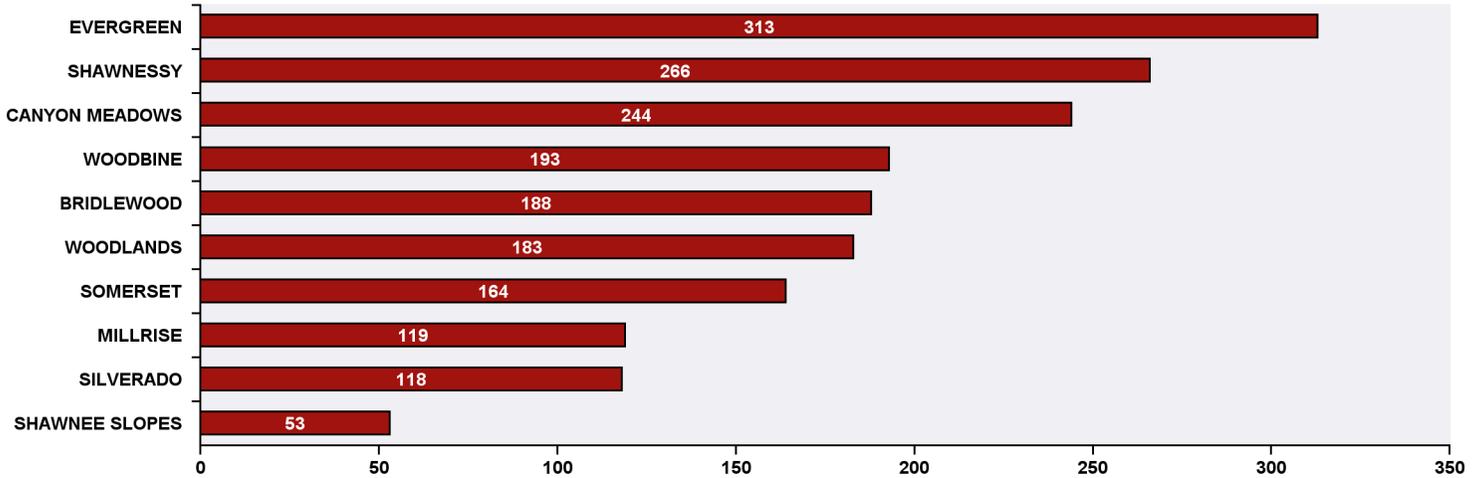


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	123	6.4%
Bylaw - Snow and Ice on Sidewalk	113	5.9%
Roads - Snow and Ice Control	67	3.5%
WRS - Waste - Residential	64	3.3%
Roads - Streetlight Maintenance	63	3.3%
WATS - Catch Basin Concerns	63	3.3%
WRS - Cart Management	61	3.2%
Finance - ONLINE TIPP Agreement Request	60	3.1%
CBS Inspection - Electrical	42	2.2%
Bylaw - Temporary Signs Infraction on City Property	36	1.9%
CBS Inspection - Furnace Replacement	35	1.8%
Roads - Debris on Street/Sidewalk/Boulevard	33	1.7%
WRS - Recycling - Blue Cart	31	1.6%
CBS Inspection - Residential Improvement Project - RIP	30	1.6%
CT - Employee Conduct	29	1.5%
CBS - RIM - Property Research	28	1.5%
WATS - Sewage Back-up	28	1.5%
WRS - Compost - Green Cart	28	1.5%
AS - Animal at Large	27	1.4%
Roads - Dead Animal Pick-Up	27	1.4%
Roads - Sidewalk - Curb and Gutter Repair	27	1.4%
Total Top 20 SR Types	1,015	52.8%
Total Other SRs	907	47.2%
Total SRs for Ward	1,922	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.