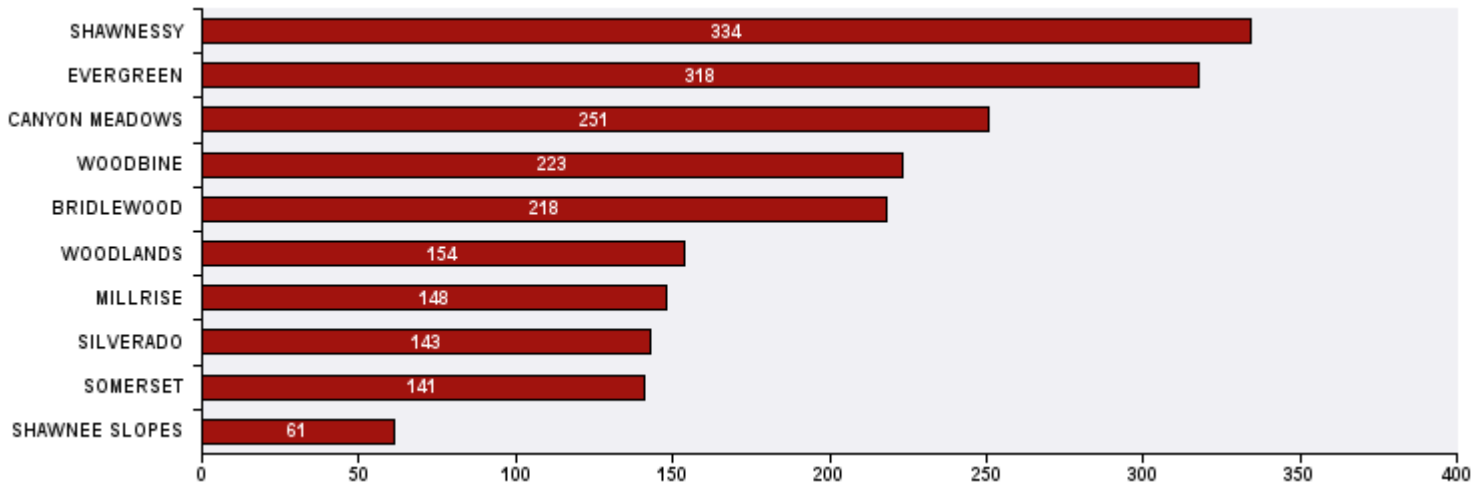


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	323	15.3%
Roads - Snow and Ice Control	169	8.0%
Roads - Streetlight Maintenance	134	6.4%
WRS - Cart Management	114	5.4%
Finance - Property Tax Account Inquiry	103	4.9%
Finance - ONLINE TIPP Agreement Request	89	4.2%
WRS - Waste - Residential	53	2.5%
Finance - TIPP Agreement Request	49	2.3%
CBS Inspection - Furnace Replacement	45	2.1%
CBS Inspection - Electrical	43	2.0%
CBS Inspection - Residential Improvement Project - RIP	38	1.8%
WRS - Recycling - Blue Cart	34	1.6%
WRS - Compost - Green Cart	31	1.5%
CBS Inspection - Heating & Ventilation	29	1.4%
WATS - Sewage Back-up	29	1.4%
CBS Inspection - Commercial or Multi-Family	27	1.3%
CBS Inspection - Plumbing	26	1.2%
CT - Employee Conduct	26	1.2%
Parks - Snow and Ice Concerns - WAM	25	1.2%
CT - Bus Route or Bus Schedule	23	1.1%
Total Top 20 SR Types	1,410	66.9%
Total Other SRs	699	33.1%
Total SRs for Ward	2,109	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.