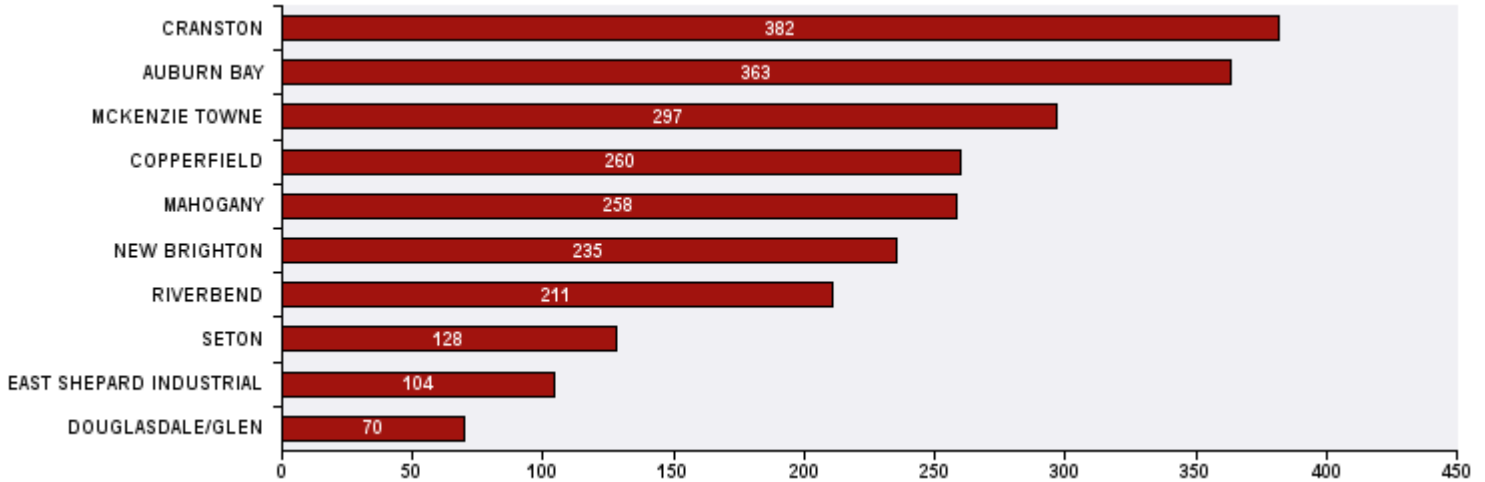


Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	427	17.3%
Finance - Property Tax Account Inquiry	174	7.0%
CBS Inspection - Electrical	92	3.7%
Finance - ONLINE TIPP Agreement Request	90	3.6%
WATS - Catch Basin Concerns	88	3.6%
Roads - Streetlight Maintenance	83	3.4%
Roads - Snow and Ice Control	72	2.9%
CBS Inspection - Residential Improvement Project - RIP	69	2.8%
WRS - Cart Management	67	2.7%
CBS Inspection - Commercial or Multi-Family	62	2.5%
WRS - Recycling - Blue Cart	61	2.5%
Parks - Snow and Ice Concerns - WAM	51	2.1%
CBS Inspection - Plumbing	50	2.0%
WRS - Waste - Residential	50	2.0%
Finance - TIPP Agreement Request	43	1.7%
Roads - Pothole Maintenance	40	1.6%
WRS - New Service - Carts	36	1.5%
CT - Employee Conduct	32	1.3%
CBS Inspection - SCP - New Home	30	1.2%
Roads - Roadway Maintenance	28	1.1%
Total Top 20 SR Types	1,645	66.5%
Total Other SRs	830	33.5%
Total SRs for Ward	2,475	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.