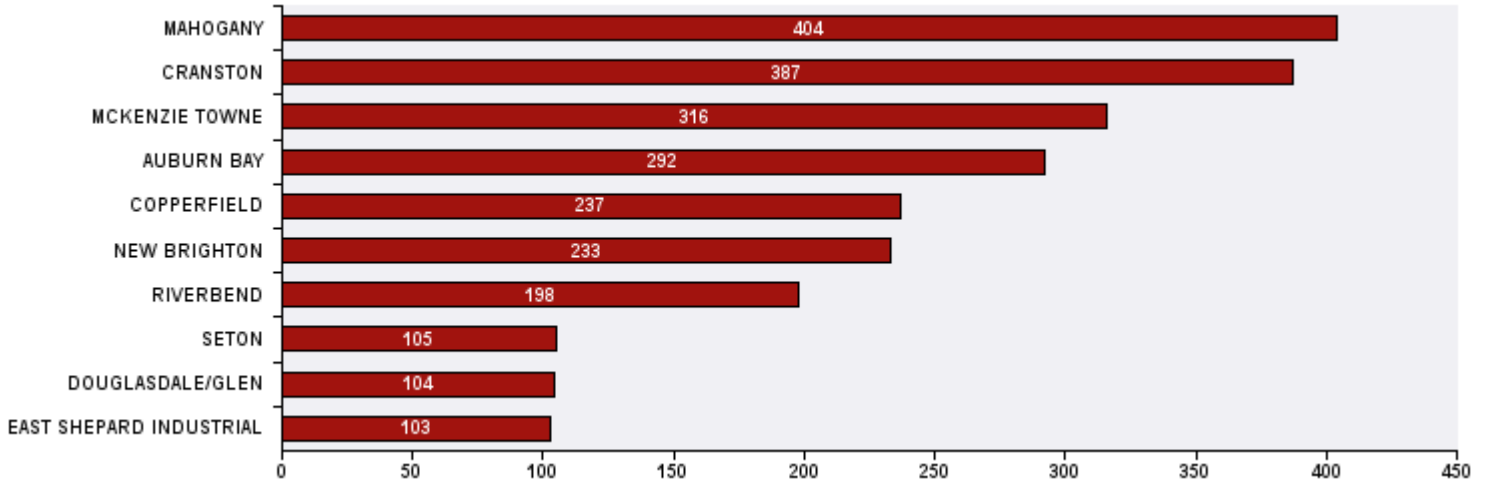


Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	255	10.0%
Bylaw - Snow and Ice on Sidewalk	162	6.4%
Finance - ONLINE TIPP Agreement Request	123	4.8%
WATS - Catch Basin Concerns	117	4.6%
CBS Inspection - Electrical	109	4.3%
Roads - Traffic Signal Timing Inquiry	83	3.3%
CBS Inspection - Residential Improvement Project - RIP	81	3.2%
Roads - Snow and Ice Control	78	3.1%
WRS - Cart Management	75	2.9%
CBS Inspection - Commercial or Multi-Family	71	2.8%
Roads - Streetlight Maintenance	69	2.7%
Roads - Traffic or Pedestrian Light Repair	66	2.6%
WRS - Waste - Residential	57	2.2%
WRS - New Service - Carts	54	2.1%
CBS Inspection - Plumbing	53	2.1%
Finance - TIPP Agreement Request	51	2.0%
Roads - Pothole Maintenance	44	1.7%
WRS - Recycling - Blue Cart	36	1.4%
Roads - Roadway Maintenance	33	1.3%
CT - Employee Conduct	32	1.3%
CT - Snow and Ice Control	32	1.3%
Total Top 20 SR Types	1,681	65.9%
Total Other SRs	868	34.1%
Total SRs for Ward	2,549	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.