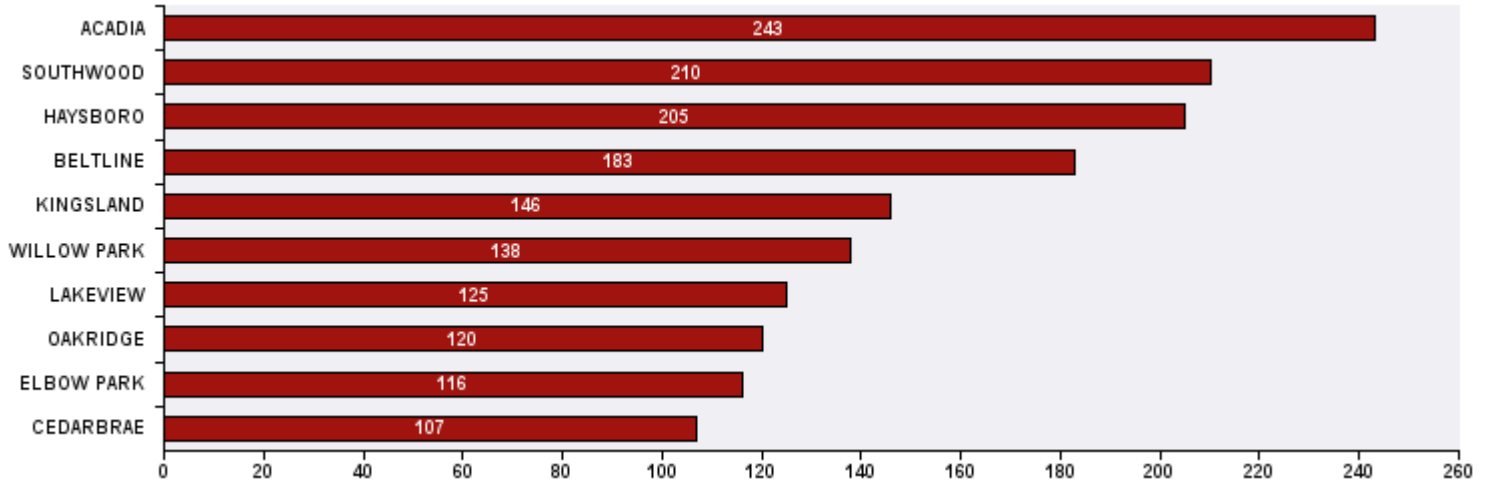


Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	199	7.6%
Roads - Snow and Ice Control	144	5.5%
Finance - Property Tax Account Inquiry	141	5.4%
WRS - Cart Management	87	3.3%
CBS Inspection - Commercial or Multi-Family	80	3.1%
Bylaw - Tree - Shrub Infraction	74	2.8%
CBS Inspection - Residential Improvement Project - RIP	71	2.7%
Finance - ONLINE TIPP Agreement Request	71	2.7%
CBS Inspection - Electrical	69	2.6%
WATS - Sewage Back-up	69	2.6%
Corporate - Graffiti Concerns	68	2.6%
Parks - Snow and Ice Concerns - WAM	51	1.9%
CT - Employee Conduct	42	1.6%
CBS Inspection - Furnace Replacement	40	1.5%
CBS - RIM - Property Research	40	1.5%
WRS - Recycling - Blue Cart	40	1.5%
CBS Inspection - Plumbing	39	1.5%
WATS - Construction Inquiry	38	1.4%
WATS - Sewer Maintenance	38	1.4%
WRS - Waste - Residential	34	1.3%
Total Top 20 SR Types	1,435	54.8%
Total Other SRs	1,186	45.2%
Total SRs for Ward	2,621	100.0%