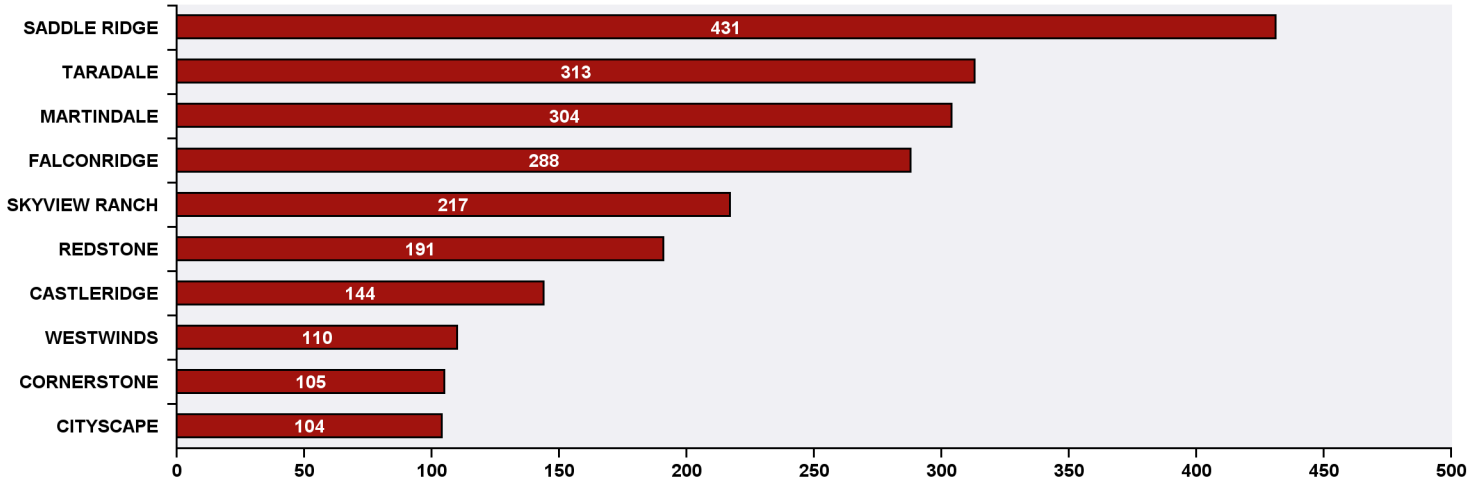


Top 10 Communities in Ward 5 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Street Cleaning	134	5.3%
City Clerk's - Civic Census (Public Inquiries)	115	4.6%
Finance - Property Tax Account Inquiry	109	4.4%
CBS Inspection - Commercial or Multi-Family	94	3.8%
WRS - Cart Management	83	3.3%
WRS - New Service - Carts	80	3.2%
Bylaw - Material on Public Property	72	2.9%
CBS Inspection - Residential Improvement Project - RIP	68	2.7%
CBS Inspection - Electrical	67	2.7%
Roads - Pothole Maintenance	57	2.3%
Roads - Roadway Maintenance	55	2.2%
CBS Inspection - Plumbing	53	2.1%
WRS - Recycling - Blue Cart	52	2.1%
Finance - TIPP Agreement Request	45	1.8%
CBS Inspection - Heating & Ventilation	42	1.7%
Roads - Debris on Backlane	42	1.7%
Roads - Debris on Street/Sidewalk/Boulevard	40	1.6%
Roads - Streetlight Maintenance	40	1.6%
WRS - Waste - Residential	40	1.6%
CBS Inspection - Furnace Replacement	39	1.6%
Total Top 20 SR Types	1,327	53.0%
Total Other SRs	1,178	47.0%
Total SRs for Ward	2,505	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.