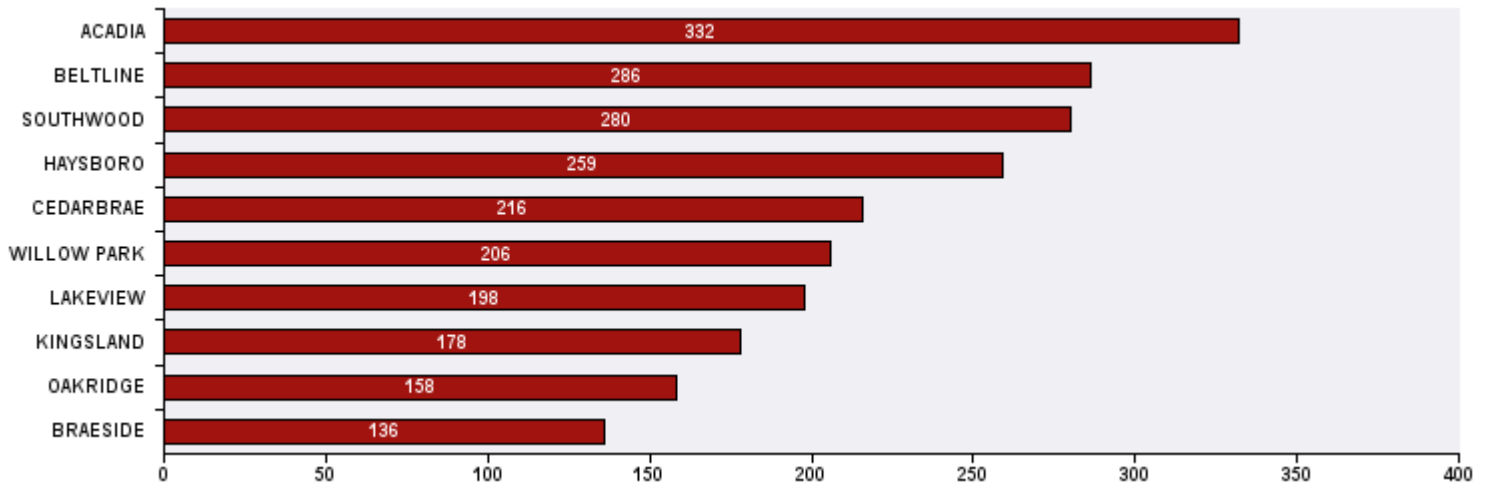


Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	288	8.1%
Roads - Streetlight Maintenance	210	5.9%
Roads - Snow and Ice Control	188	5.3%
WRS - Cart Management	111	3.1%
Finance - ONLINE TIPP Agreement Request	109	3.1%
Finance - Property Tax Account Inquiry	108	3.0%
WATS - Sewage Back-up	83	2.3%
CBS Inspection - Commercial or Multi-Family	80	2.3%
Corporate - Graffiti Concerns	68	1.9%
Roads - Traffic or Pedestrian Light Repair	68	1.9%
CBS Inspection - Residential Improvement Project - RIP	67	1.9%
WRS - Waste - Residential	64	1.8%
CBS Inspection - Electrical	59	1.7%
Bylaw - Material on Public Property	58	1.6%
Bylaw - Tree - Shrub Infraction	57	1.6%
CBS Inspection - Furnace Replacement	56	1.6%
CT - Employee Conduct	56	1.6%
CT - Bus Route or Bus Schedule	54	1.5%
Parks - Snow and Ice Concerns - WAM	49	1.4%
CBS Inspection - Cancellation or Reschedule	42	1.2%
Total Top 20 SR Types	1,875	53.0%
Total Other SRs	1,666	47.0%
Total SRs for Ward	3,541	100.0%