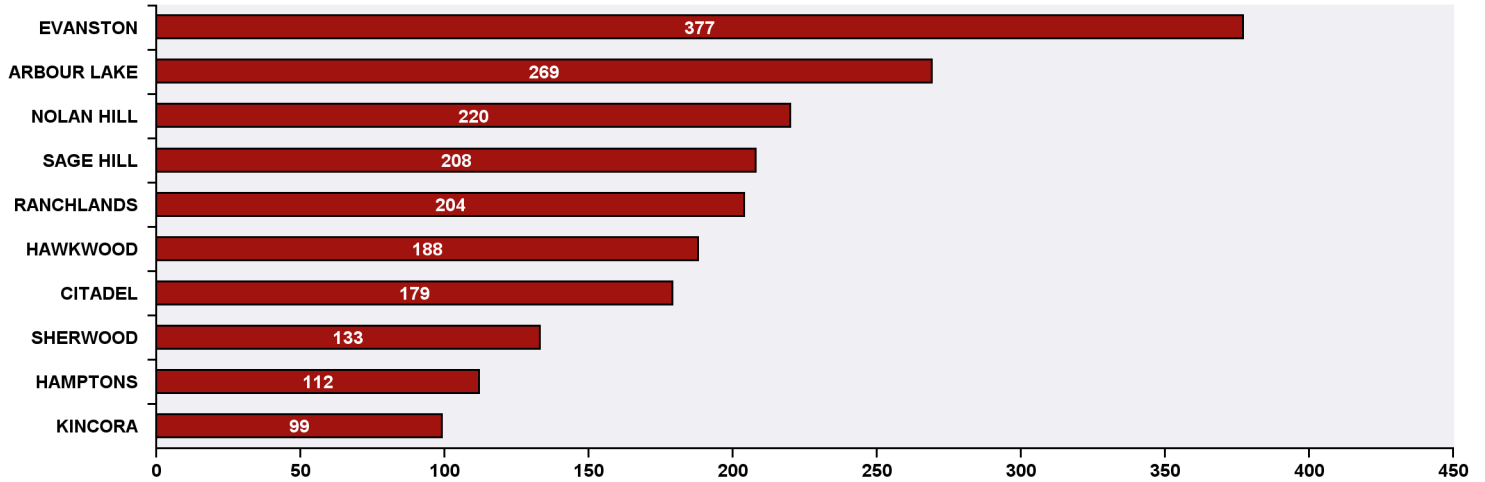


Top 10 Communities in Ward 2 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	207	10.3%
Roads - Snow and Ice Control	195	9.7%
Finance - ONLINE TIPP Agreement Request	149	7.4%
Finance - Property Tax Account Inquiry	136	6.8%
WRS - Cart Management	97	4.8%
CBS Inspection - Electrical	87	4.3%
Finance - TIPP Agreement Request	83	4.1%
WRS - New Service - Carts	52	2.6%
WRS - Recycling - Blue Cart	45	2.2%
CBS Inspection - Residential Improvement Project - RIP	44	2.2%
WRS - Waste - Residential	41	2.0%
WATS - Water Consumption Appointment	36	1.8%
311 Contact Us	28	1.4%
WRS - Compost - Green Cart	28	1.4%
CBS Inspection - Commercial or Multi-Family	25	1.2%
CBS Inspection - Furnace Replacement	25	1.2%
Roads - Traffic or Pedestrian Light Repair	25	1.2%
CBS Inspection - Gas	23	1.1%
CBS Inspection - Plumbing	21	1.0%
CBS Inspection - Heating & Ventilation	19	0.9%
Roads - Debris on Street/Sidewalk/Boulevard	19	0.9%
Total Top 20 SR Types	1,385	69.1%
Total Other SRs	618	30.9%
Total SRs for Ward	2,003	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.