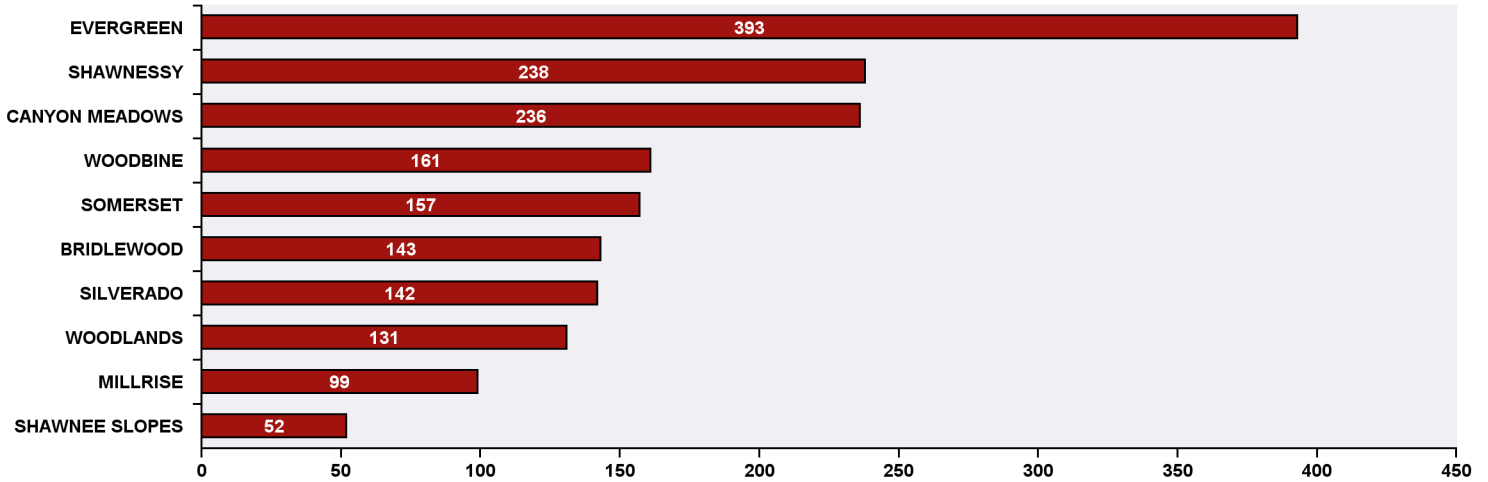




Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	268	15.1%
Roads - Snow and Ice Control	231	13.0%
Finance - Property Tax Account Inquiry	103	5.8%
Bylaw - Material on Public Property	95	5.4%
WRS - Cart Management	60	3.4%
Roads - Streetlight Maintenance	47	2.7%
Finance - ONLINE TIPP Agreement Request	42	2.4%
Parks - Snow and Ice Concerns - WAM	39	2.2%
CBS Inspection - Electrical	38	2.1%
CT - Employee Conduct	37	2.1%
CNS - Snow Angels Campaign	29	1.6%
CBS Inspection - Furnace Replacement	28	1.6%
WRS - Waste - Residential	28	1.6%
CBS Inspection - Residential Improvement Project - RIP	26	1.5%
WRS - Compost - Green Cart	24	1.4%
WRS - Recycling - Blue Cart	24	1.4%
311 Contact Us	22	1.2%
Finance - TIPP Agreement Request	21	1.2%
CBS Inspection - Gas	20	1.1%
CT - Bus or CTrain Vehicle Maintenance	20	1.1%
Total Top 20 SR Types	1,202	67.9%
Total Other SRs	569	32.1%
Total SRs for Ward	1,771	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.