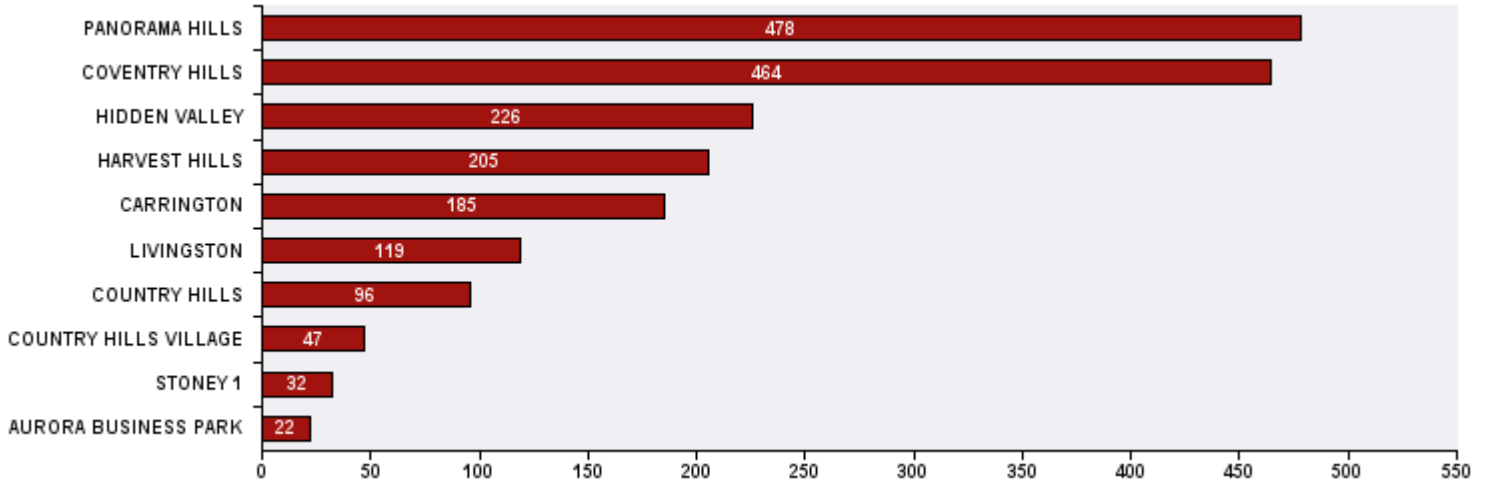


Top 10 Communities in Ward 3 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	116	6.2%
CFD - Operation Birthdays	114	6.1%
Finance - ONLINE TIPP Agreement Request	109	5.8%
WRS - Cart Management	77	4.1%
WRS - New Service - Carts	63	3.4%
WATS - Catch Basin Concerns	61	3.2%
WRS - Waste - Residential	57	3.0%
CBS Inspection - Electrical	56	3.0%
WATS - Service and Main Valve Issues	47	2.5%
Bylaw - Disturbance and Behavioural Concerns	45	2.4%
Finance - TIPP Agreement Request	45	2.4%
WRS - Compost - Green Cart	43	2.3%
311 Contact Us	41	2.2%
CBS Inspection - Residential Improvement Project - RIP	40	2.1%
Parks - Tree Concern - WAM	40	2.1%
Roads - Pothole Maintenance	40	2.1%
CBS Inspection - Commercial or Multi-Family	36	1.9%
Roads - Street Cleaning	36	1.9%
WRS - Recycling - Blue Cart	33	1.8%
Roads - Backlane Maintenance	31	1.6%
Total Top 20 SR Types	1,130	60.1%
Total Other SRs	749	39.9%
Total SRs for Ward	1,879	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.