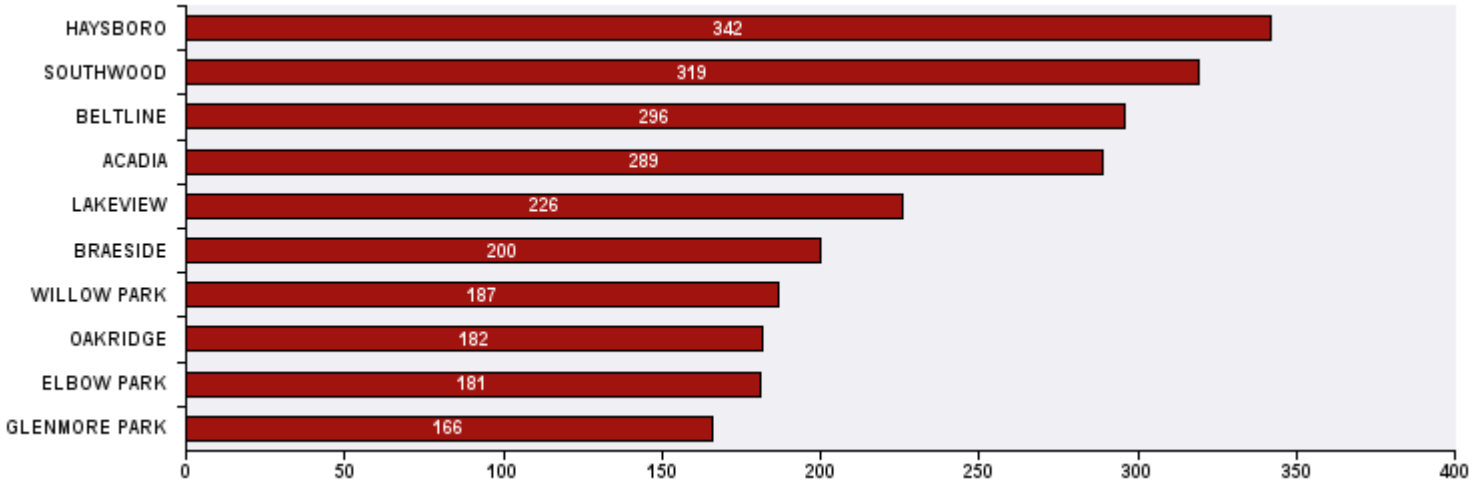


Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Parks - Tree Concern - WAM	231	5.3%
WRS - Cart Management	204	4.7%
Finance - Property Tax Account Inquiry	161	3.7%
Roads - Pothole Maintenance	151	3.5%
Bylaw - Long Grass - Weeds Infraction	108	2.5%
Roads - Backlane Maintenance	101	2.3%
Finance - ONLINE TIPP Agreement Request	95	2.2%
CBS Inspection - Electrical	90	2.1%
CBS Inspection - Residential Improvement Project - RIP	84	1.9%
WRS - Compost - Green Cart	81	1.9%
WATS - Sewage Back-up	80	1.8%
Corporate - Graffiti Concerns	79	1.8%
Roads - Sidewalk - Curb and Gutter Repair	76	1.7%
311 Contact Us	75	1.7%
WATS - Sewer Maintenance	73	1.7%
CBS Inspection - Commercial or Multi-Family	68	1.6%
Roads - Debris on Street/Sidewalk/Boulevard	66	1.5%
WRS - Waste - Residential	62	1.4%
Bylaw - Tree - Shrub Infraction	61	1.4%
Bylaw - Material on Public Property	58	1.3%
Parks - Mowing Request - WAM	58	1.3%
Total Top 20 SR Types	2,062	47.4%
Total Other SRs	2,287	52.6%
Total SRs for Ward	4,349	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.