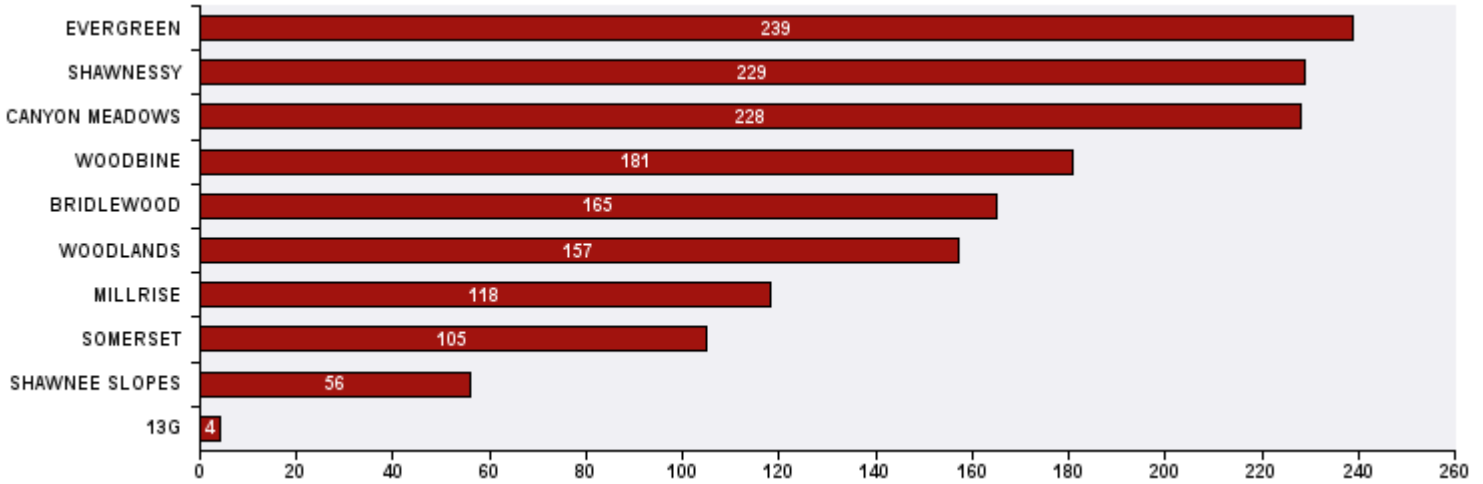


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	239	16.0%
Bylaw - Snow and Ice on Sidewalk	93	6.2%
Finance - Property Tax Account Inquiry	82	5.5%
Finance - TIPP Agreement Request	58	3.9%
Roads - Roadway Maintenance	58	3.9%
CBS Inspection - Electrical	47	3.2%
WRS - Cart Management	45	3.0%
CBS Inspection - Furnace Replacement	38	2.5%
CT - Employee Conduct	34	2.3%
CNS - Snow Angels Campaign	30	2.0%
WRS - Waste - Residential	30	2.0%
WATS - Catch Basin Concerns	29	1.9%
WATS - Sewage Back-up	27	1.8%
CBS Inspection - Residential Improvement Project - RIP	25	1.7%
CBS Inspection - Gas	24	1.6%
Bylaw - Material on Public Property	23	1.5%
Parks - Snow and Ice Concerns - WAM	21	1.4%
CBS Inspection - Plumbing	20	1.3%
311 Contact Us	18	1.2%
Roads - Traffic or Pedestrian Light Repair	18	1.2%
Total Top 20 SR Types	959	64.3%
Total Other SRs	532	35.7%
Total SRs for Ward	1,491	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.