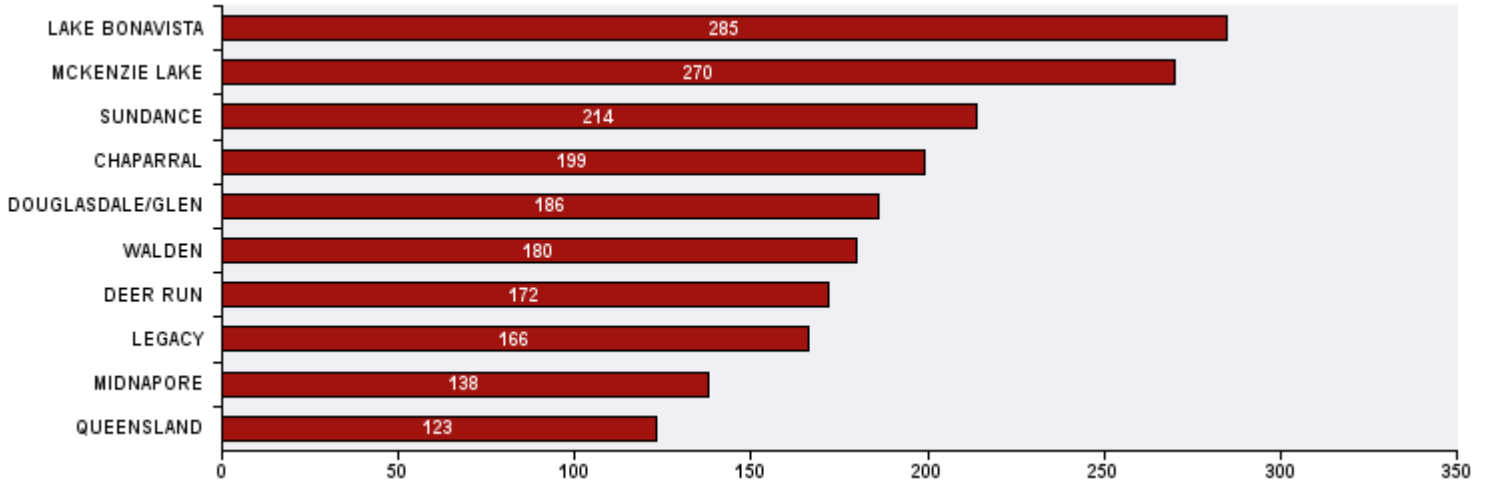


Top 10 Communities in Ward 14 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
WATS - Catch Basin Concerns	168	7.6%
Bylaw - Snow and Ice on Sidewalk	165	7.4%
Finance - Property Tax Account Inquiry	152	6.8%
Roads - Pothole Maintenance	127	5.7%
Roads - Snow and Ice Control	101	4.5%
Finance - ONLINE TIPP Agreement Request	89	4.0%
Roads - Streetlight Maintenance	75	3.4%
CBS Inspection - Electrical	72	3.2%
WRS - Cart Management	58	2.6%
CBS Inspection - Residential Improvement Project - RIP	52	2.3%
WRS - Waste - Residential	51	2.3%
Roads - Sidewalk - Curb and Gutter Repair	44	2.0%
Bylaw - Temporary Signs Infraction on City Property	42	1.9%
CT - Snow and Ice Control	35	1.6%
Bylaw - Material on Public Property	34	1.5%
WRS - Recycling - Blue Cart	33	1.5%
CBS Inspection - Furnace Replacement	31	1.4%
CBS Inspection - Cancellation or Reschedule	30	1.3%
Finance - TIPP Agreement Request	30	1.3%
CBS Inspection - Plumbing	29	1.3%
Total Top 20 SR Types	1,418	63.8%
Total Other SRs	805	36.2%
Total SRs for Ward	2,223	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.