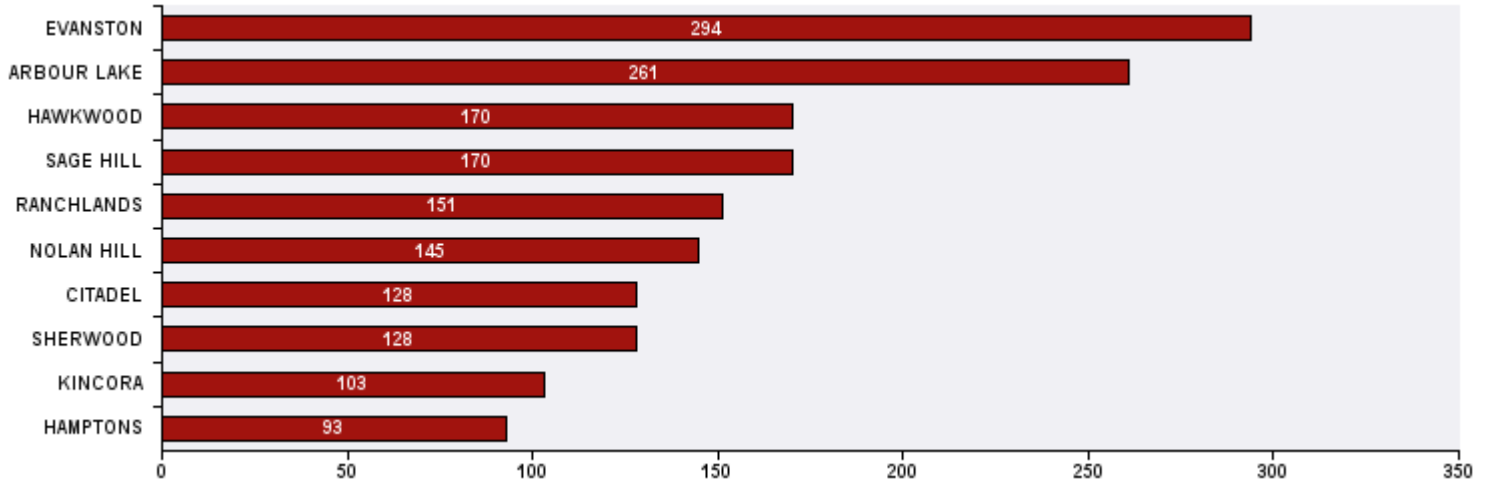


Top 10 Communities in Ward 2 by SR Volume



| Top 20 SR Types by Volume | SR Count | % of Total Ward |
|--|--------------|-----------------|
| WRS - Cart Management | 130 | 7.7% |
| Finance - Property Tax Account Inquiry | 96 | 5.7% |
| CBS Inspection - Electrical | 79 | 4.7% |
| CBS Inspection - Residential Improvement Project - RIP | 57 | 3.4% |
| Finance - ONLINE TIPP Agreement Request | 54 | 3.2% |
| WRS - Compost - Green Cart | 53 | 3.1% |
| Roads - Snow and Ice Control | 46 | 2.7% |
| WRS - Waste - Residential | 39 | 2.3% |
| Roads - Traffic or Pedestrian Light Repair | 38 | 2.3% |
| CBS Inspection - Furnace Replacement | 37 | 2.2% |
| Roads - Debris on Street/Sidewalk/Boulevard | 33 | 2.0% |
| CBS Inspection - Commercial or Multi-Family | 32 | 1.9% |
| Roads - Dead Animal Pick-Up | 32 | 1.9% |
| WRS - New Service - Carts | 32 | 1.9% |
| CBS Inspection - Plumbing | 30 | 1.8% |
| Finance - TIPP Agreement Request | 27 | 1.6% |
| WRS - Recycling - Blue Cart | 27 | 1.6% |
| 311 Contact Us | 25 | 1.5% |
| CT - Employee Conduct | 25 | 1.5% |
| CBS Inspection - Heating & Ventilation | 23 | 1.4% |
| Total Top 20 SR Types | 915 | 54.2% |
| Total Other SRs | 773 | 45.8% |
| Total SRs for Ward | 1,688 | 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.