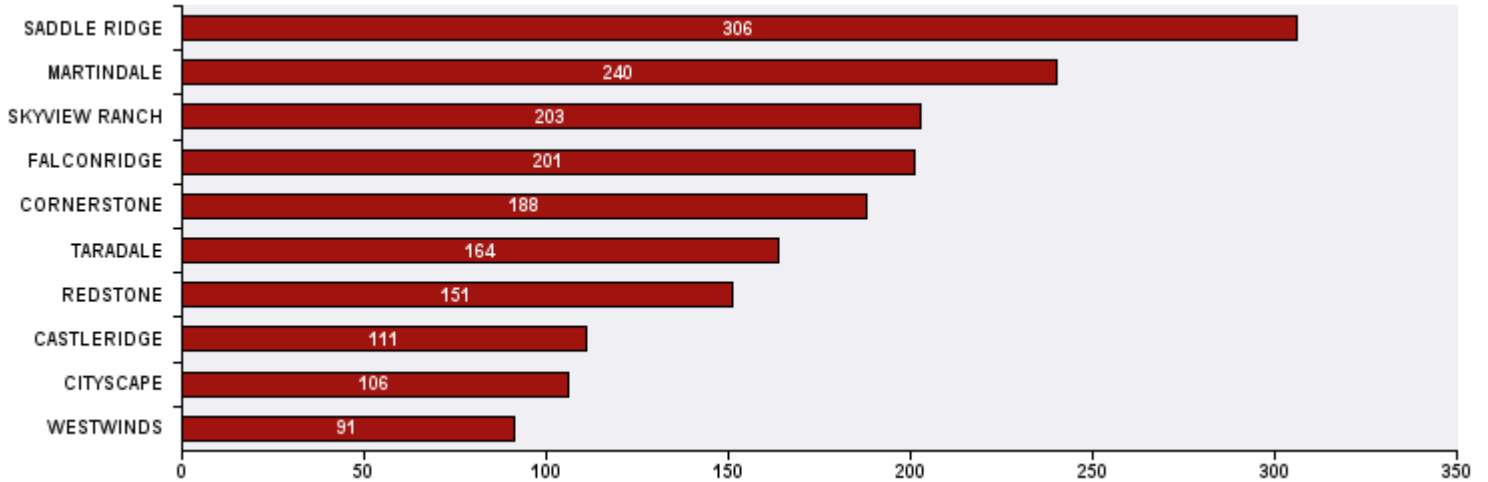


## Top 10 Communities in Ward 5 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	154	7.7%
Bylaw - Snow and Ice on Sidewalk	112	5.6%
CBS Inspection - Residential Improvement Project - RIP	108	5.4%
CBS Inspection - Commercial or Multi-Family	102	5.1%
WRS - New Service - Carts	94	4.7%
CBS Inspection - Electrical	90	4.5%
Finance - ONLINE TIPP Agreement Request	63	3.1%
Roads - Snow and Ice Control	62	3.1%
WRS - Waste - Residential	61	3.0%
Finance - TIPP Agreement Request	60	3.0%
WRS - Cart Management	59	2.9%
CBS Inspection - Plumbing	53	2.6%
Bylaw - Material on Public Property	43	2.1%
Roads - Traffic Signal Timing Inquiry	36	1.8%
Roads - Traffic or Pedestrian Light Repair	34	1.7%
Roads - Streetlight Maintenance	31	1.5%
WRS - Recycling - Blue Cart	31	1.5%
CBS Inspection - Heating & Ventilation	29	1.4%
CFD - Inspection - Missed Annual - FHB	29	1.4%
CT - Employee Conduct	25	1.2%
<b>Total Top 20 SR Types</b>	<b>1,276</b>	<b>63.5%</b>
<b>Total Other SRs</b>	<b>733</b>	<b>36.5%</b>
<b>Total SRs for Ward</b>	<b>2,009</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.