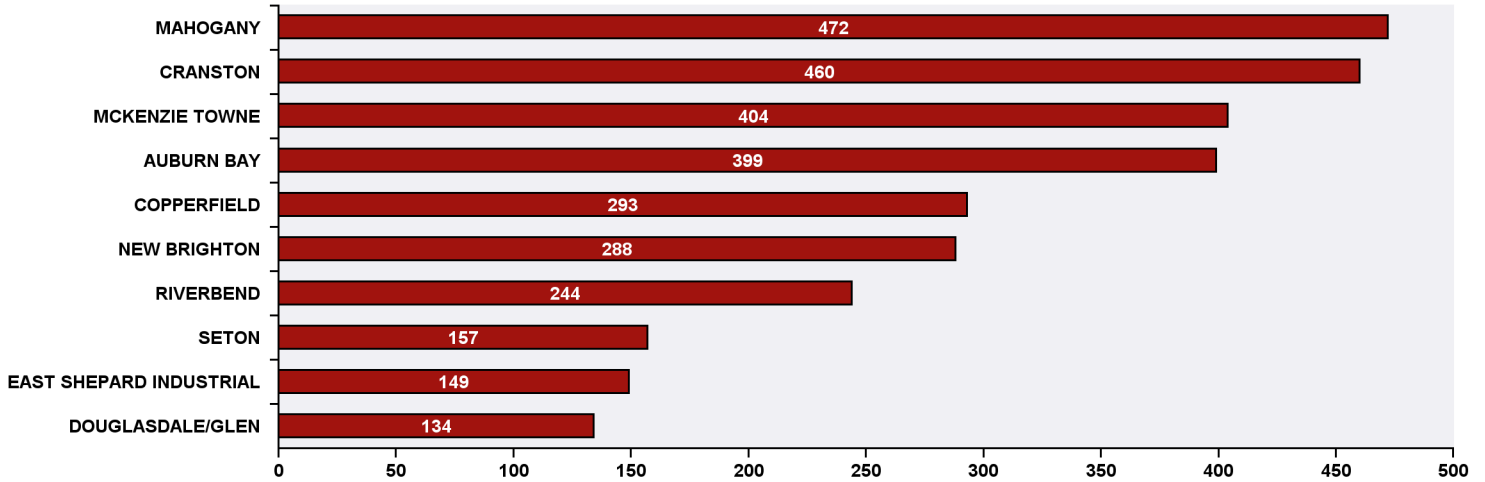


Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	224	7.0%
CBS Inspection - Electrical	190	6.0%
Finance - ONLINE TIPP Agreement Request	154	4.8%
Parks - Tree Concern - WAM	147	4.6%
Bylaw - Long Grass - Weeds Infraction	145	4.5%
CBS Inspection - Residential Improvement Project - RIP	89	2.8%
CBS Inspection - Commercial or Multi-Family	87	2.7%
WRS - Cart Management	82	2.6%
CBS Inspection - Plumbing	75	2.4%
Finance - TIPP Agreement Request	75	2.4%
WATS - Service and Main Valve Issues	70	2.2%
WRS - New Service - Carts	68	2.1%
WRS - Compost - Green Cart	64	2.0%
WRS - Waste - Residential	64	2.0%
311 Contact Us	62	1.9%
WRS - Recycling - Blue Cart	61	1.9%
Roads - Pothole Maintenance	57	1.8%
Roads - Backlane Maintenance	41	1.3%
AS - Lost and Found Animal	40	1.3%
Parks - Mowing Request - WAM	40	1.3%
WATS - Catch Basin Concerns	40	1.3%
Total Top 20 SR Types	1,875	58.8%
Total Other SRs	1,314	41.2%
Total SRs for Ward	3,189	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.