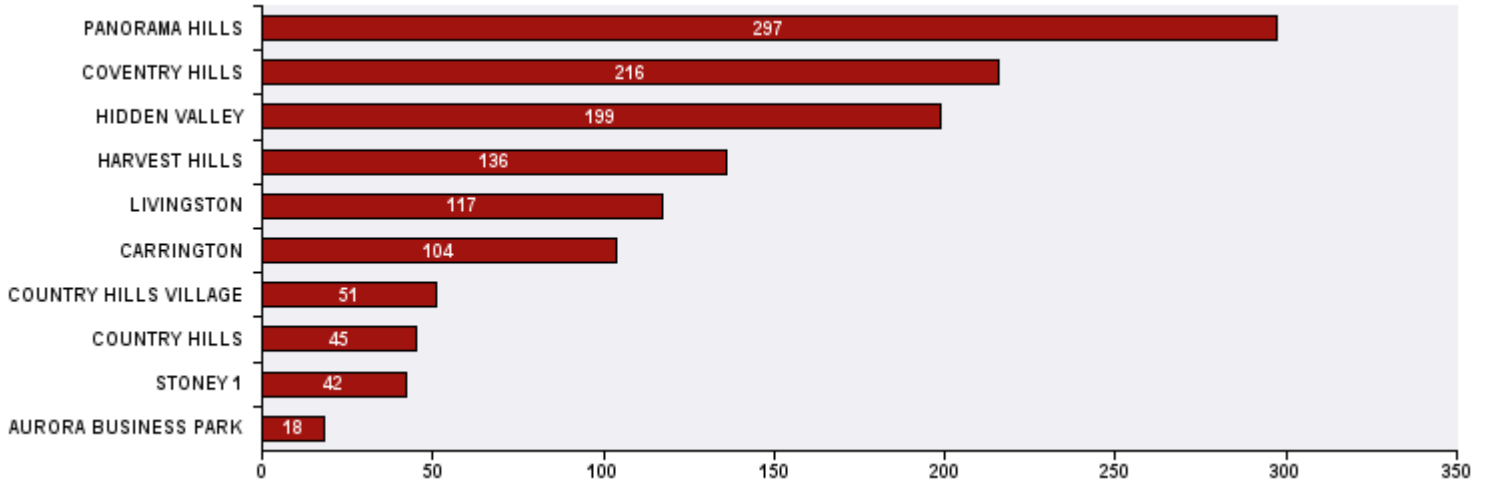


### Top 10 Communities in Ward 3 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	145	11.8%
Finance - Property Tax Account Inquiry	63	5.1%
WRS - New Service - Carts	62	5.0%
CBS Inspection - Residential Improvement Project - RIP	53	4.3%
WRS - Cart Management	49	4.0%
Roads - Snow and Ice Control	46	3.7%
Finance - ONLINE TIPP Agreement Request	42	3.4%
CBS Inspection - Electrical	37	3.0%
Finance - TIPP Agreement Request	32	2.6%
WRS - Recycling - Blue Cart	32	2.6%
WRS - Waste - Residential	31	2.5%
Corporate - Graffiti Concerns	29	2.4%
Bylaw - Temporary Signs Infraction on City Property	24	2.0%
Parks - Snow and Ice Concerns - WAM	24	2.0%
CT - Employee Conduct	22	1.8%
Roads - Streetlight Maintenance	22	1.8%
WATS - Catch Basin Concerns	22	1.8%
CBS Inspection - Furnace Replacement	21	1.7%
CBS Inspection - Plumbing	19	1.5%
Roads - Dead Animal Pick-Up	19	1.5%
Roads - Signs - Traffic and Roadmarking	19	1.5%
<b>Total Top 20 SR Types</b>	<b>813</b>	<b>66.2%</b>
<b>Total Other SRs</b>	<b>415</b>	<b>33.8%</b>
<b>Total SRs for Ward</b>	<b>1,228</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.