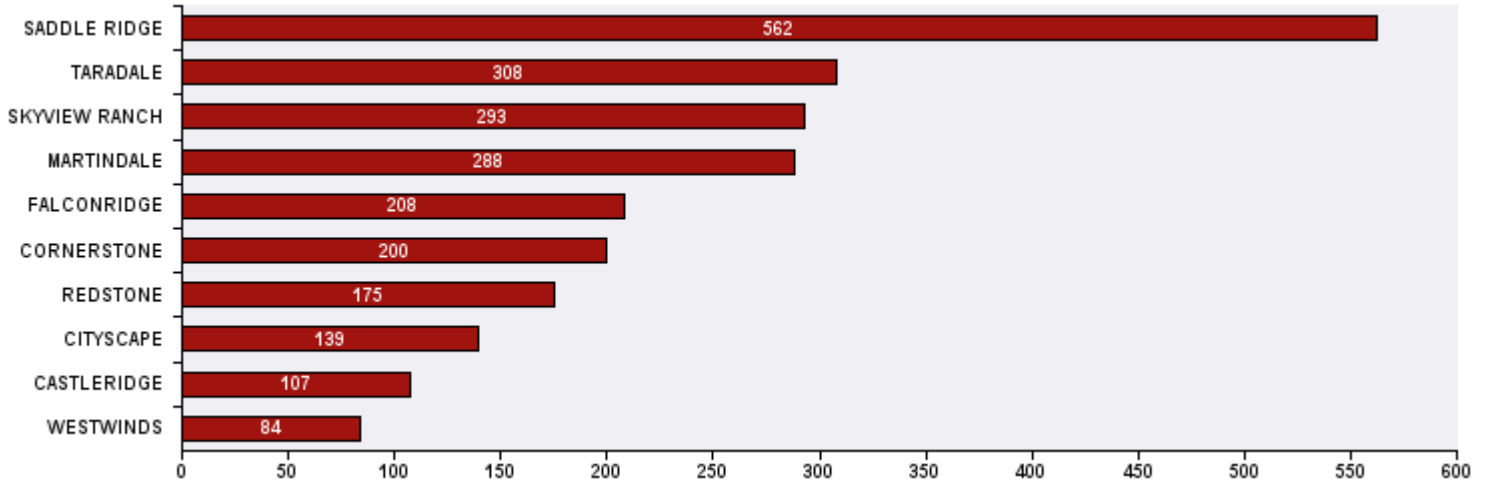


## Top 10 Communities in Ward 5 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
CBS Inspection - Residential Improvement Project - RIP	207	7.8%
Finance - Property Tax Account Inquiry	206	7.8%
CBS Inspection - Electrical	151	5.7%
CBS Inspection - Commercial or Multi-Family	111	4.2%
WRS - Cart Management	110	4.2%
CBS Inspection - Plumbing	97	3.7%
WRS - New Service - Carts	86	3.3%
WRS - Waste - Residential	85	3.2%
WRS - Programs	84	3.2%
Bylaw - Temporary Signs Infraction on City Property	78	3.0%
Roads - Signs - Traffic and Roadmarking	69	2.6%
CN - Subsidized Programs - Fair Entry	65	2.5%
Finance - TIPP Agreement Request	57	2.2%
WRS - Recycling - Blue Cart	55	2.1%
Bylaw - Material on Public Property	52	2.0%
Finance - ONLINE TIPP Agreement Request	35	1.3%
Roads - Debris on Backlane	35	1.3%
CBS Inspection - Cancellation or Reschedule	34	1.3%
WATR - Industrial Monitoring Inquiry	33	1.3%
CBS Inspection - SCP - New Home	28	1.1%
CT - Employee Conduct	28	1.1%
Roads - Traffic or Pedestrian Light Repair	28	1.1%
<b>Total Top 20 SR Types</b>	<b>1,734</b>	<b>65.8%</b>
<b>Total Other SRs</b>	<b>903</b>	<b>34.2%</b>
<b>Total SRs for Ward</b>	<b>2,637</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.