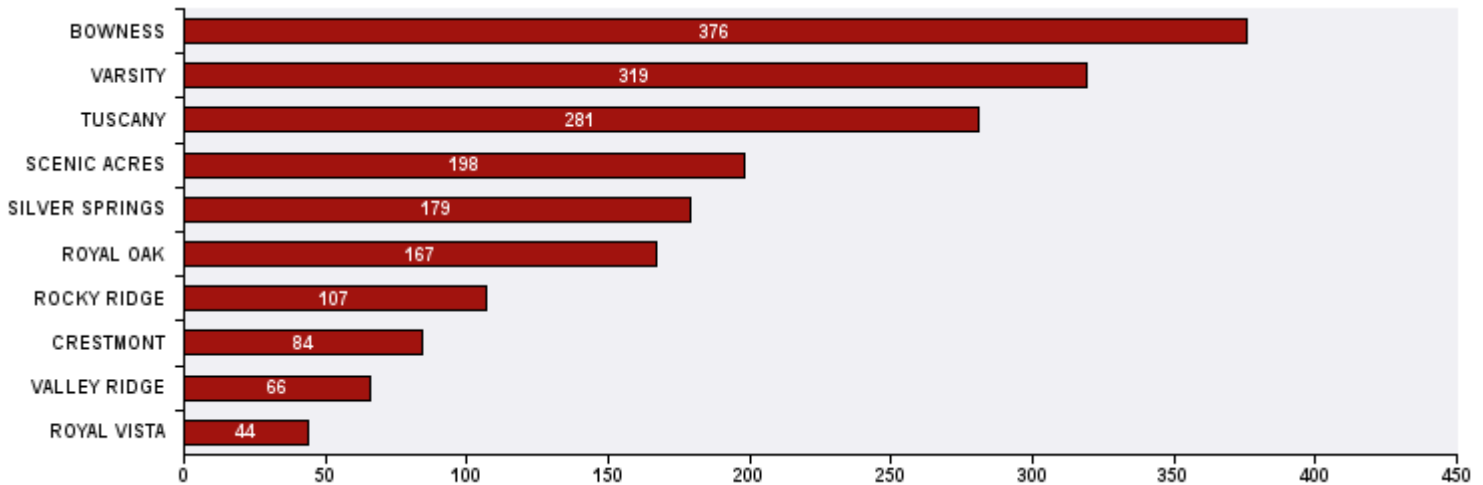


### Top 10 Communities in Ward 1 by SR Volume



| Top 20 SR Types by Volume                              | SR Count     | % of Total Ward |
|--|--------------|-----------------|
| Bylaw - Snow and Ice on Sidewalk                       | 194          | 10.5%           |
| WRS - Cart Management                                  | 100          | 5.4%            |
| Finance - Property Tax Account Inquiry                 | 84           | 4.5%            |
| Roads - Snow and Ice Control                           | 82           | 4.4%            |
| Roads - Streetlight Maintenance                        | 73           | 3.9%            |
| WATS - Catch Basin Concerns                            | 61           | 3.3%            |
| Finance - ONLINE TIPP Agreement Request                | 55           | 3.0%            |
| CBS Inspection - Electrical                            | 52           | 2.8%            |
| CBS Inspection - Residential Improvement Project - RIP | 49           | 2.6%            |
| CBS Inspection - Furnace Replacement                   | 45           | 2.4%            |
| WRS - Waste - Residential                              | 39           | 2.1%            |
| CT - Bus Stops   | 34           | 1.8%            |
| Parks - Wildlife Management                            | 32           | 1.7%            |
| Corporate - Graffiti Concerns                          | 31           | 1.7%            |
| Parks - Snow and Ice Concerns - WAM                    | 31           | 1.7%            |
| CT - Employee Conduct                                  | 28           | 1.5%            |
| Finance - TIPP Agreement Request                       | 26           | 1.4%            |
| WRS - Recycling - Blue Cart                            | 26           | 1.4%            |
| CBS Inspection - Cancellation or Reschedule            | 25           | 1.3%            |
| Bylaw - Material on Public Property                    | 23           | 1.2%            |
| WRS - Compost - Green Cart                             | 23           | 1.2%            |
| <b>Total Top 20 SR Types</b>                           | <b>1,113</b> | <b>60.0%</b>    |
| <b>Total Other SRs</b>                                 | <b>742</b>   | <b>40.0%</b>    |
| <b>Total SRs for Ward</b>                              | <b>1,855</b> | <b>100.0%</b>   |