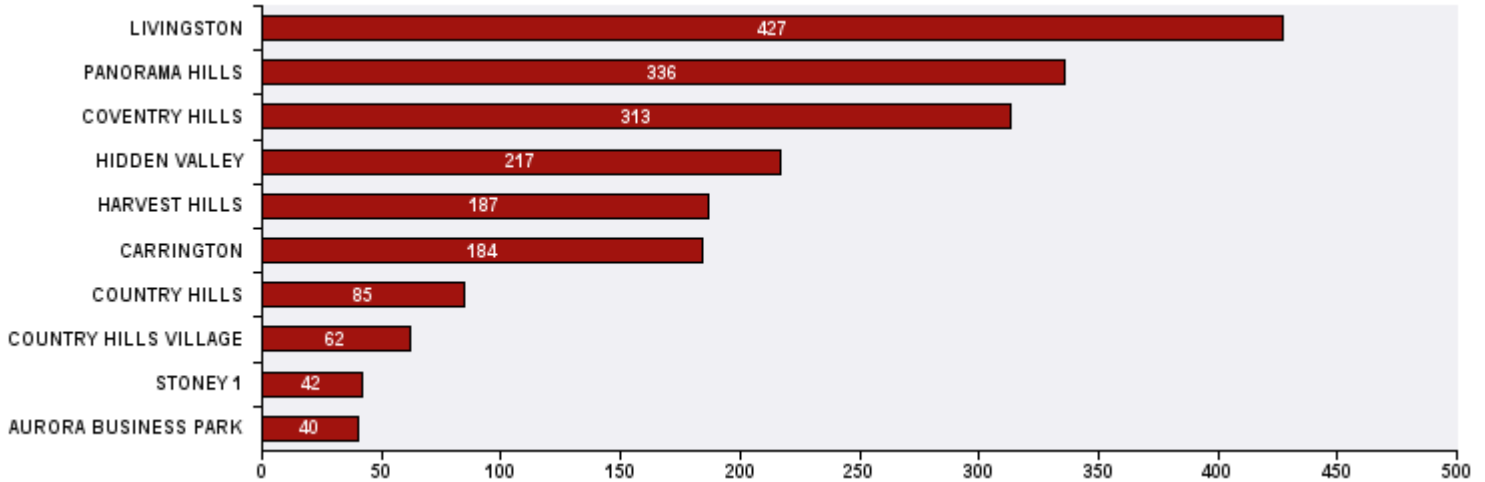


### Top 10 Communities in Ward 3 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
WATS - Water Outage	176	9.3%
WATS - Water Pressure Issues	94	5.0%
Finance - Property Tax Account Inquiry	89	4.7%
CBS Inspection - Electrical	81	4.3%
WRS - New Service - Carts	80	4.2%
Finance - ONLINE TIPP Agreement Request	79	4.2%
CBS Inspection - Residential Improvement Project - RIP	75	4.0%
WRS - Cart Management	62	3.3%
311 Contact Us	59	3.1%
Bylaw - Long Grass - Weeds Infraction	52	2.7%
WRS - Waste - Residential	42	2.2%
WRS - Recycling - Blue Cart	36	1.9%
Roads - Dead Animal Pick-Up	35	1.8%
CBS Inspection - Commercial or Multi-Family	32	1.7%
CBS Inspection - Plumbing	29	1.5%
Finance - TIPP Agreement Request	29	1.5%
Parks - Tree Concern - WAM	27	1.4%
CN - Subsidized Programs - Fair Entry	23	1.2%
Bylaw - Noise Concerns	22	1.2%
CBS - RIM - Property Research	22	1.2%
<b>Total Top 20 SR Types</b>	<b>1,144</b>	<b>60.3%</b>
<b>Total Other SRs</b>	<b>753</b>	<b>39.7%</b>
<b>Total SRs for Ward</b>	<b>1,897</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.