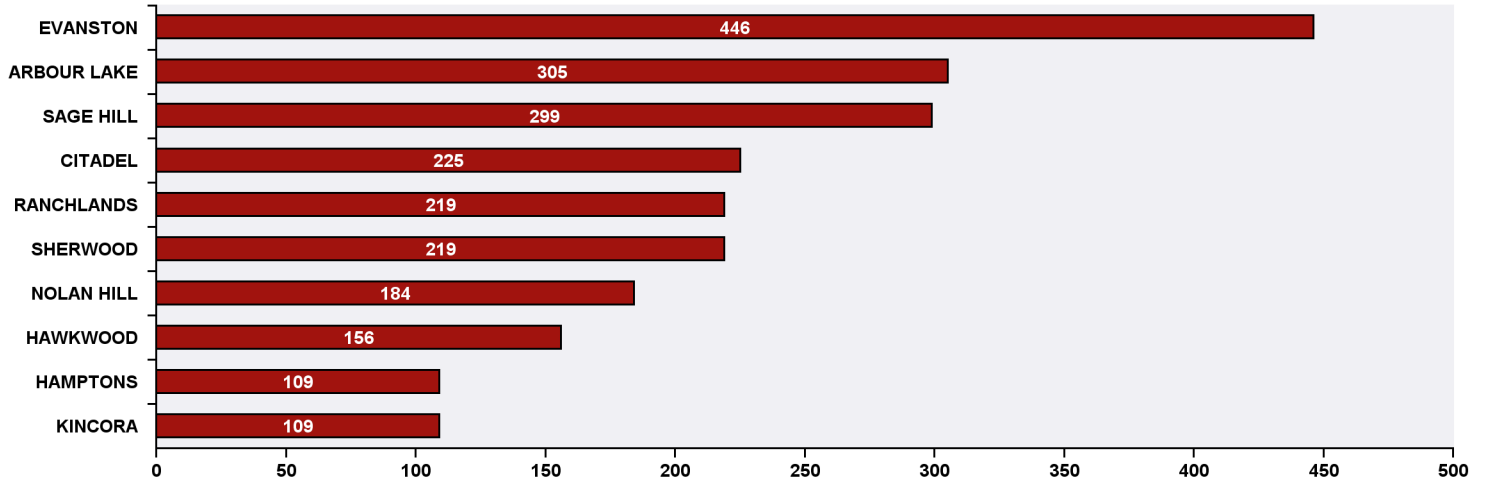


### Top 10 Communities in Ward 2 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
City Clerk's - Civic Census (Public Inquiries)	238	10.3%
Finance - ONLINE TIPP Agreement Request	161	7.0%
CBS Inspection - Electrical	134	5.8%
WRS - Cart Management	86	3.7%
Finance - Property Tax Account Inquiry	82	3.6%
Finance - TIPP Agreement Request	79	3.4%
CBS Inspection - Residential Improvement Project - RIP	63	2.7%
CBS Inspection - Commercial or Multi-Family	58	2.5%
Parks - Tree Concern - WAM	53	2.3%
WRS - Waste - Residential	47	2.0%
Parks - Wildlife Management	41	1.8%
CBS Inspection - Cancellation or Reschedule	40	1.7%
CBS Inspection - Plumbing	38	1.6%
WATS - Drainage Bylaw	38	1.6%
Roads - Traffic or Pedestrian Light Repair	35	1.5%
WRS - New Service - Carts	35	1.5%
WRS - Compost - Green Cart	34	1.5%
Roads - Dead Animal Pick-Up	31	1.3%
Roads - Signs - Missing - Damaged	31	1.3%
CBS - RIM - Property Research	29	1.3%
CN - Subsidized Programs - Fair Entry	29	1.3%
<b>Total Top 20 SR Types</b>	<b>1,382</b>	<b>60.0%</b>
<b>Total Other SRs</b>	<b>922</b>	<b>40.0%</b>
<b>Total SRs for Ward</b>	<b>2,304</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.