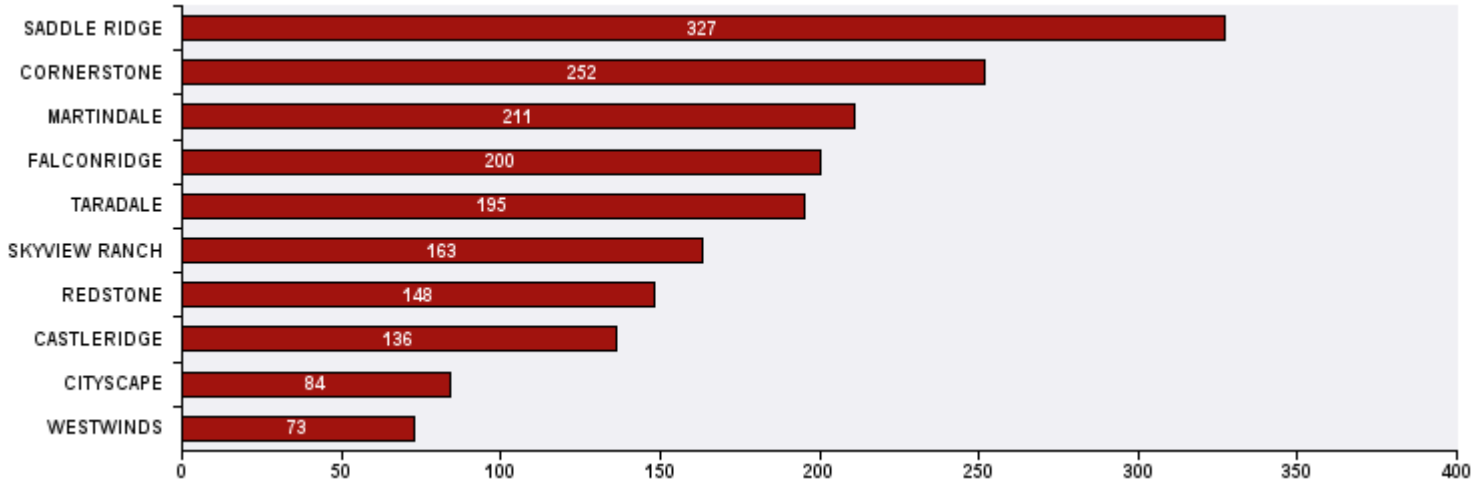




Top 10 Communities in Ward 5 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	179	8.6%
Bylaw - Snow and Ice on Sidewalk	121	5.8%
CBS Inspection - Commercial or Multi-Family	110	5.3%
CBS Inspection - Electrical	108	5.2%
WRS - New Service - Carts	100	4.8%
CBS Inspection - Residential Improvement Project - RIP	79	3.8%
CBS Inspection - Plumbing	67	3.2%
WRS - Cart Management	67	3.2%
Roads - Streetlight Maintenance	60	2.9%
WRS - Waste - Residential	59	2.8%
CBS Inspection - Cancellation or Reschedule	43	2.1%
CBS Inspection - Heating & Ventilation	42	2.0%
Bylaw - Material on Public Property	41	2.0%
CBS Inspection - Gas	41	2.0%
Finance - ONLINE TIPP Agreement Request	39	1.9%
Roads - Pothole Maintenance	38	1.8%
WRS - Recycling - Blue Cart	38	1.8%
Bylaw - Temporary Signs Infraction on City Property	36	1.7%
WATS - Catch Basin Concerns	32	1.5%
Finance - TIPP Agreement Request	28	1.3%
Roads - Debris on Street/Sidewalk/Boulevard	28	1.3%
Total Top 20 SR Types	1,356	64.8%
Total Other SRs	735	35.2%
Total SRs for Ward	2,091	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.