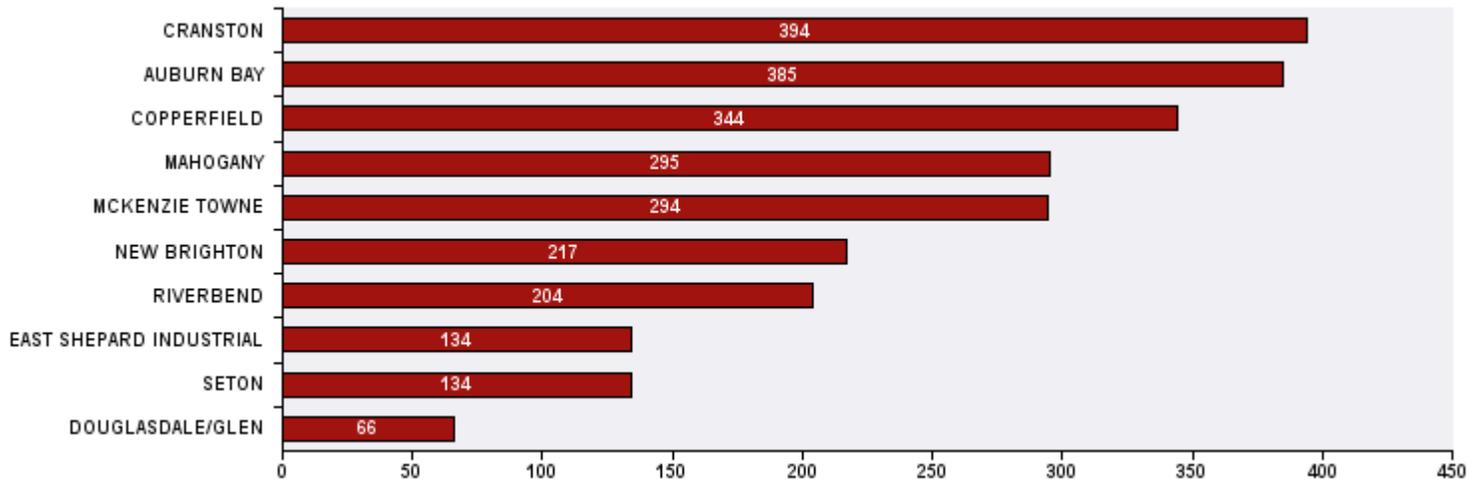


Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	448	17.1%
Finance - ONLINE TIPP Agreement Request	190	7.3%
Finance - Property Tax Account Inquiry	189	7.2%
Finance - TIPP Agreement Request	92	3.5%
CBS Inspection - Electrical	89	3.4%
Roads - Streetlight Maintenance	87	3.3%
WRS - Waste - Residential	83	3.2%
WRS - Cart Management	79	3.0%
Roads - Snow and Ice Control	77	2.9%
CBS Inspection - Residential Improvement Project - RIP	65	2.5%
CBS Inspection - Commercial or Multi-Family	63	2.4%
WRS - Recycling - Blue Cart	47	1.8%
CBS Inspection - Plumbing	43	1.6%
WRS - Compost - Green Cart	40	1.5%
Parks - Wildlife Management	36	1.4%
CT - Employee Conduct	34	1.3%
WRS - New Service - Carts	33	1.3%
CBS Inspection - Cancellation or Reschedule	32	1.2%
Parks - Snow and Ice Concerns - WAM	28	1.1%
CBS Inspection - SCP - New Home	26	1.0%
Total Top 20 SR Types	1,781	68.0%
Total Other SRs	837	32.0%
Total SRs for Ward	2,618	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.