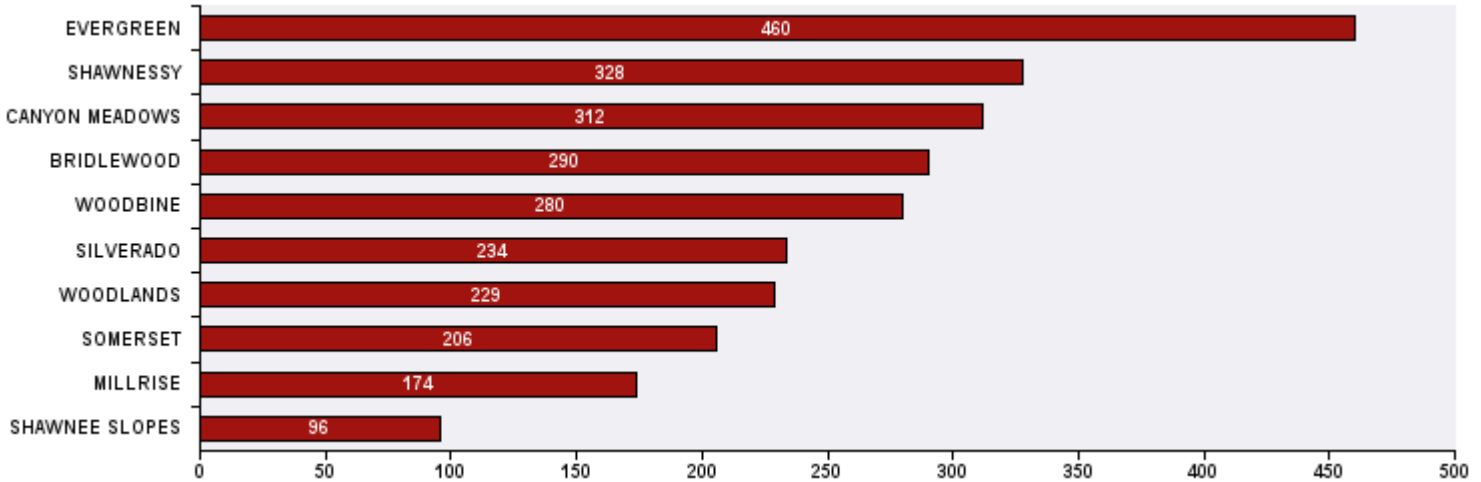


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	276	9.9%
Finance - ONLINE TIPP Agreement Request	178	6.4%
Roads - Pothole Maintenance	139	5.0%
WRS - Cart Management	130	4.6%
Bylaw - Long Grass - Weeds Infraction	125	4.5%
Parks - Tree Concern - WAM	118	4.2%
Finance - TIPP Agreement Request	90	3.2%
Roads - Sidewalk - Curb and Gutter Repair	70	2.5%
WRS - Compost - Green Cart	69	2.5%
Roads - Roadway Maintenance	61	2.2%
311 Contact Us	59	2.1%
WATS - Catch Basin Concerns	58	2.1%
CN - Subsidized Programs - Fair Entry	57	2.0%
CBS Inspection - Electrical	55	2.0%
WRS - Waste - Residential	55	2.0%
Bylaw - Material on Public Property	43	1.5%
WRS - New Service - Carts	43	1.5%
CBS Inspection - Residential Improvement Project - RIP	38	1.4%
Corporate - Graffiti Concerns	36	1.3%
Parks - Mowing Request - WAM	36	1.3%
Total Top 20 SR Types	1,736	62.0%
Total Other SRs	1,064	38.0%
Total SRs for Ward	2,800	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.