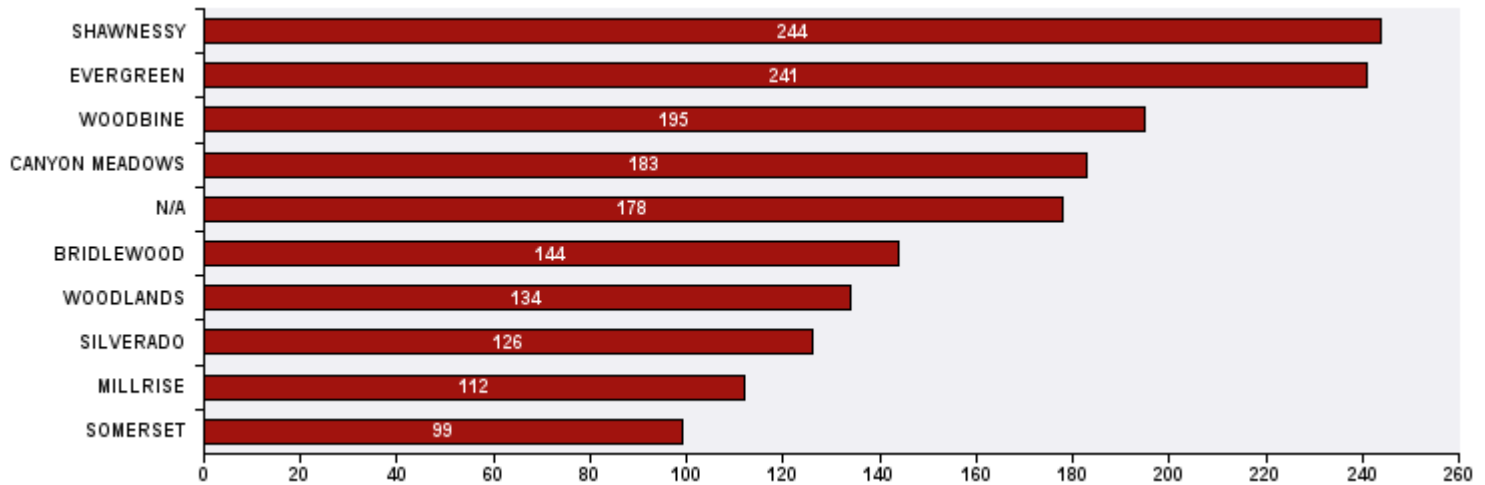


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	275	15.2%
Bylaw - Snow and Ice on Sidewalk	223	12.4%
Finance - ONLINE TIPP Agreement Request	92	5.1%
WRS - Cart Management	82	4.5%
Roads - Streetlight Maintenance	73	4.0%
Finance - Property Tax Account Inquiry	72	4.0%
Finance - TIPP Agreement Request	57	3.2%
WRS - Waste - Residential	43	2.4%
CBS Inspection - Electrical	41	2.3%
Parks - Snow and Ice Concerns - WAM	38	2.1%
CBS Inspection - Furnace Replacement	34	1.9%
WRS - Recycling - Blue Cart	33	1.8%
CBS Inspection - Residential Improvement Project - RIP	28	1.6%
WATS - Sewage Back-up	28	1.6%
WRS - Compost - Green Cart	26	1.4%
CT - Employee Conduct	25	1.4%
CBS Inspection - Gas	24	1.3%
Roads - Dead Animal Pick-Up	22	1.2%
CT - Bus Stops	18	1.0%
CBS Inspection - Commercial or Multi-Family	17	0.9%
CT - Snow and Ice Control	17	0.9%
Total Top 20 SR Types	1,268	70.3%
Total Other SRs	536	29.7%
Total SRs for Ward	1,804	100.0%