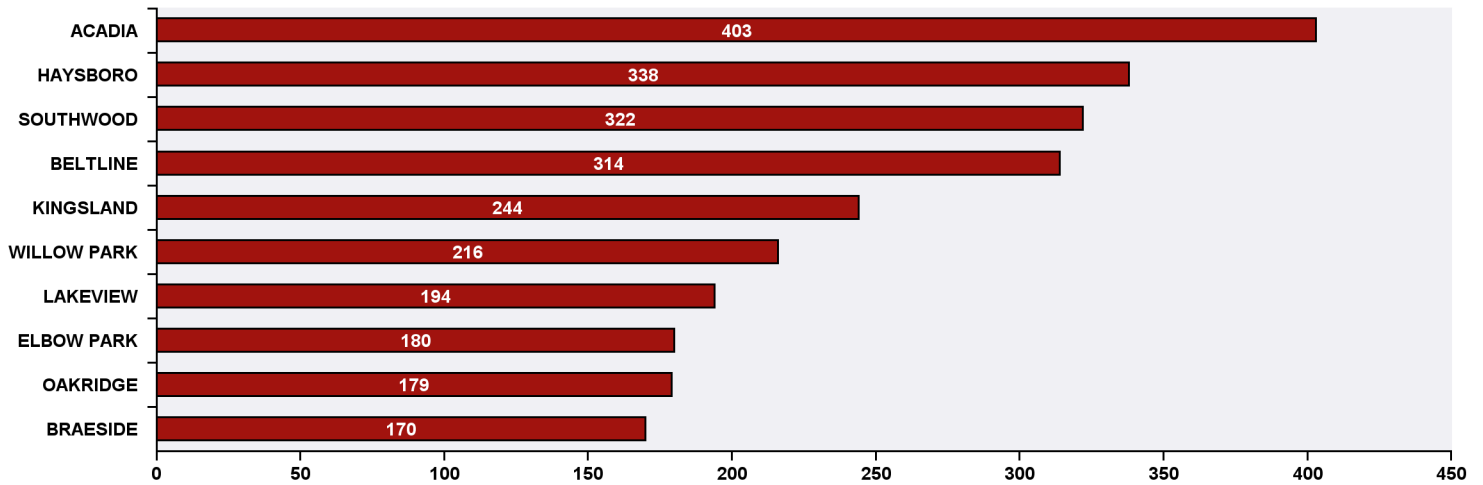


Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	647	15.5%
Bylaw - Snow and Ice on Sidewalk	427	10.2%
Roads - Streetlight Maintenance	131	3.1%
Finance - Property Tax Account Inquiry	121	2.9%
Finance - ONLINE TIPP Agreement Request	119	2.8%
WRS - Cart Management	95	2.3%
WRS - Waste - Residential	92	2.2%
WATS - Sewage Back-up	89	2.1%
Roads - Traffic or Pedestrian Light Repair	87	2.1%
WRS - Recycling - Blue Cart	85	2.0%
Parks - Snow and Ice Concerns - WAM	80	1.9%
CBS Inspection - Electrical	76	1.8%
CBS Inspection - Commercial or Multi-Family	68	1.6%
CBS Inspection - Residential Improvement Project - RIP	62	1.5%
CT - Employee Conduct	57	1.4%
Finance - TIPP Agreement Request	56	1.3%
CBS Inspection - Plumbing	53	1.3%
CBS - RIM - Property Research	52	1.2%
CNS - Subsidized Programs - Fair Entry	49	1.2%
Corporate - Graffiti Concerns	47	1.1%
WRS - Commercial Collection Services	47	1.1%
Total Top 20 SR Types	2,540	60.7%
Total Other SRs	1,646	39.3%
Total SRs for Ward	4,186	100.0%