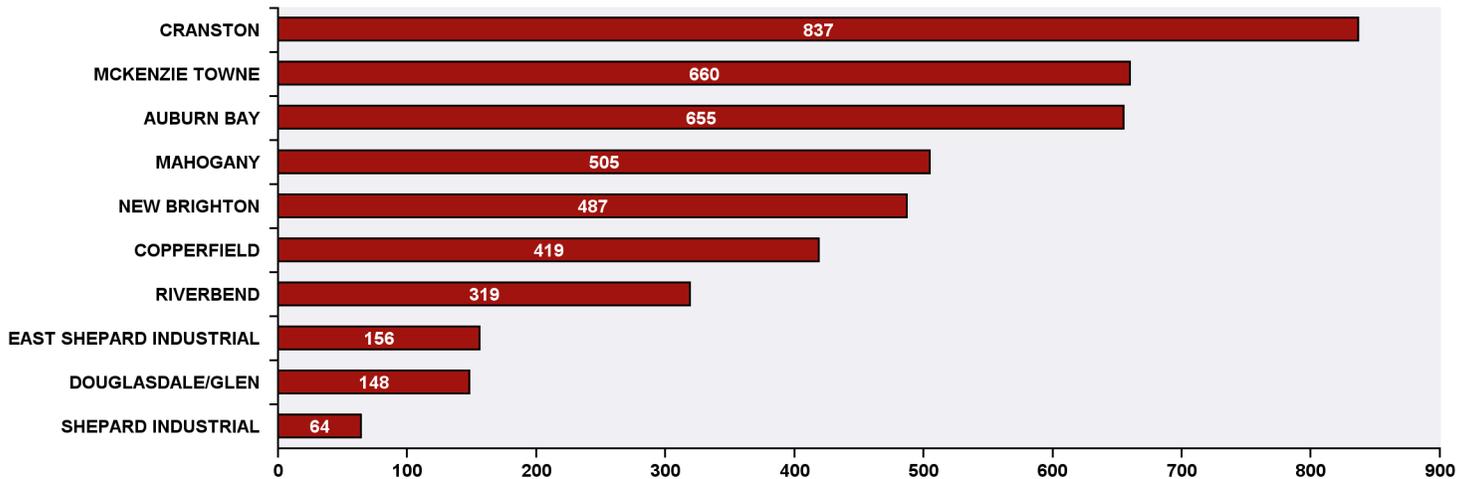


Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	1,211	27.1%
WATS - Catch Basin Concerns	468	10.5%
Bylaw - Snow and Ice on Sidewalk	381	8.5%
Finance - Property Tax Account Inquiry	182	4.1%
Roads - Roadway Maintenance	134	3.0%
Finance - ONLINE TIPP Agreement Request	117	2.6%
WRS - Waste - Residential	114	2.5%
CBS Inspection - Electrical	103	2.3%
WRS - Cart Management	95	2.1%
CBS Inspection - Commercial or Multi-Family	87	1.9%
CBS Inspection - Residential Improvement Project - RIP	77	1.7%
CBS Inspection - Plumbing	74	1.7%
Finance - TIPP Agreement Request	66	1.5%
311 Contact Us	60	1.3%
WRS - Recycling - Blue Cart	55	1.2%
Roads - Traffic or Pedestrian Light Repair	52	1.2%
WRS - New Service - Carts	47	1.1%
Parks - Snow and Ice Concerns - WAM	45	1.0%
Bylaw - Material on Public Property	38	0.8%
CBS Inspection - SCP - New Home	31	0.7%
Roads - Sidewalk - Curb and Gutter Repair	31	0.7%
Total Top 20 SR Types	3,468	77.6%
Total Other SRs	1,003	22.4%
Total SRs for Ward	4,471	100.0%