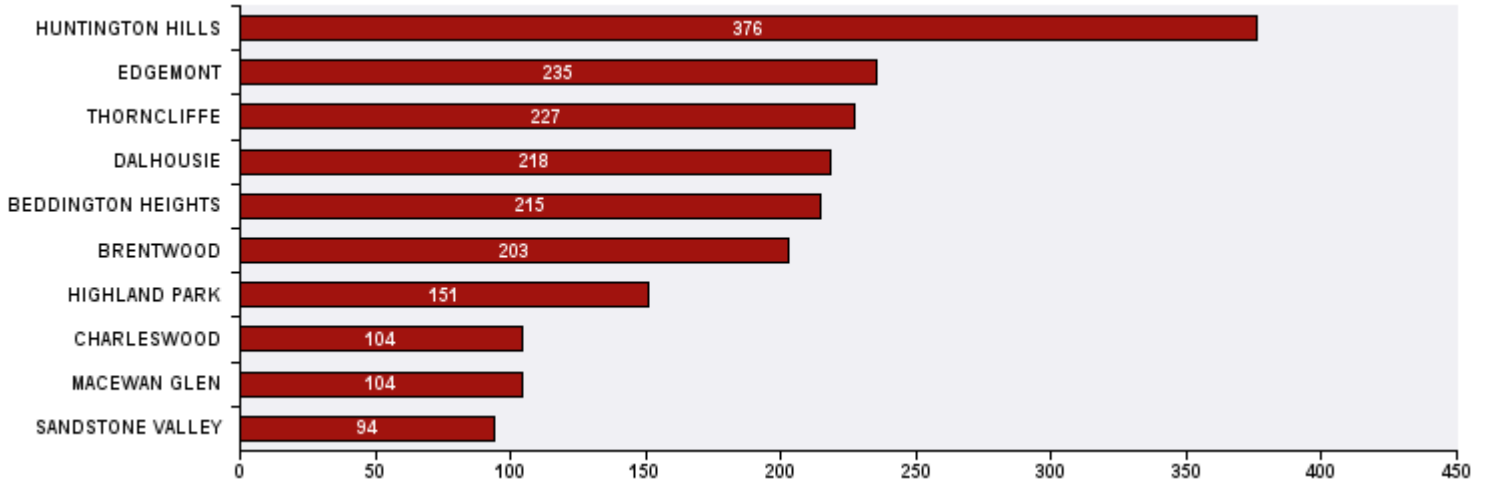


Top 10 Communities in Ward 4 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	139	5.4%
Bylaw - Snow and Ice on Sidewalk	134	5.2%
WRS - Cart Management	108	4.2%
Roads - Streetlight Maintenance	107	4.2%
Corporate - Graffiti Concerns	90	3.5%
Roads - Pothole Maintenance	87	3.4%
WATS - Sewage Back-up	81	3.2%
Roads - Snow and Ice Control	79	3.1%
CBS Inspection - Residential Improvement Project - RIP	77	3.0%
WATS - Catch Basin Concerns	77	3.0%
CBS Inspection - Electrical	71	2.8%
WRS - Waste - Residential	48	1.9%
Finance - ONLINE TIPP Agreement Request	47	1.8%
WRS - Recycling - Blue Cart	47	1.8%
CBS Inspection - Furnace Replacement	44	1.7%
AS - Pick Up Stray	40	1.6%
Parks - Tree Concern - WAM	40	1.6%
CT - Employee Conduct	39	1.5%
Bylaw - Material on Public Property	36	1.4%
Bylaw - Temporary Signs Infraction on City Property	35	1.4%
Total Top 20 SR Types	1,426	55.5%
Total Other SRs	1,144	44.5%
Total SRs for Ward	2,570	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.