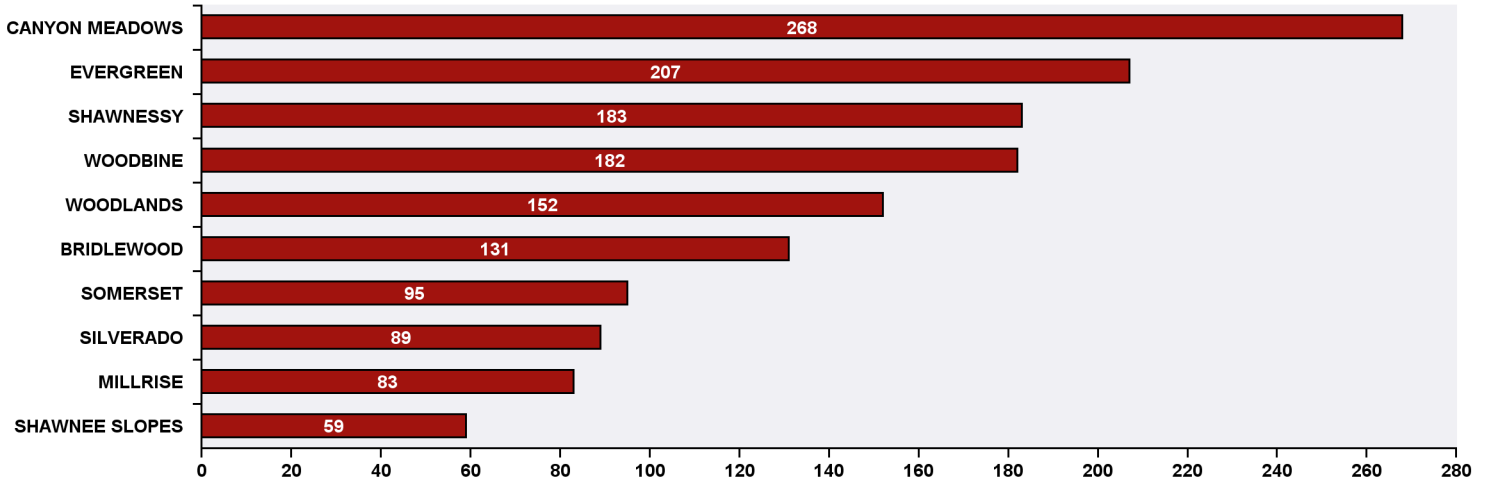


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	101	6.8%
Roads - Snow and Ice Control	93	6.3%
Finance - ONLINE TIPP Agreement Request	75	5.0%
Roads - Traffic or Pedestrian Light Repair	74	5.0%
Finance - Property Tax Account Inquiry	67	4.5%
Roads - Streetlight Maintenance	57	3.8%
WRS - Waste - Residential	45	3.0%
WRS - Recycling - Blue Cart	44	3.0%
WATS - Sewage Back-up	41	2.8%
CBS Inspection - Residential Improvement Project - RIP	34	2.3%
Finance - TIPP Agreement Request	34	2.3%
CBS Inspection - Electrical	33	2.2%
CBS Inspection - Furnace Replacement	33	2.2%
Parks - Snow and Ice Concerns - WAM	31	2.1%
WRS - Cart Management	30	2.0%
CBS Inspection - Commercial or Multi-Family	25	1.7%
WRS - Compost - Green Cart	22	1.5%
AS - Lost and Found Animal	20	1.3%
CBS Inspection - Gas	18	1.2%
CT - Employee Conduct	17	1.1%
Roads - Debris on Street/Sidewalk/Boulevard	17	1.1%
Total Top 20 SR Types	911	61.3%
Total Other SRs	575	38.7%
Total SRs for Ward	1,486	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.