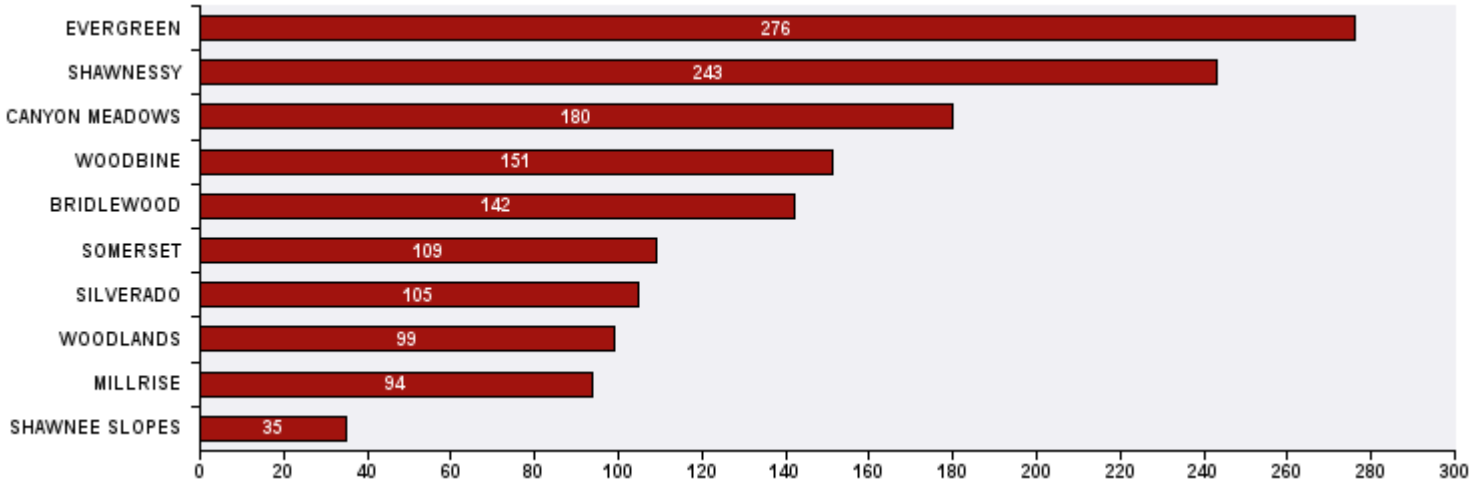


### Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	182	11.9%
Finance - Property Tax Account Inquiry	131	8.6%
Roads - Snow and Ice Control	88	5.8%
WRS - Cart Management	71	4.6%
CBS Inspection - Furnace Replacement	69	4.5%
CBS Inspection - Electrical	61	4.0%
Finance - ONLINE TIPP Agreement Request	59	3.9%
CBS Inspection - Residential Improvement Project - RIP	47	3.1%
WRS - Recycling - Blue Cart	34	2.2%
Parks - Snow and Ice Concerns - WAM	33	2.2%
WRS - Waste - Residential	29	1.9%
Finance - TIPP Agreement Request	28	1.8%
CBS Inspection - Plumbing	23	1.5%
WRS - New Service - Carts	23	1.5%
311 Contact Us	22	1.4%
WATS - Sewage Back-up	22	1.4%
Parks - Wildlife Management	21	1.4%
CBS - RIM - Property Research	20	1.3%
CT - Bus Route or Bus Schedule	20	1.3%
Bylaw - Material on Public Property	18	1.2%
WRS - Compost - Green Cart	18	1.2%
<b>Total Top 20 SR Types</b>	<b>1,019</b>	<b>66.6%</b>
<b>Total Other SRs</b>	<b>511</b>	<b>33.4%</b>
<b>Total SRs for Ward</b>	<b>1,530</b>	<b>100.0%</b>

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.