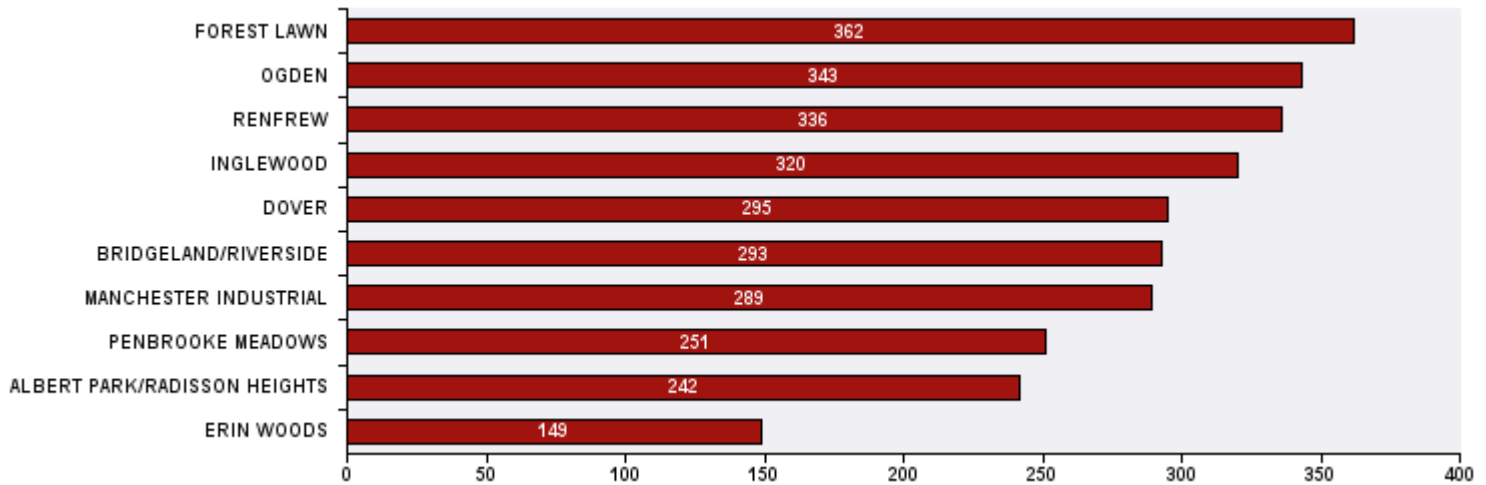


Top 10 Communities in Ward 9 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
WRS - Cart Management	152	3.6%
Roads - Backlane Maintenance	138	3.2%
Finance - Property Tax Account Inquiry	130	3.1%
Parks - Tree Concern - WAM	122	2.9%
CBS Inspection - Commercial or Multi-Family	119	2.8%
Corporate - Graffiti Concerns	116	2.7%
WATS - Sewage Back-up	106	2.5%
Roads - Pothole Maintenance	95	2.2%
Roads - Debris on Street/Sidewalk/Boulevard	92	2.2%
Roads - Dead Animal Pick-Up	90	2.1%
CBS Inspection - Electrical	85	2.0%
Bylaw - Material on Public Property	77	1.8%
Roads - Streetlight Maintenance	70	1.6%
AS - Pick Up Stray	67	1.6%
CBS Inspection - Furnace Replacement	61	1.4%
Bylaw - Long Grass - Weeds Infraction	60	1.4%
CFD - Inspection - Business Licence - FHB	60	1.4%
CBS Inspection - Residential Improvement Project - RIP	59	1.4%
WRS - Commercial Collection Services	59	1.4%
CT - Bus Stops	55	1.3%
CT - Employee Conduct	55	1.3%
Roads - Debris on Backlane	55	1.3%
Roads - Traffic or Pedestrian Light Repair	55	1.3%
WRS - Waste - Residential	55	1.3%
Total Top 20 SR Types	2,033	47.7%
Total Other SRs	2,228	52.3%
Total SRs for Ward	4,261	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.