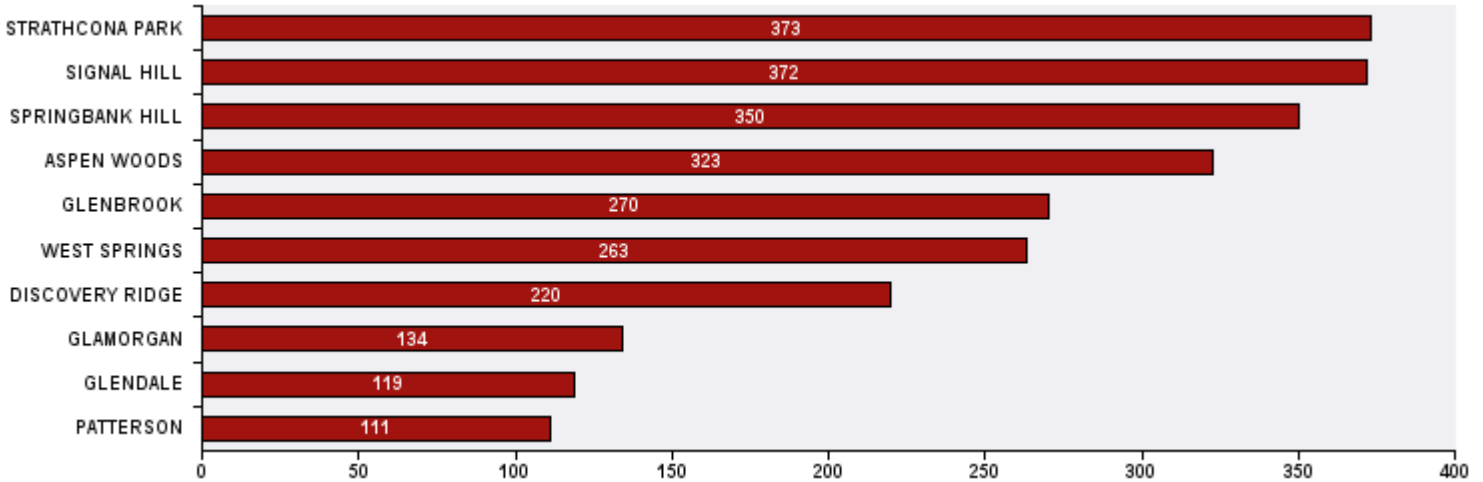


Top 10 Communities in Ward 6 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	542	18.7%
WRS - Waste - Residential	489	16.9%
Bylaw - Snow and Ice on Sidewalk	172	5.9%
WRS - Recycling - Blue Cart	168	5.8%
Finance - ONLINE TIPP Agreement Request	91	3.1%
Finance - Property Tax Account Inquiry	85	2.9%
311 Contact Us	70	2.4%
WRS - Cart Management	65	2.2%
WRS - Compost - Green Cart	63	2.2%
CBS Inspection - Residential Improvement Project - RIP	57	2.0%
CBS Inspection - Electrical	49	1.7%
Finance - TIPP Agreement Request	43	1.5%
CBS Inspection - Furnace Replacement	40	1.4%
Bylaw - Material on Public Property	37	1.3%
Parks - Snow and Ice Concerns - WAM	36	1.2%
WATS - Sewage Back-up	29	1.0%
CBS Inspection - Commercial or Multi-Family	27	0.9%
Roads - Traffic or Pedestrian Light Repair	27	0.9%
CBS Inspection - SCP - New Home	26	0.9%
CBS Inspection - Cancellation or Reschedule	25	0.9%
Total Top 20 SR Types	2,141	74.0%
Total Other SRs	753	26.0%
Total SRs for Ward	2,894	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.