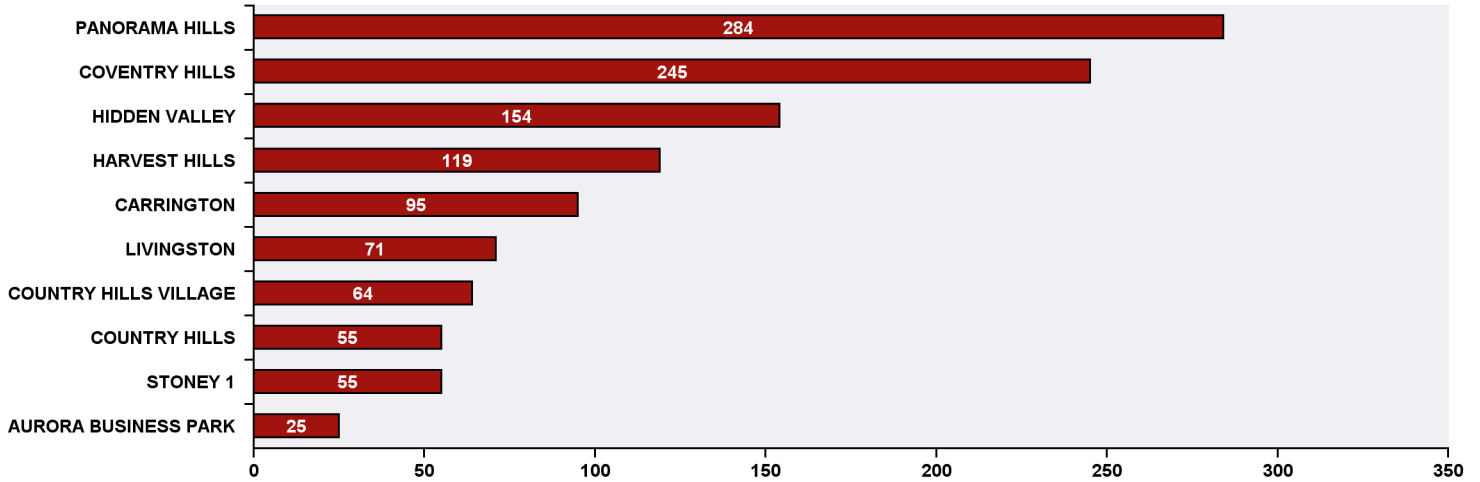




Top 10 Communities in Ward 3 by SR Volume



| Top 20 SR Types by Volume | SR Count | % of Total Ward |
|--|--------------|-----------------|
| Roads - Snow and Ice Control | 177 | 15.1% |
| Bylaw - Snow and Ice on Sidewalk | 101 | 8.6% |
| Finance - Property Tax Account Inquiry | 61 | 5.2% |
| WRS - New Service - Carts | 47 | 4.0% |
| WRS - Cart Management | 41 | 3.5% |
| Finance - ONLINE TIPP Agreement Request | 40 | 3.4% |
| Finance - TIPP Agreement Request | 38 | 3.3% |
| WRS - Waste - Residential | 36 | 3.1% |
| CBS Inspection - Commercial or Multi-Family | 34 | 2.9% |
| CBS Inspection - Residential Improvement Project - RIP | 32 | 2.7% |
| Parks - Snow and Ice Concerns - WAM | 29 | 2.5% |
| WRS - Recycling - Blue Cart | 27 | 2.3% |
| CBS Inspection - Electrical | 25 | 2.1% |
| CT - Employee Conduct | 25 | 2.1% |
| Bylaw - Material on Public Property | 17 | 1.5% |
| CT - Bus Route or Bus Schedule | 17 | 1.5% |
| WRS - Compost - Green Cart | 17 | 1.5% |
| Parks - Wildlife Management | 15 | 1.3% |
| CBS Inspection - Furnace Replacement | 14 | 1.2% |
| CBS Inspection - Plumbing | 14 | 1.2% |
| Compliance - Business Licence Concern | 14 | 1.2% |
| Roads - Traffic or Pedestrian Light Repair | 14 | 1.2% |
| Total Top 20 SR Types | 835 | 71.4% |
| Total Other SRs | 334 | 28.6% |
| Total SRs for Ward | 1,169 | 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.