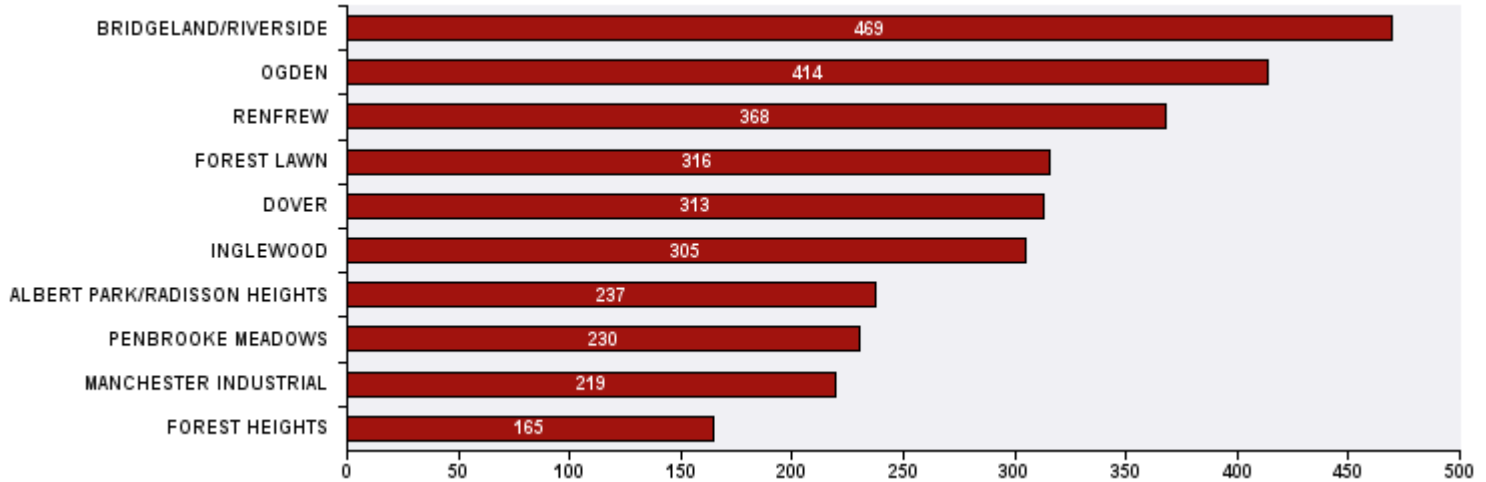


Top 10 Communities in Ward 9 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
WRS - Cart Management	219	4.9%
Finance - Property Tax Account Inquiry	166	3.7%
Parks - Tree Concern - WAM	131	2.9%
Corporate - Graffiti Concerns	126	2.8%
Parks - Garbage - WAM	123	2.8%
Roads - Debris on Street/Sidewalk/Boulevard	107	2.4%
CBS Inspection - Commercial or Multi-Family	106	2.4%
WATS - Sewage Back-up	98	2.2%
Bylaw - Material on Public Property	97	2.2%
Finance - ONLINE TIPP Agreement Request	84	1.9%
CBS Inspection - Residential Improvement Project - RIP	83	1.9%
Roads - Pothole Maintenance	82	1.8%
Roads - Backlane Maintenance	77	1.7%
Roads - Dead Animal Pick-Up	76	1.7%
WRS - Waste - Residential	76	1.7%
Roads - Debris on Backlane	75	1.7%
CT - Employee Conduct	74	1.7%
CBS Inspection - Electrical	72	1.6%
WRS - Commercial Collection Services	72	1.6%
311 Contact Us	71	1.6%
Corporate - Encampment Concerns	71	1.6%
Total Top 20 SR Types	2,086	46.8%
Total Other SRs	2,370	53.2%
Total SRs for Ward	4,456	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.