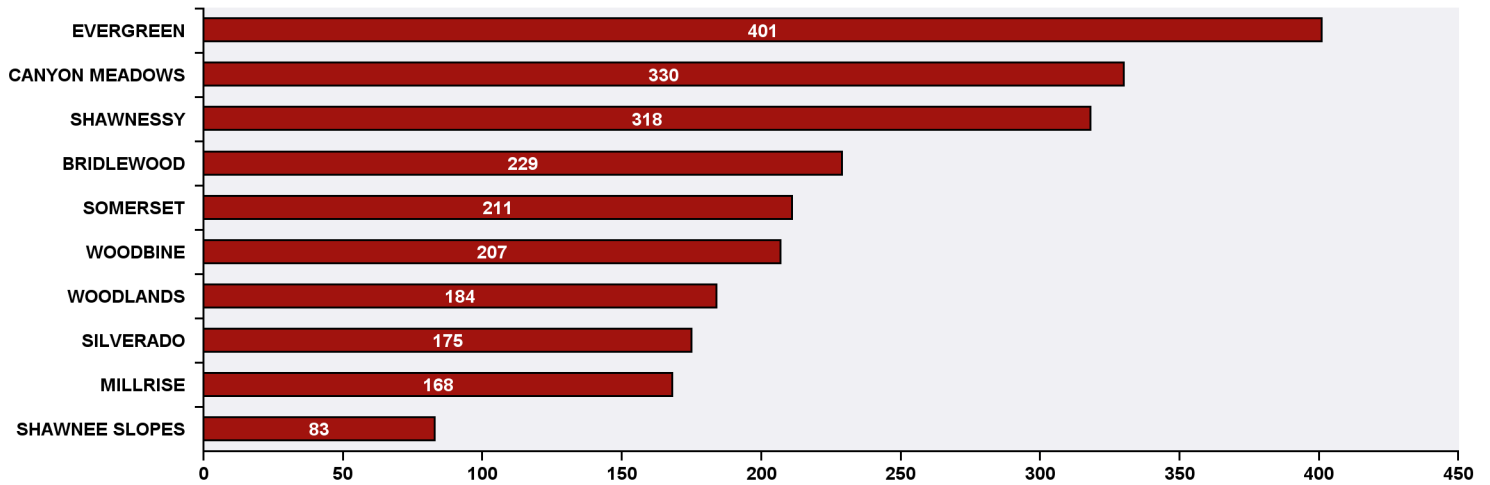




Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	446	19.2%
Bylaw - Snow and Ice on Sidewalk	296	12.7%
Finance - Property Tax Account Inquiry	111	4.8%
Finance - ONLINE TIPP Agreement Request	92	4.0%
WRS - Cart Management	92	4.0%
WRS - Waste - Residential	84	3.6%
Finance - TIPP Agreement Request	60	2.6%
CBS Inspection - Electrical	53	2.3%
Parks - Snow and Ice Concerns - WAM	50	2.2%
Roads - Streetlight Maintenance	46	2.0%
Bylaw - Material on Public Property	44	1.9%
CBS Inspection - Gas	39	1.7%
CBS Inspection - Furnace Replacement	36	1.5%
CBS Inspection - Residential Improvement Project - RIP	34	1.5%
WRS - Compost - Green Cart	34	1.5%
WRS - Recycling - Blue Cart	34	1.5%
Roads - Traffic or Pedestrian Light Repair	28	1.2%
WATS - Water Consumption Appointment	24	1.0%
CT - Snow and Ice Control	23	1.0%
311 Contact Us	21	0.9%
CNS - Subsidized Programs - Fair Entry	21	0.9%
Total Top 20 SR Types	1,668	71.8%
Total Other SRs	656	28.2%
Total SRs for Ward	2,324	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.