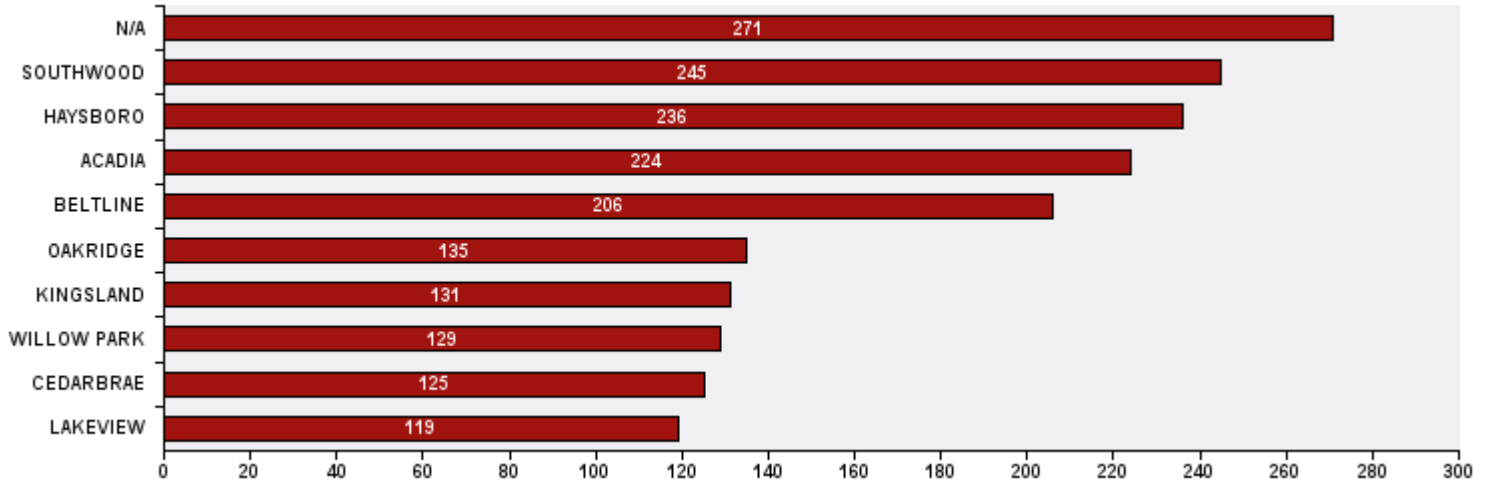


## Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	289	9.6%
Roads - Snow and Ice Control	148	4.9%
Roads - Streetlight Maintenance	133	4.4%
WATS - Sewage Back-up	97	3.2%
Finance - Property Tax Account Inquiry	92	3.0%
Parks - Snow and Ice Concerns - WAM	87	2.9%
Finance - ONLINE TIPP Agreement Request	86	2.8%
WRS - Cart Management	70	2.3%
WRS - Waste - Residential	70	2.3%
CBS Inspection - Commercial or Multi-Family	66	2.2%
CBS Inspection - Electrical	64	2.1%
CT - Employee Conduct	62	2.1%
Corporate - Graffiti Concerns	58	1.9%
CBS Inspection - Residential Improvement Project - RIP	57	1.9%
WRS - Recycling - Blue Cart	53	1.8%
Roads - Pothole Maintenance	51	1.7%
CBS Inspection - Gas	48	1.6%
CBS Inspection - Furnace Replacement	47	1.6%
Bylaw - Material on Public Property	46	1.5%
Finance - TIPP Agreement Request	43	1.4%
<b>Total Top 20 SR Types</b>	<b>1,667</b>	<b>55.2%</b>
<b>Total Other SRs</b>	<b>1,355</b>	<b>44.8%</b>
<b>Total SRs for Ward</b>	<b>3,022</b>	<b>100.0%</b>

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.