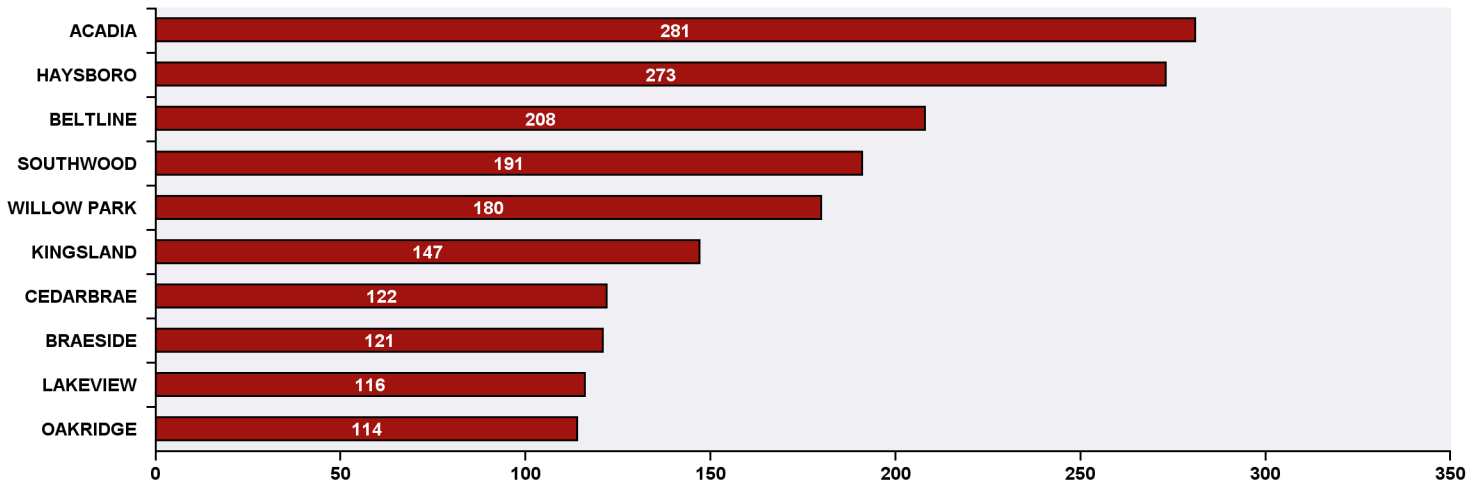


Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	226	7.8%
Finance - ONLINE TIPP Agreement Request	115	4.0%
Finance - Property Tax Account Inquiry	111	3.8%
Roads - Streetlight Maintenance	111	3.8%
WATS - Sewage Back-up	102	3.5%
WRS - Waste - Residential	83	2.9%
Roads - Traffic or Pedestrian Light Repair	81	2.8%
CBS Inspection - Electrical	75	2.6%
WRS - Cart Management	69	2.4%
WRS - Recycling - Blue Cart	69	2.4%
Finance - TIPP Agreement Request	65	2.2%
CBS Inspection - Commercial or Multi-Family	59	2.0%
CBS Inspection - Residential Improvement Project - RIP	56	1.9%
CT - Employee Conduct	50	1.7%
Roads - Debris on Street/Sidewalk/Boulevard	43	1.5%
Bylaw - Snow and Ice on Sidewalk	41	1.4%
CBS Inspection - Plumbing	40	1.4%
Roads - Dead Animal Pick-Up	37	1.3%
WRS - Compost - Green Cart	37	1.3%
311 Contact Us	35	1.2%
CBS Inspection - Furnace Replacement	35	1.2%
CBS Inspection - Gas	35	1.2%
Total Top 20 SR Types	1,575	54.3%
Total Other SRs	1,328	45.7%
Total SRs for Ward	2,903	100.0%