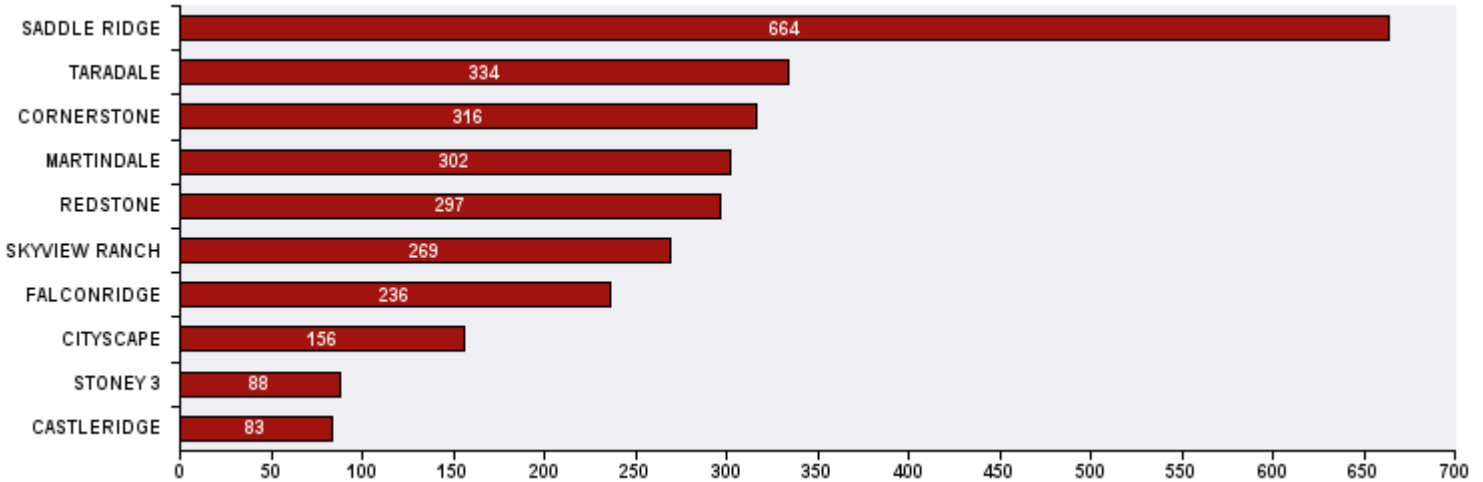


## Top 10 Communities in Ward 5 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	573	19.4%
CBS Inspection - Residential Improvement Project - RIP	200	6.8%
Finance - Property Tax Account Inquiry	181	6.1%
Bylaw - Snow and Ice on Sidewalk	173	5.9%
CBS Inspection - Electrical	138	4.7%
WRS - Waste - Residential	121	4.1%
WRS - Cart Management	117	4.0%
CBS Inspection - Commercial or Multi-Family	109	3.7%
CBS Inspection - Plumbing	92	3.1%
Finance - TIPP Agreement Request	90	3.1%
WRS - Recycling - Blue Cart	78	2.6%
WRS - New Service - Carts	72	2.4%
Finance - ONLINE TIPP Agreement Request	71	2.4%
Bylaw - Material on Public Property	55	1.9%
WRS - Compost - Green Cart	51	1.7%
CBS Inspection - Gas	48	1.6%
CBS Inspection - Cancellation or Reschedule	34	1.2%
311 Contact Us	30	1.0%
CT - Employee Conduct	28	1.0%
CBS Inspection - Heating & Ventilation	26	0.9%
Roads - Traffic or Pedestrian Light Repair	26	0.9%
<b>Total Top 20 SR Types</b>	<b>2,313</b>	<b>78.5%</b>
<b>Total Other SRs</b>	<b>634</b>	<b>21.5%</b>
<b>Total SRs for Ward</b>	<b>2,947</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.