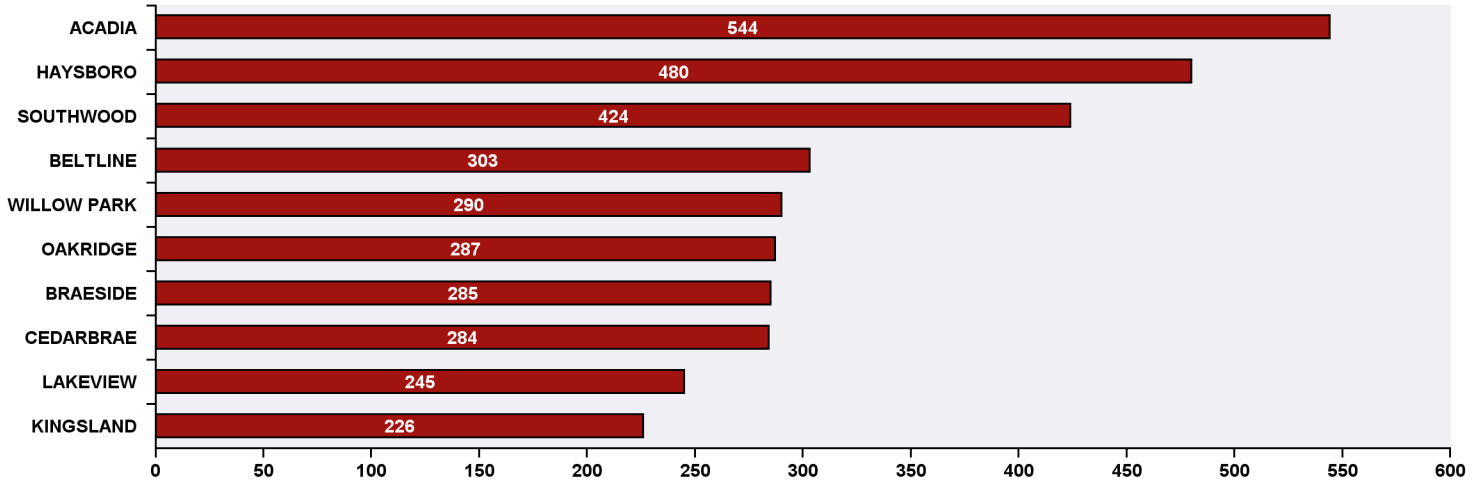


Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	1,317	24.1%
Roads - Roadway Maintenance	339	6.2%
WATS - Catch Basin Concerns	286	5.2%
Bylaw - Snow and Ice on Sidewalk	265	4.8%
Roads - Streetlight Maintenance	131	2.4%
Finance - Property Tax Account Inquiry	130	2.4%
WRS - Cart Management	111	2.0%
WATS - Sewage Back-up	87	1.6%
WRS - Recycling - Blue Cart	85	1.6%
CBS Inspection - Commercial or Multi-Family	83	1.5%
WRS - Waste - Residential	83	1.5%
CBS Inspection - Electrical	76	1.4%
Law - Risk Management and Claims	76	1.4%
Roads - Traffic or Pedestrian Light Repair	73	1.3%
Finance - ONLINE TIPP Agreement Request	71	1.3%
Parks - Snow and Ice Concerns - WAM	69	1.3%
CT - Employee Conduct	67	1.2%
Bylaw - Material on Public Property	60	1.1%
CBS Inspection - Residential Improvement Project - RIP	60	1.1%
Roads - Debris on Street/Sidewalk/Boulevard	60	1.1%
Total Top 20 SR Types	3,529	64.6%
Total Other SRs	1,936	35.4%
Total SRs for Ward	5,465	100.0%