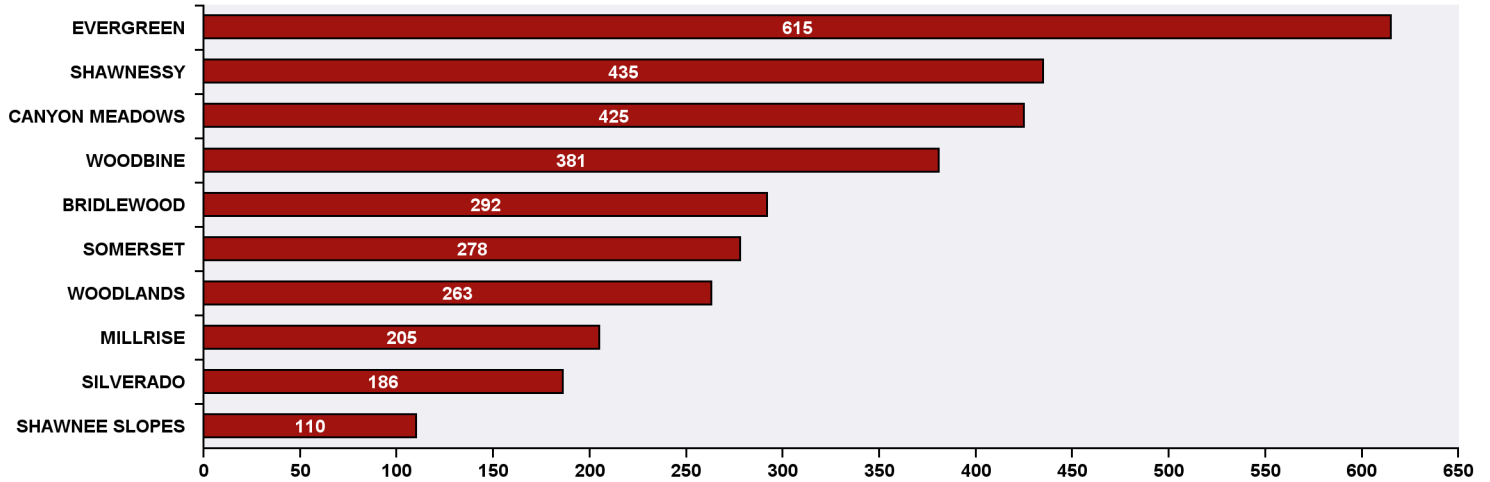


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	943	29.3%
WATS - Catch Basin Concerns	287	8.9%
Bylaw - Snow and Ice on Sidewalk	228	7.1%
Roads - Roadway Maintenance	210	6.5%
Finance - Property Tax Account Inquiry	116	3.6%
WRS - Cart Management	91	2.8%
311 Contact Us	68	2.1%
WRS - Waste - Residential	51	1.6%
Finance - ONLINE TIPP Agreement Request	50	1.6%
CBS Inspection - Electrical	47	1.5%
Parks - Snow and Ice Concerns - WAM	41	1.3%
Bylaw - Material on Public Property	37	1.1%
Law - Risk Management and Claims	37	1.1%
UEP - Odour Inquiries	34	1.1%
Roads - Sidewalk - Curb and Gutter Repair	33	1.0%
CT - Employee Conduct	32	1.0%
WRS - Recycling - Blue Cart	32	1.0%
CBS Inspection - Residential Improvement Project - RIP	30	0.9%
Roads - Streetlight Maintenance	28	0.9%
Finance - TIPP Agreement Request	27	0.8%
Total Top 20 SR Types	2,422	75.2%
Total Other SRs	799	24.8%
Total SRs for Ward	3,221	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.