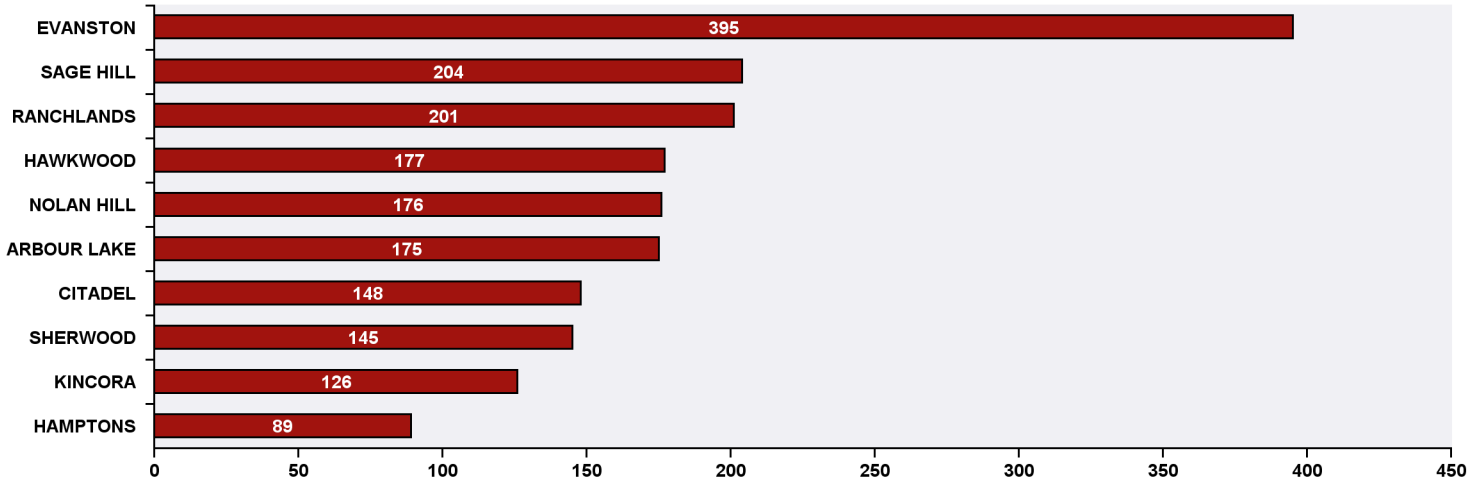




Top 10 Communities in Ward 2 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	105	5.6%
WRS - Cart Management	92	4.9%
CBS Inspection - Electrical	87	4.7%
Roads - Roadway Maintenance	77	4.1%
Finance - ONLINE TIPP Agreement Request	72	3.9%
CBS Inspection - Residential Improvement Project - RIP	67	3.6%
WRS - New Service - Carts	58	3.1%
WRS - Recycling - Blue Cart	54	2.9%
Roads - Street Cleaning	42	2.3%
WRS - Waste - Residential	42	2.3%
WRS - Compost - Green Cart	40	2.1%
311 Contact Us	39	2.1%
CBS Inspection - Plumbing	39	2.1%
WATS - Service and Main Valve Issues	38	2.0%
Roads - Dead Animal Pick-Up	34	1.8%
Finance - TIPP Agreement Request	33	1.8%
CBS Inspection - Commercial or Multi-Family	31	1.7%
Bylaw - Snow and Ice on Sidewalk	30	1.6%
Roads - Snow and Ice Control	30	1.6%
WATS - Water Consumption Appointment	25	1.3%
Total Top 20 SR Types	1,035	55.6%
Total Other SRs	826	44.4%
Total SRs for Ward	1,861	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.