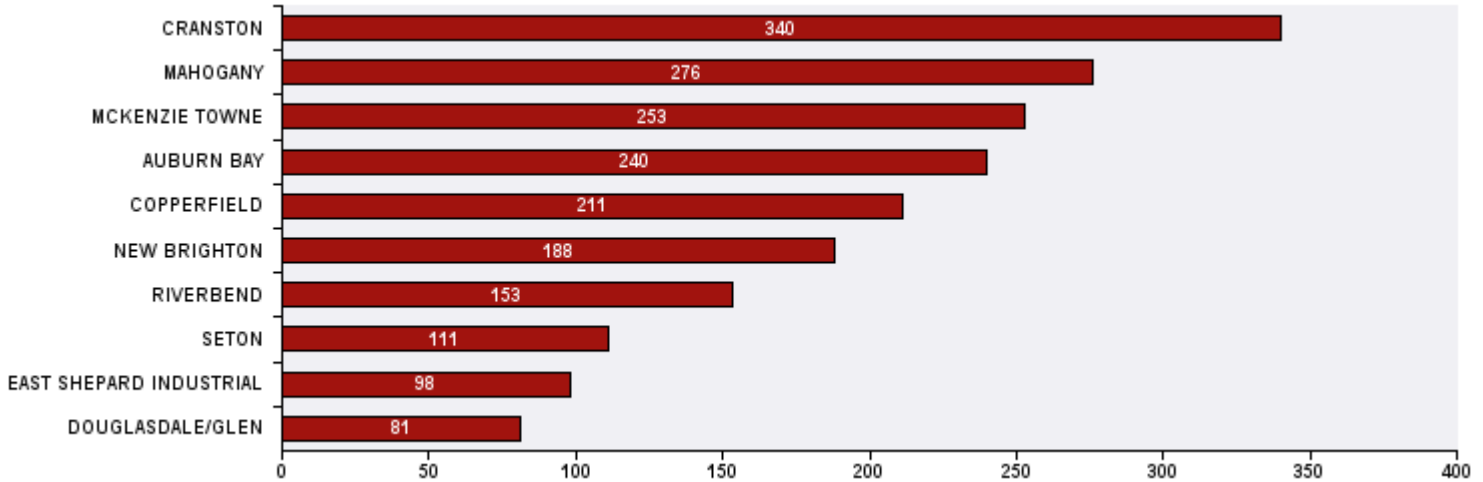


Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	197	9.4%
Bylaw - Snow and Ice on Sidewalk	185	8.9%
CBS Inspection - Electrical	110	5.3%
Roads - Snow and Ice Control	110	5.3%
Finance - ONLINE TIPP Agreement Request	108	5.2%
CBS Inspection - Residential Improvement Project - RIP	85	4.1%
WRS - Cart Management	77	3.7%
Finance - TIPP Agreement Request	62	3.0%
Bylaw - Material on Public Property	60	2.9%
CBS Inspection - Plumbing	50	2.4%
WRS - Waste - Residential	47	2.3%
WRS - Recycling - Blue Cart	41	2.0%
WRS - New Service - Carts	40	1.9%
CBS Inspection - Commercial or Multi-Family	38	1.8%
CBS Inspection - Furnace Replacement	36	1.7%
WRS - Compost - Green Cart	35	1.7%
Parks - Snow and Ice Concerns - WAM	32	1.5%
CT - Employee Conduct	30	1.4%
CBS - RIM - Property Research	29	1.4%
311 Contact Us	25	1.2%
CBS Inspection - Cancellation or Reschedule	25	1.2%
CBS Inspection - Gas	25	1.2%
Total Top 20 SR Types	1,447	69.3%
Total Other SRs	641	30.7%
Total SRs for Ward	2,088	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.