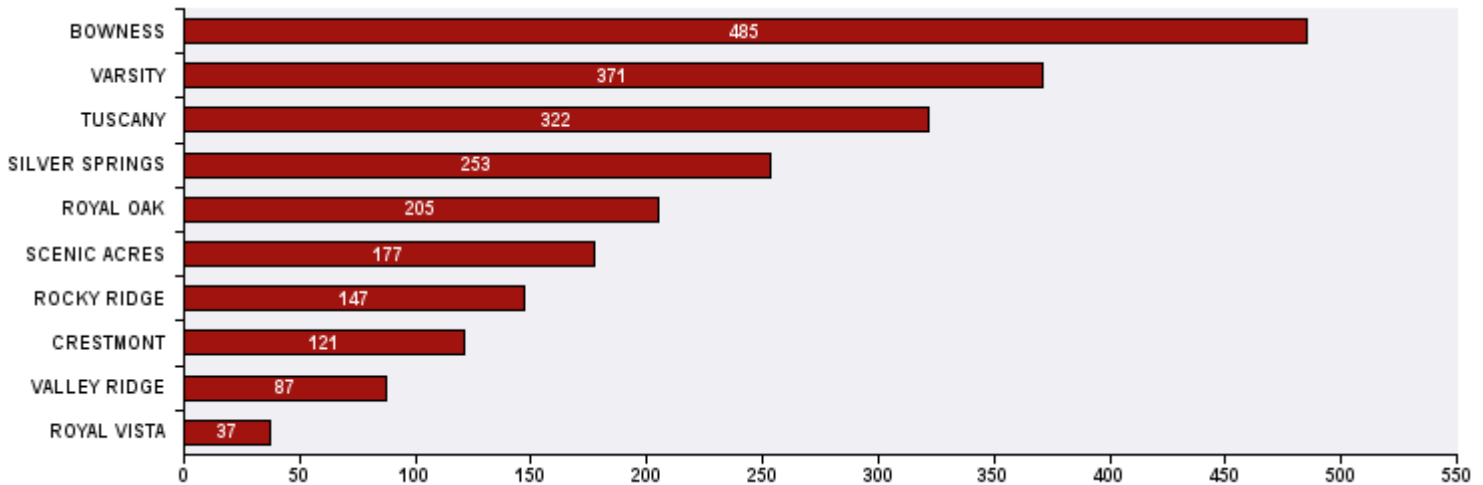


### Top 10 Communities in Ward 1 by SR Volume



| Top 20 SR Types by Volume                              | SR Count     | % of Total Ward |
|--|--------------|-----------------|
| Finance - Property Tax Account Inquiry                 | 124          | 5.5%            |
| WRS - Cart Management                                  | 100          | 4.4%            |
| CBS Inspection - Electrical                            | 95           | 4.2%            |
| CBS Inspection - Residential Improvement Project - RIP | 84           | 3.7%            |
| CBS Inspection - Furnace Replacement                   | 72           | 3.2%            |
| Finance - ONLINE TIPP Agreement Request                | 69           | 3.1%            |
| Roads - Sidewalk - Curb and Gutter Repair              | 55           | 2.4%            |
| Bylaw - Snow and Ice on Sidewalk                       | 54           | 2.4%            |
| WRS - Waste - Residential                              | 52           | 2.3%            |
| CBS - RIM - Property Research                          | 45           | 2.0%            |
| Roads - Snow and Ice Control                           | 44           | 1.9%            |
| WATS - Sewage Back-up                                  | 43           | 1.9%            |
| CBS Inspection - Commercial or Multi-Family            | 42           | 1.9%            |
| CBS Inspection - SCP - New Home                        | 42           | 1.9%            |
| Parks - Tree Concern - WAM                             | 41           | 1.8%            |
| CBS Inspection - Plumbing                              | 39           | 1.7%            |
| WRS - Recycling - Blue Cart                            | 39           | 1.7%            |
| Corporate - Graffiti Concerns                          | 37           | 1.6%            |
| Finance - TIPP Agreement Request                       | 35           | 1.5%            |
| Roads - Signs - Missing - Damaged                      | 35           | 1.5%            |
| <b>Total Top 20 SR Types</b>                           | <b>1,147</b> | <b>50.7%</b>    |
| <b>Total Other SRs</b>                                 | <b>1,114</b> | <b>49.3%</b>    |
| <b>Total SRs for Ward</b>                              | <b>2,261</b> | <b>100.0%</b>   |