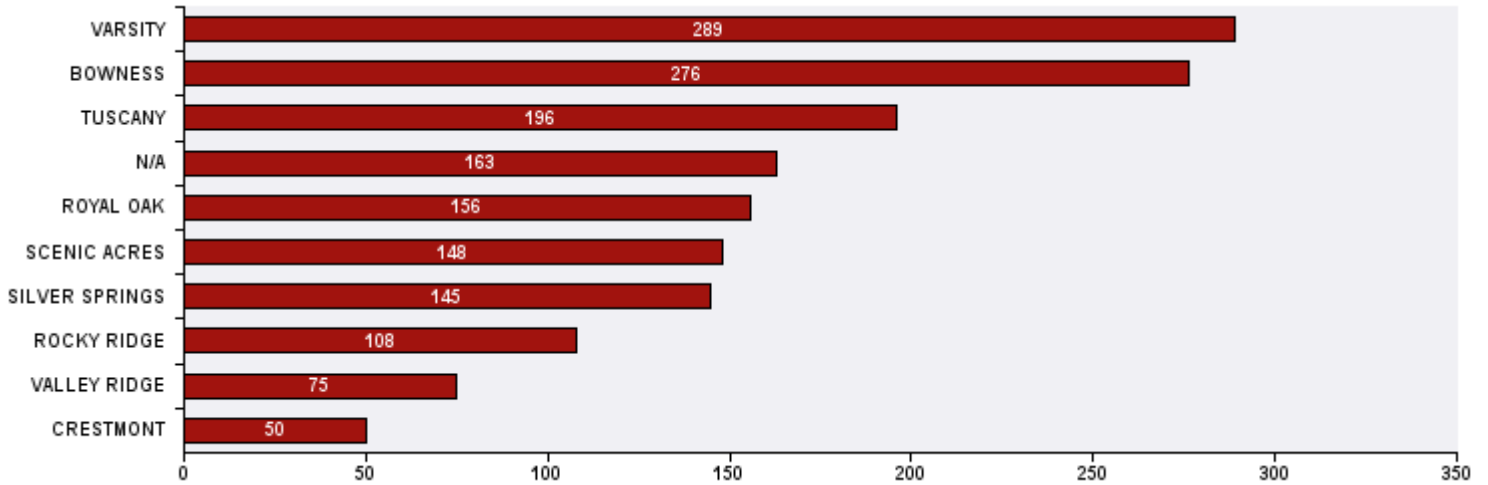


Top 10 Communities in Ward 1 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	157	9.3%
Finance - ONLINE TIPP Agreement Request	106	6.3%
Finance - Property Tax Account Inquiry	75	4.5%
CBS Inspection - Electrical	63	3.7%
WRS - Cart Management	63	3.7%
Roads - Snow and Ice Control	55	3.3%
WRS - Waste - Residential	54	3.2%
WRS - Recycling - Blue Cart	42	2.5%
CBS Inspection - Commercial or Multi-Family	41	2.4%
CBS Inspection - Furnace Replacement	38	2.3%
CBS Inspection - Residential Improvement Project - RIP	38	2.3%
Roads - Streetlight Maintenance	38	2.3%
Corporate - Graffiti Concerns	34	2.0%
Finance - TIPP Agreement Request	34	2.0%
Parks - Snow and Ice Concerns - WAM	31	1.8%
CBS Inspection - Gas	27	1.6%
CT - Employee Conduct	27	1.6%
WATS - Sewage Back-up	25	1.5%
CBS Inspection - Cancellation or Reschedule	22	1.3%
CBS Inspection - Plumbing	21	1.2%
Roads - Dead Animal Pick-Up	21	1.2%
Total Top 20 SR Types	1,012	60.2%
Total Other SRs	669	39.8%
Total SRs for Ward	1,681	100.0%