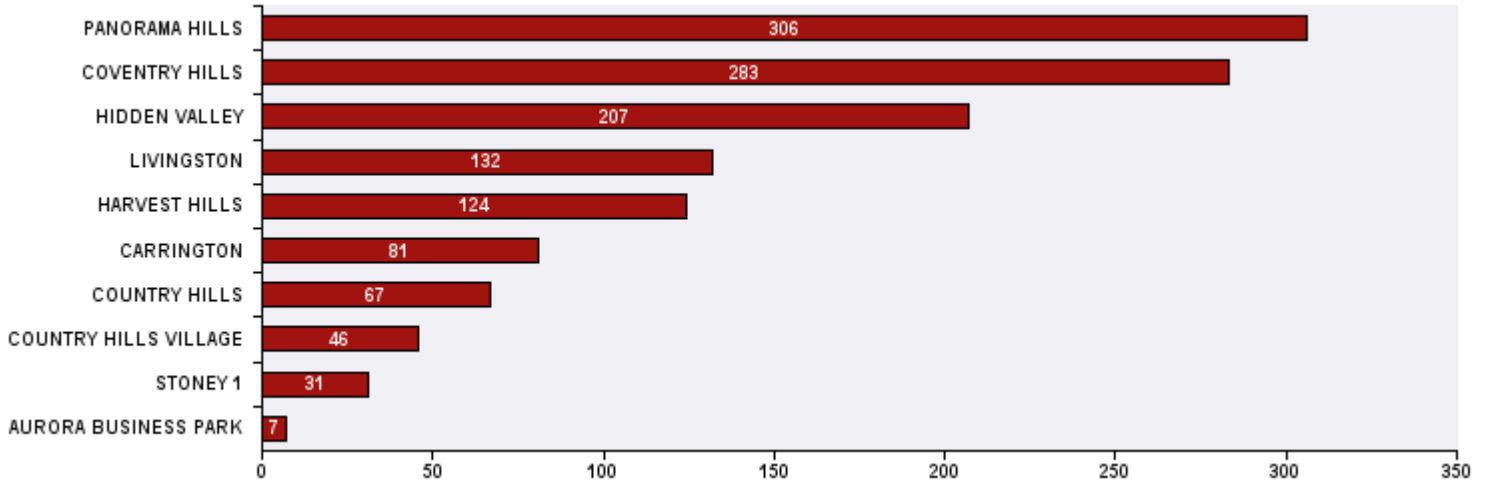


Top 10 Communities in Ward 3 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	135	10.5%
Finance - Property Tax Account Inquiry	88	6.8%
Roads - Snow and Ice Control	74	5.8%
Finance - ONLINE TIPP Agreement Request	60	4.7%
CBS Inspection - Electrical	57	4.4%
WRS - Cart Management	49	3.8%
CBS Inspection - Residential Improvement Project - RIP	48	3.7%
WRS - New Service - Carts	43	3.3%
WRS - Waste - Residential	38	3.0%
CBS Inspection - Furnace Replacement	33	2.6%
WRS - Recycling - Blue Cart	32	2.5%
CBS Inspection - Plumbing	30	2.3%
Roads - Traffic Signal Timing Inquiry	28	2.2%
Roads - Signs - Missing - Damaged	26	2.0%
Finance - TIPP Agreement Request	25	1.9%
Roads - Traffic or Pedestrian Light Repair	23	1.8%
CBS Inspection - Commercial or Multi-Family	21	1.6%
CT - Employee Conduct	16	1.2%
Parks - Snow and Ice Concerns - WAM	16	1.2%
Parks - Wildlife Sightings	16	1.2%
WATS - Water Main Break or Leak	16	1.2%
WRS - Compost - Green Cart	16	1.2%
Total Top 20 SR Types	890	69.2%
Total Other SRs	396	30.8%
Total SRs for Ward	1,286	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.