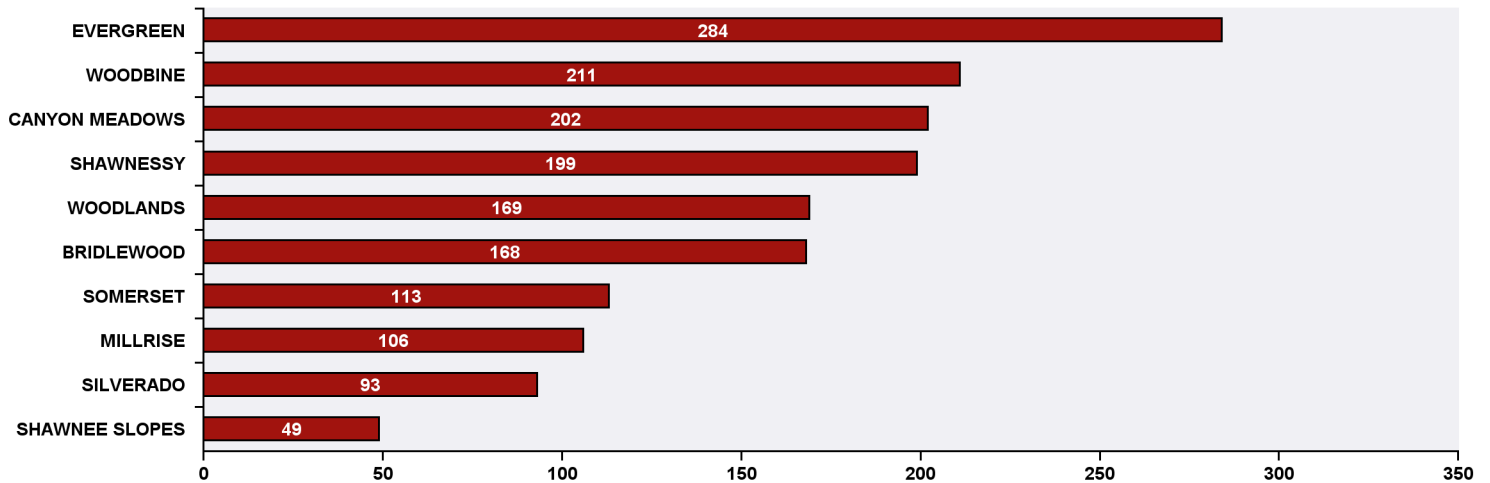


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	198	12.0%
Bylaw - Snow and Ice on Sidewalk	146	8.8%
Finance - Property Tax Account Inquiry	108	6.5%
Roads - Streetlight Maintenance	89	5.4%
Bylaw - Tree - Shrub Infraction	64	3.9%
WRS - Cart Management	63	3.8%
Finance - ONLINE TIPP Agreement Request	43	2.6%
Parks - Snow and Ice Concerns - WAM	43	2.6%
CBS Inspection - Electrical	38	2.3%
Roads - Traffic or Pedestrian Light Repair	37	2.2%
CBS Inspection - Furnace Replacement	36	2.2%
CBS Inspection - Residential Improvement Project - RIP	32	1.9%
CT - Employee Conduct	30	1.8%
Finance - TIPP Agreement Request	29	1.8%
WRS - Waste - Residential	26	1.6%
WATS - Water Main Break or Leak	24	1.5%
CBS Inspection - Commercial or Multi-Family	23	1.4%
WRS - Compost - Green Cart	22	1.3%
WRS - Recycling - Blue Cart	21	1.3%
CBS Inspection - Gas	20	1.2%
WRS - New Service - Carts	20	1.2%
Total Top 20 SR Types	1,112	67.2%
Total Other SRs	543	32.8%
Total SRs for Ward	1,655	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.