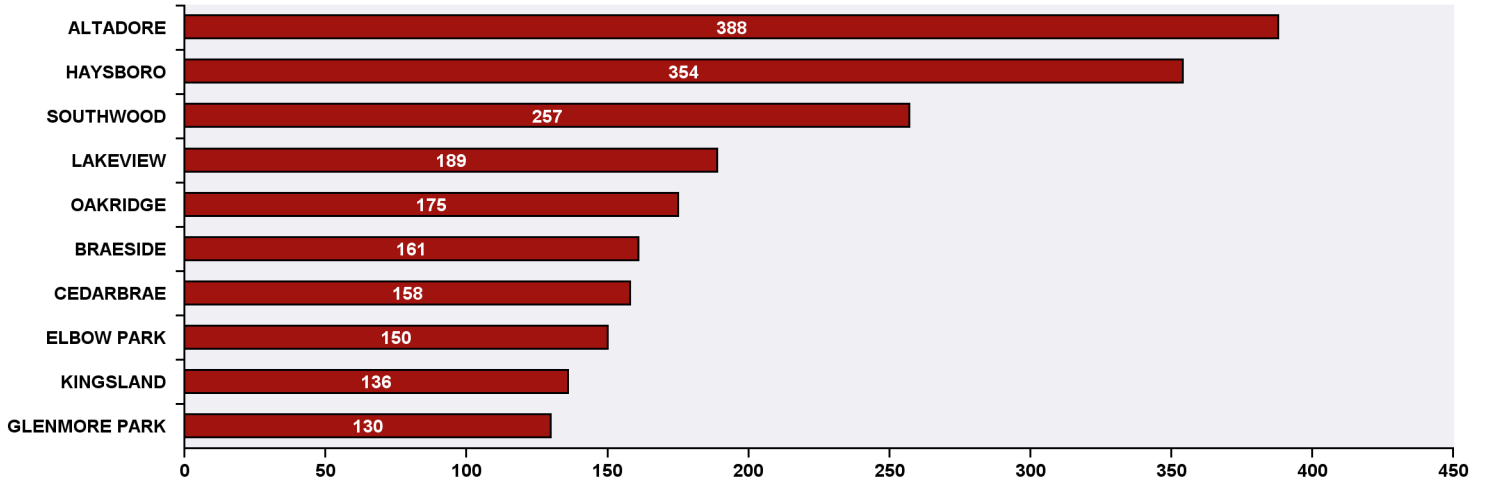


#### Top 10 Communities in Ward 11 by SR Volume



| Top 20 SR Types by Volume                              | SR Count     | % of Total Ward |
|--------------------------------------------------------|--------------|-----------------|
| Parks - Tree Concern - WAM                             | 162          | 4.9%            |
| WRS - Cart Management                                  | 136          | 4.1%            |
| WRS - Compost - Green Cart                             | 129          | 3.9%            |
| WRS - Waste - Residential                              | 122          | 3.7%            |
| WRS - Recycling - Blue Cart                            | 102          | 3.1%            |
| Finance - Property Tax Account Inquiry                 | 73           | 2.2%            |
| CBS Inspection - Electrical                            | 68           | 2.0%            |
| CT - Employee Conduct                                  | 65           | 2.0%            |
| WATS - Sewage Back-up                                  | 63           | 1.9%            |
| CBS Inspection - Residential Improvement Project - RIP | 61           | 1.8%            |
| CBS Inspection - Commercial or Multi-Family            | 58           | 1.7%            |
| Roads - Roadway Maintenance                            | 56           | 1.7%            |
| Roads - Streetlight Maintenance                        | 55           | 1.7%            |
| Roads - Sidewalk - Curb and Gutter Repair              | 51           | 1.5%            |
| CBS Inspection - SCP - New Home                        | 50           | 1.5%            |
| CNS - Subsidized Programs - Fair Entry                 | 50           | 1.5%            |
| Finance - ONLINE TIPP Agreement Request                | 50           | 1.5%            |
| WATS - Water Off-On Appointment                        | 46           | 1.4%            |
| CT - Bus Route or Bus Schedule                         | 45           | 1.4%            |
| Bylaw - Temporary Signs Infraction on City Property    | 43           | 1.3%            |
| <b>Total Top 20 SR Types</b>                           | <b>1,485</b> | <b>44.6%</b>    |
| <b>Total Other SRs</b>                                 | <b>1,842</b> | <b>55.4%</b>    |
| <b>Total SRs for Ward</b>                              | <b>3,327</b> | <b>100.0%</b>   |