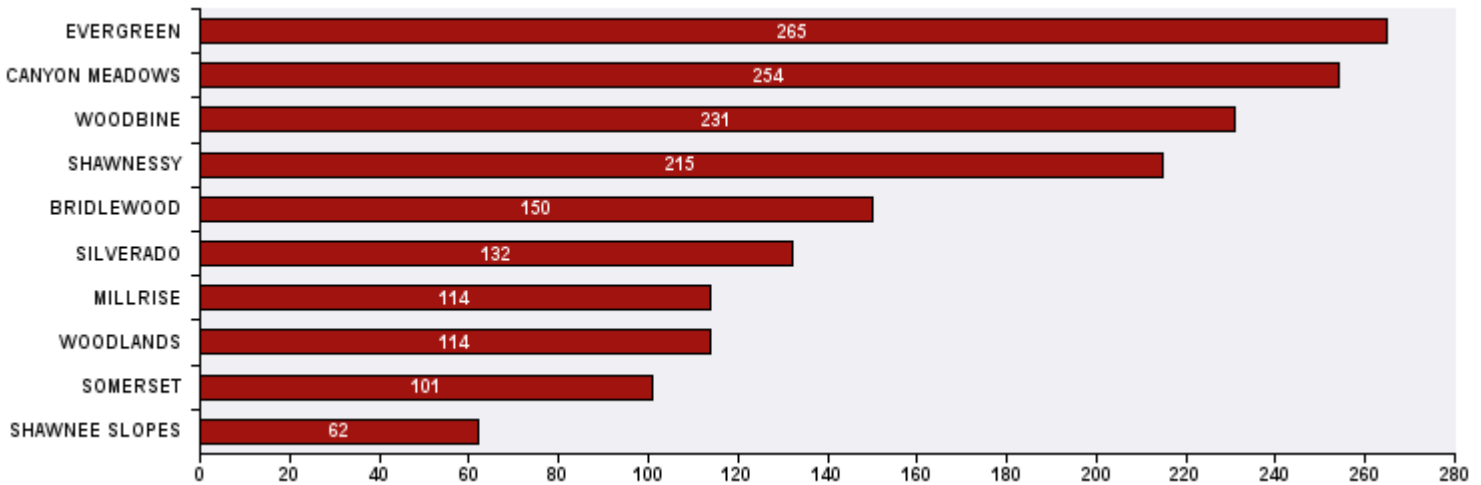


### Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	120	6.6%
WRS - Cart Management	77	4.2%
WRS - Waste - Residential	71	3.9%
WRS - Compost - Green Cart	63	3.5%
CBS Inspection - Residential Improvement Project - RIP	60	3.3%
Finance - ONLINE TIPP Agreement Request	58	3.2%
Roads - Roadway Maintenance	55	3.0%
CBS Inspection - Electrical	54	3.0%
Roads - Pothole Maintenance	54	3.0%
CBS Inspection - Furnace Replacement	43	2.4%
WRS - Recycling - Blue Cart	41	2.2%
CT - Employee Conduct	35	1.9%
Finance - TIPP Agreement Request	32	1.8%
WATS - Sewage Back-up	32	1.8%
Roads - Debris on Street/Sidewalk/Boulevard	29	1.6%
WRS - New Service - Carts	29	1.6%
Roads - Snow and Ice Control	27	1.5%
Parks - Tree Concern - WAM	25	1.4%
AS - Animal at Large	24	1.3%
CN - Subsidized Programs - Fair Entry	24	1.3%
<b>Total Top 20 SR Types</b>	<b>953</b>	<b>52.3%</b>
<b>Total Other SRs</b>	<b>870</b>	<b>47.7%</b>
<b>Total SRs for Ward</b>	<b>1,823</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.