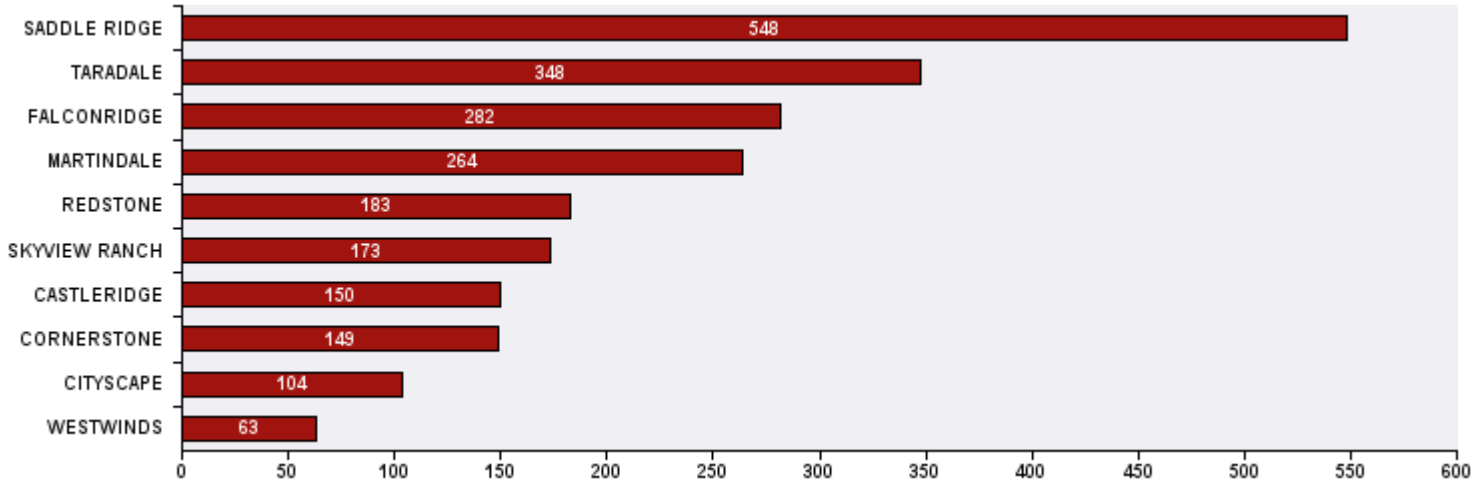


Top 10 Communities in Ward 5 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
CFD - Operation Birthdays	492	20.0%
Finance - Property Tax Account Inquiry	140	5.7%
WRS - Cart Management	105	4.3%
WRS - Waste - Residential	100	4.1%
CBS Inspection - Electrical	72	2.9%
WRS - New Service - Carts	71	2.9%
CBS Inspection - Commercial or Multi-Family	68	2.8%
Bylaw - Material on Public Property	58	2.4%
CBS Inspection - Residential Improvement Project - RIP	56	2.3%
Finance - TIPP Agreement Request	52	2.1%
Bylaw - Disturbance and Behavioural Concerns	49	2.0%
Roads - Debris on Backlane	46	1.9%
WRS - Recycling - Blue Cart	45	1.8%
WRS - Compost - Green Cart	42	1.7%
Roads - Streetlight Maintenance	38	1.5%
CBS Inspection - Cancellation or Reschedule	37	1.5%
311 Contact Us	36	1.5%
CBS Inspection - Plumbing	36	1.5%
Roads - Pothole Maintenance	36	1.5%
Compliance - Business Licence Concern	35	1.4%
Total Top 20 SR Types	1,614	65.7%
Total Other SRs	841	34.3%
Total SRs for Ward	2,455	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.