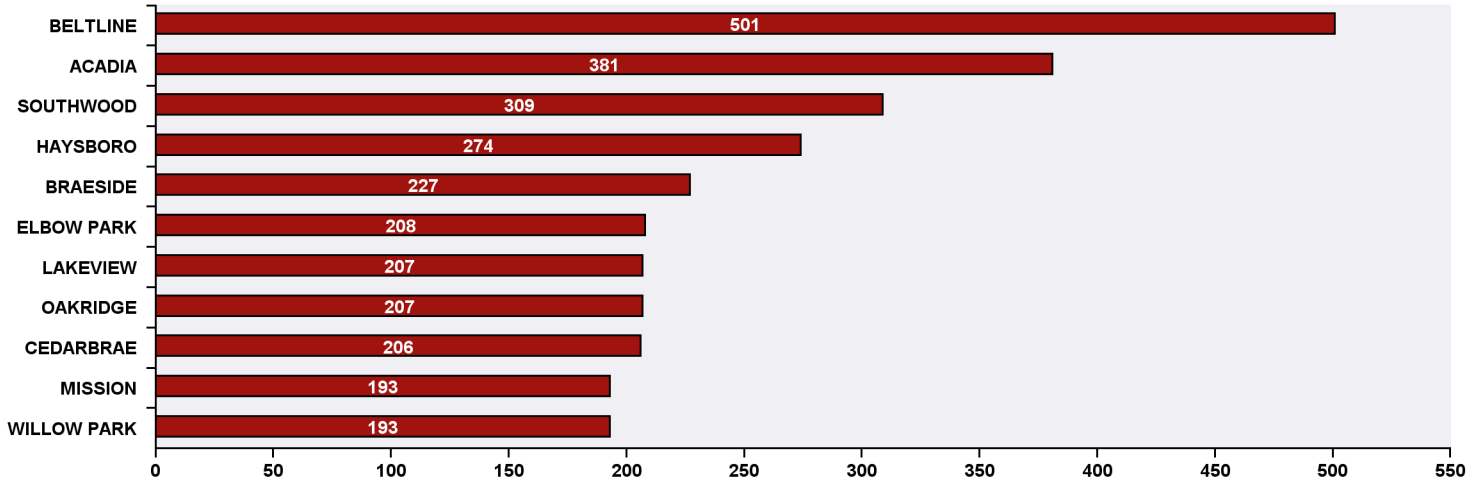


Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	332	7.0%
Finance - ONLINE TIPP Agreement Request	232	4.9%
Parks - Tree Concern - WAM	204	4.3%
Bylaw - Long Grass - Weeds Infraction	184	3.9%
Corporate - Graffiti Concerns	175	3.7%
WRS - Cart Management	124	2.6%
WRS - Compost - Green Cart	117	2.5%
Finance - TIPP Agreement Request	97	2.1%
Roads - Backlane Maintenance	93	2.0%
WATS - Sewage Back-up	93	2.0%
CBS Inspection - Electrical	90	1.9%
Roads - Debris on Street/Sidewalk/Boulevard	82	1.7%
CBS Inspection - Commercial or Multi-Family	81	1.7%
WRS - Waste - Residential	80	1.7%
Parks - Mowing Request - WAM	77	1.6%
Roads - Pothole Maintenance	75	1.6%
CBS Inspection - Residential Improvement Project - RIP	70	1.5%
Bylaw - Material on Public Property	68	1.4%
311 Contact Us	67	1.4%
Roads - Roadway Maintenance	51	1.1%
Total Top 20 SR Types	2,392	50.6%
Total Other SRs	2,332	49.4%
Total SRs for Ward	4,724	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.