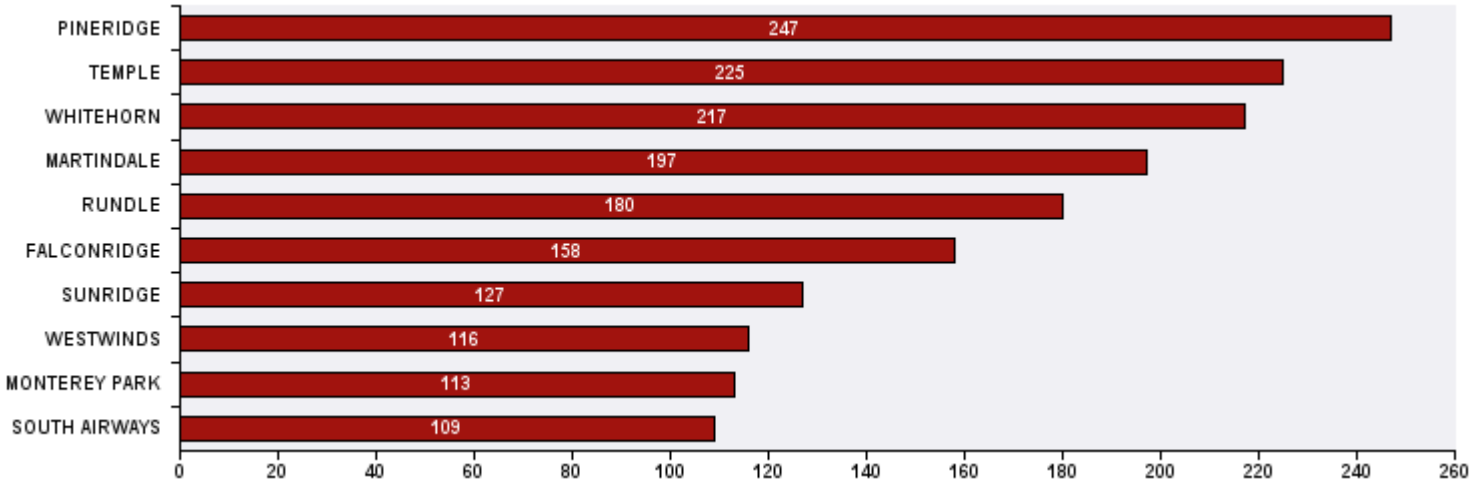


## Top 10 Communities in Ward 5 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	321	15.3%
Bylaw - Snow and Ice on Sidewalk	169	8.1%
Finance - Property Tax Account Inquiry	85	4.0%
Roads - Streetlight Maintenance	59	2.8%
WRS - Cart Management	53	2.5%
WRS - Waste - Residential	48	2.3%
CBS Inspection - Electrical	46	2.2%
Finance - Business Tax Inquiry	46	2.2%
CT - Employee Conduct	40	1.9%
CFD - Inspection - Business Licence	39	1.9%
WATS - Sewage Back-up	35	1.7%
CBS Inspection - Commercial or Multi-Family	33	1.6%
Compliance - Business Licence Concern	32	1.5%
Roads - Roadway Maintenance	32	1.5%
WRS - Recycling - Blue Cart	32	1.5%
Finance - TIPP Agreement Request	31	1.5%
CBS Inspection - Furnace Replacement	27	1.3%
WATR - Industrial Monitoring Inquiry	27	1.3%
CBS - RIM - Property Research	26	1.2%
Bylaw - Material on Public Property	25	1.2%
CNS - Snow Angels Campaign	25	1.2%
<b>Total Top 20 SR Types</b>	<b>1,231</b>	<b>58.6%</b>
<b>Total Other SRs</b>	<b>868</b>	<b>41.4%</b>
<b>Total SRs for Ward</b>	<b>2,099</b>	<b>100.0%</b>

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.