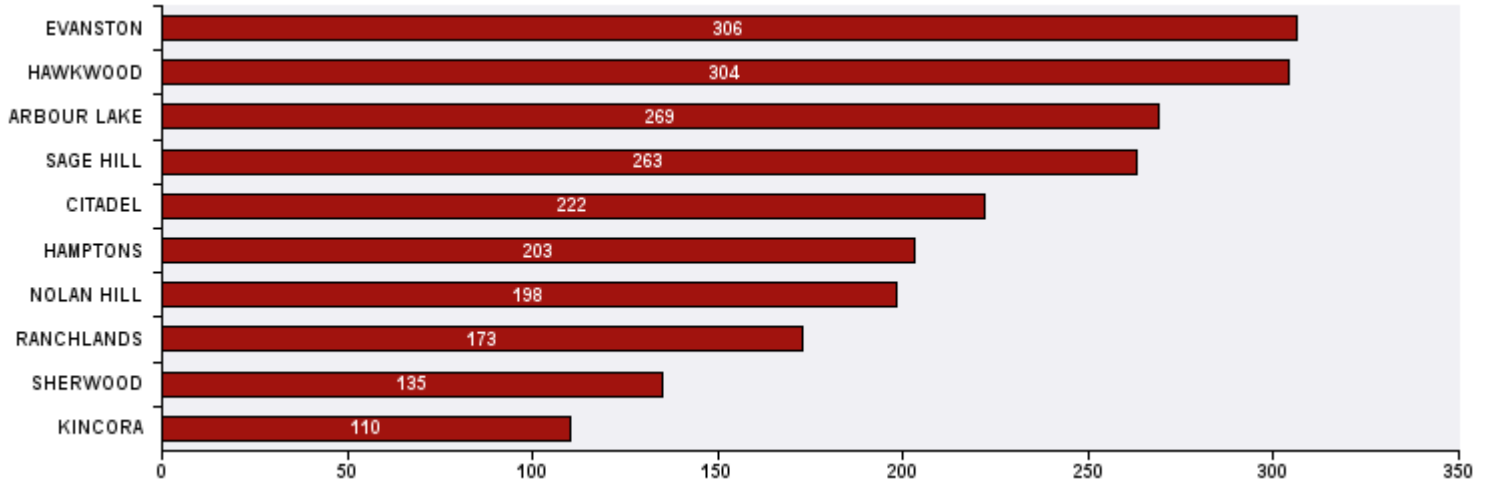


## Top 10 Communities in Ward 2 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	564	25.4%
Bylaw - Snow and Ice on Sidewalk	192	8.6%
WRS - Recycling - Blue Cart	119	5.4%
Finance - Property Tax Account Inquiry	108	4.9%
Finance - ONLINE TIPP Agreement Request	87	3.9%
CBS Inspection - Residential Improvement Project - RIP	76	3.4%
CBS Inspection - Electrical	75	3.4%
WRS - Cart Management	73	3.3%
WRS - Waste - Residential	67	3.0%
Parks - Snow and Ice Concerns - WAM	58	2.6%
Finance - TIPP Agreement Request	57	2.6%
CBS Inspection - Commercial or Multi-Family	38	1.7%
CBS Inspection - Furnace Replacement	35	1.6%
CBS Inspection - Plumbing	35	1.6%
WRS - New Service - Carts	27	1.2%
311 Contact Us	26	1.2%
Roads - Traffic or Pedestrian Light Repair	26	1.2%
Bylaw - Material on Public Property	20	0.9%
CBS Inspection - Gas	19	0.9%
CN - Subsidized Programs - Fair Entry	19	0.9%
WRS - Compost - Green Cart	19	0.9%
<b>Total Top 20 SR Types</b>	<b>1,740</b>	<b>78.2%</b>
<b>Total Other SRs</b>	<b>484</b>	<b>21.8%</b>
<b>Total SRs for Ward</b>	<b>2,224</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.