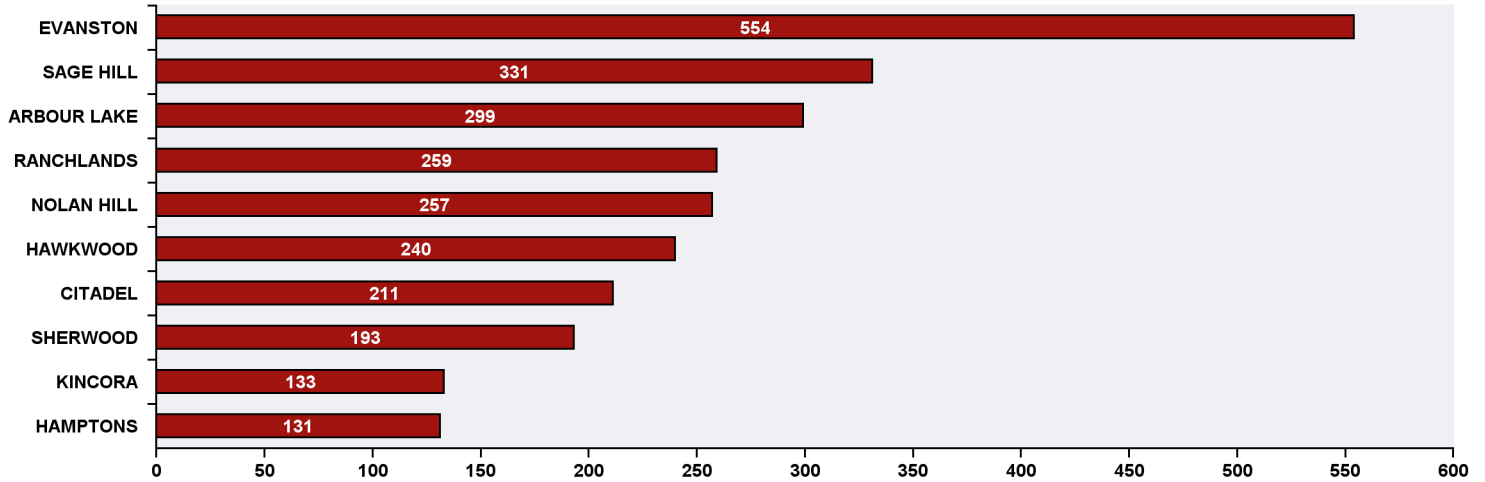


Top 10 Communities in Ward 2 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - ONLINE TIPP Agreement Request	178	6.7%
Finance - Property Tax Account Inquiry	124	4.7%
CBS Inspection - Electrical	121	4.6%
WRS - Cart Management	111	4.2%
Roads - Street Cleaning	92	3.5%
Finance - TIPP Agreement Request	88	3.3%
Roads - Roadway Maintenance	87	3.3%
WRS - Compost - Green Cart	70	2.6%
Parks - Tree Concern - WAM	69	2.6%
WRS - Waste - Residential	69	2.6%
CBS Inspection - Residential Improvement Project - RIP	63	2.4%
CBS Inspection - Commercial or Multi-Family	58	2.2%
WRS - New Service - Carts	55	2.1%
WRS - Recycling - Blue Cart	54	2.0%
WATS - Service and Main Valve Issues	49	1.8%
Roads - Debris on Street/Sidewalk/Boulevard	44	1.7%
Parks - Garbage - WAM	43	1.6%
311 Contact Us	38	1.4%
CBS Inspection - Plumbing	36	1.4%
Bylaw - Long Grass - Weeds Infraction	33	1.2%
CNS - Subsidized Programs - Fair Entry	33	1.2%
Total Top 20 SR Types	1,515	57.0%
Total Other SRs	1,141	43.0%
Total SRs for Ward	2,656	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.