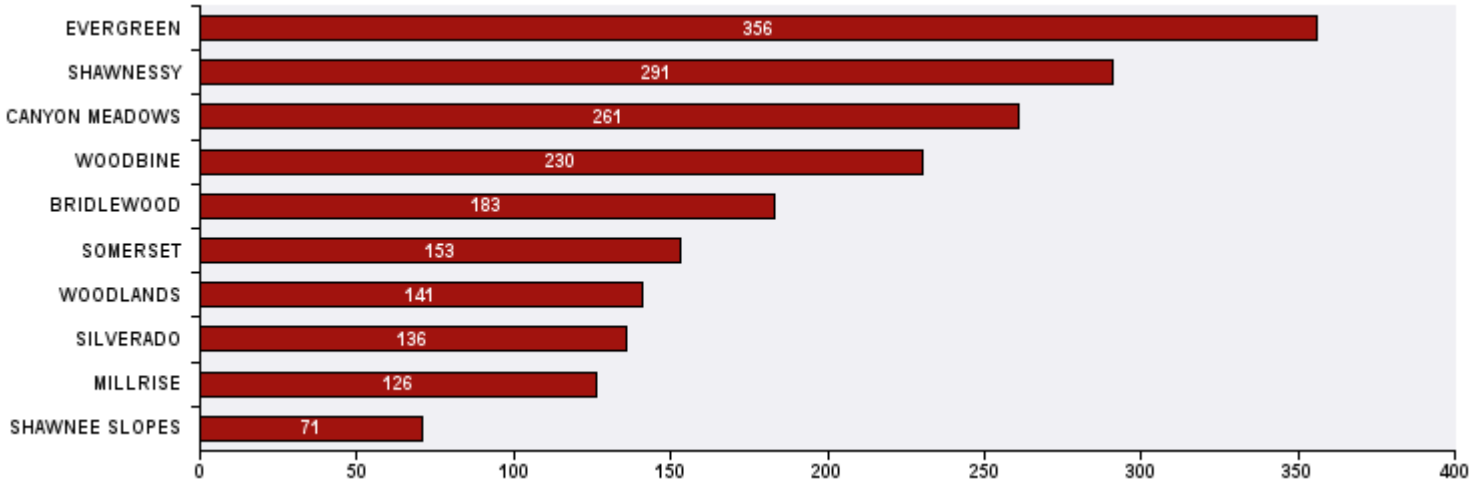


Top 10 Communities in Ward 13 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	148	7.1%
WRS - Cart Management	97	4.6%
Finance - ONLINE TIPP Agreement Request	78	3.7%
Parks - Tree Concern - WAM	77	3.7%
CBS Inspection - Electrical	73	3.5%
CT - Bus Route or Bus Schedule	65	3.1%
Roads - Pothole Maintenance	61	2.9%
CBS Inspection - Residential Improvement Project - RIP	60	2.9%
Finance - TIPP Agreement Request	55	2.6%
WRS - Recycling - Blue Cart	50	2.4%
WRS - Waste - Residential	48	2.3%
WRS - Compost - Green Cart	46	2.2%
CT - Employee Conduct	40	1.9%
AS - Animal at Large	38	1.8%
WRS - New Service - Carts	36	1.7%
CBS Inspection - Furnace Replacement	32	1.5%
CN - Subsidized Programs - Fair Entry	29	1.4%
Roads - Roadway Maintenance	29	1.4%
Roads - Sidewalk - Curb and Gutter Repair	29	1.4%
Bylaw - Material on Public Property	28	1.3%
Total Top 20 SR Types	1,119	53.4%
Total Other SRs	975	46.6%
Total SRs for Ward	2,094	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.