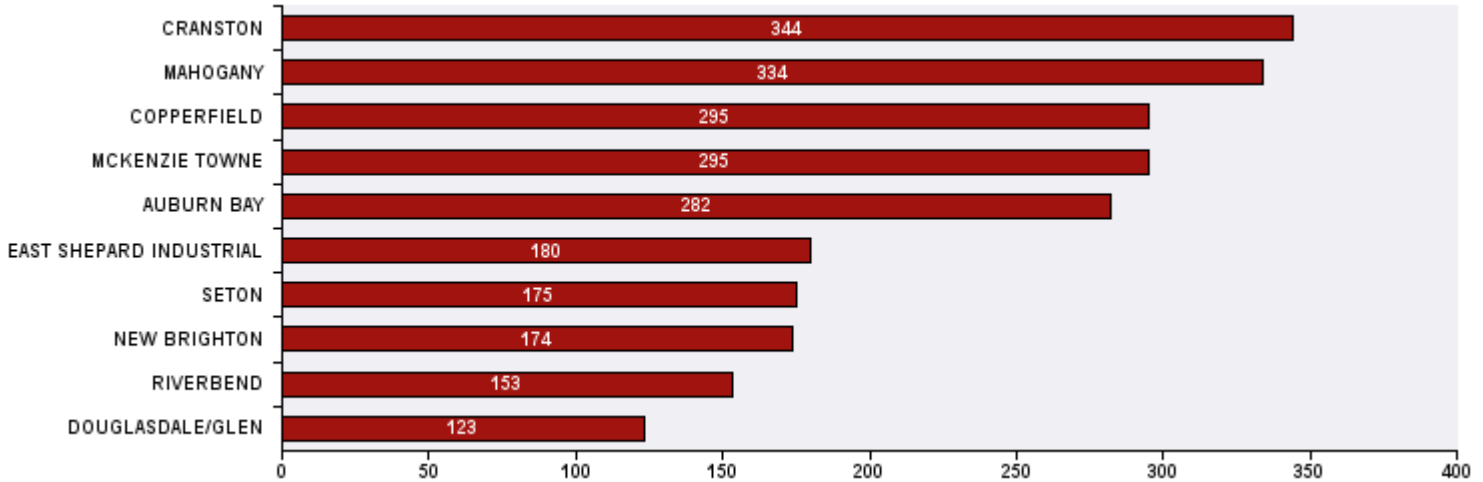


Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - ONLINE TIPP Agreement Request	181	7.2%
Finance - Property Tax Account Inquiry	168	6.7%
Bylaw - Snow and Ice on Sidewalk	125	5.0%
CBS Inspection - Electrical	122	4.8%
Finance - TIPP Agreement Request	108	4.3%
WRS - Waste - Residential	104	4.1%
CBS Inspection - Commercial or Multi-Family	99	3.9%
CBS Inspection - Residential Improvement Project - RIP	76	3.0%
Roads - Snow and Ice Control	66	2.6%
WRS - Recycling - Blue Cart	61	2.4%
CBS Inspection - Plumbing	60	2.4%
WRS - Cart Management	60	2.4%
Parks - Snow and Ice Concerns - WAM	57	2.3%
WRS - New Service - Carts	56	2.2%
Roads - Streetlight Maintenance	48	1.9%
Roads - Traffic or Pedestrian Light Repair	40	1.6%
CBS Inspection - Gas	37	1.5%
Roads - Traffic Signal Timing Inquiry	35	1.4%
Bylaw - Material on Public Property	34	1.4%
CBS Inspection - SCP - New Home	30	1.2%
Total Top 20 SR Types	1,567	62.2%
Total Other SRs	951	37.8%
Total SRs for Ward	2,518	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.