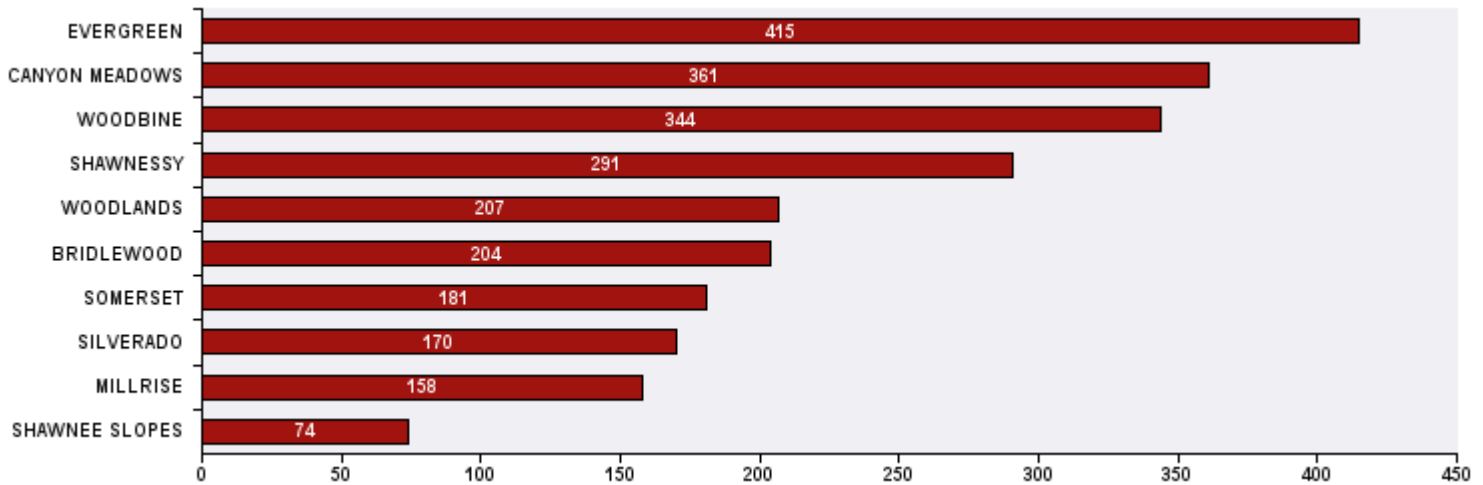


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	155	6.2%
CFD - Operation Birthdays	134	5.3%
WRS - Cart Management	121	4.8%
WRS - Compost - Green Cart	116	4.6%
WRS - Waste - Residential	106	4.2%
Finance - ONLINE TIPP Agreement Request	102	4.1%
Parks - Tree Concern - WAM	94	3.7%
Roads - Pothole Maintenance	85	3.4%
WRS - Recycling - Blue Cart	62	2.5%
Bylaw - Material on Public Property	57	2.3%
Roads - Street Cleaning	51	2.0%
Roads - Sidewalk - Curb and Gutter Repair	44	1.8%
311 Contact Us	43	1.7%
Parks - Irrigation Maintenance - WAM	42	1.7%
CBS Inspection - Electrical	39	1.6%
WATS - Service and Main Valve Issues	39	1.6%
CBS Inspection - Furnace Replacement	35	1.4%
CN - Subsidized Programs - Fair Entry	35	1.4%
Roads - Roadway Maintenance	34	1.4%
CBS Inspection - Residential Improvement Project - RIP	33	1.3%
Total Top 20 SR Types	1,427	56.8%
Total Other SRs	1,085	43.2%
Total SRs for Ward	2,512	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.