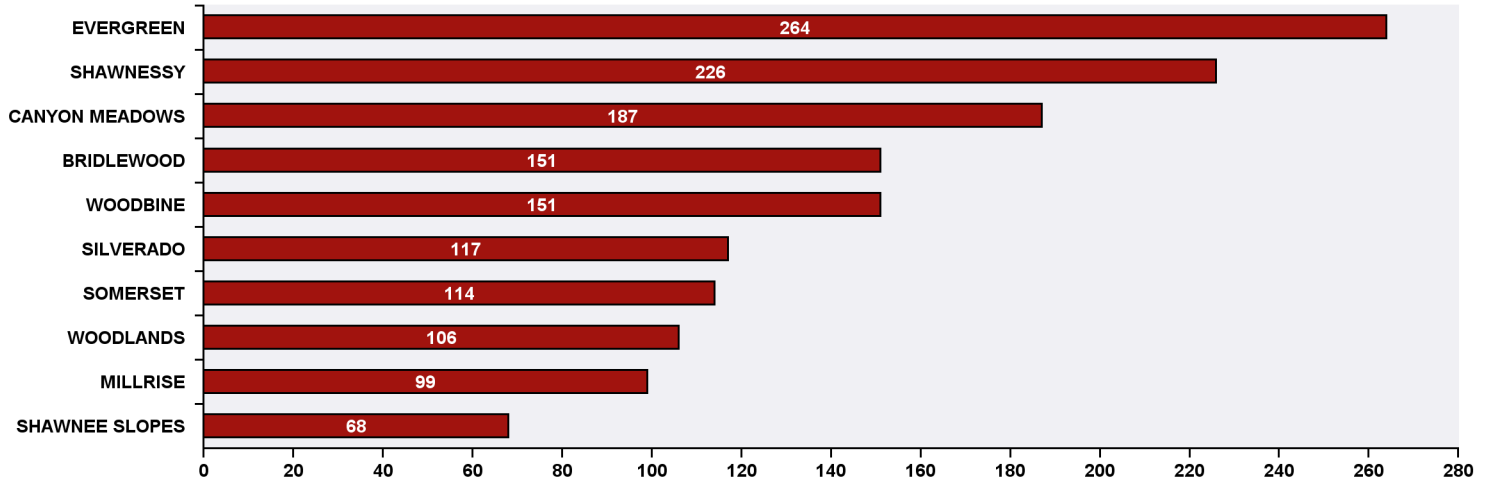


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	146	9.7%
Finance - Property Tax Account Inquiry	109	7.2%
Finance - ONLINE TIPP Agreement Request	87	5.8%
WRS - Cart Management	78	5.2%
WRS - Waste - Residential	69	4.6%
CBS Inspection - Electrical	64	4.3%
CBS Inspection - Residential Improvement Project - RIP	44	2.9%
Finance - TIPP Agreement Request	44	2.9%
Roads - Traffic or Pedestrian Light Repair	41	2.7%
WRS - Recycling - Blue Cart	37	2.5%
CT - Employee Conduct	34	2.3%
CBS Inspection - Furnace Replacement	31	2.1%
Roads - Streetlight Maintenance	30	2.0%
WRS - Compost - Green Cart	30	2.0%
Bylaw - Material on Public Property	29	1.9%
CBS Inspection - Plumbing	29	1.9%
CNS - Subsidized Programs - Fair Entry	26	1.7%
WATS - Sewage Back-up	24	1.6%
CBS Inspection - Gas	22	1.5%
Roads - Debris on Street/Sidewalk/Boulevard	20	1.3%
Total Top 20 SR Types	994	66.1%
Total Other SRs	510	33.9%
Total SRs for Ward	1,504	100.0%