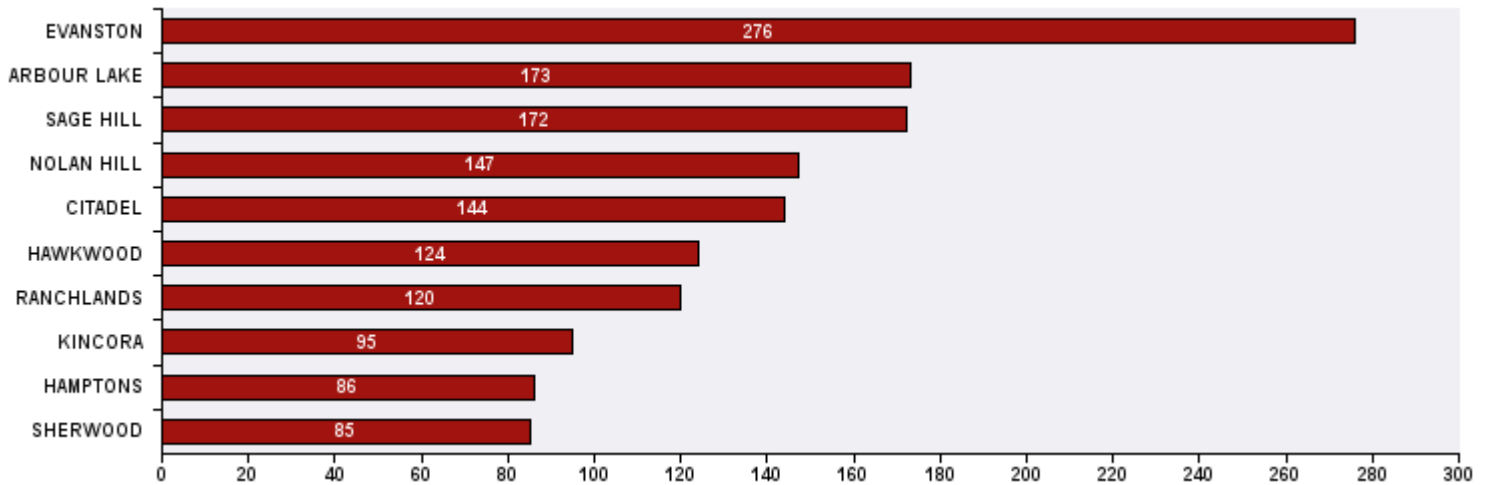


Top 10 Communities in Ward 2 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	202	13.9%
Finance - Property Tax Account Inquiry	124	8.5%
Roads - Snow and Ice Control	90	6.2%
WRS - Cart Management	85	5.8%
CBS Inspection - Residential Improvement Project - RIP	67	4.6%
Finance - ONLINE TIPP Agreement Request	62	4.3%
CBS Inspection - Electrical	60	4.1%
WRS - Recycling - Blue Cart	36	2.5%
CBS Inspection - Plumbing	35	2.4%
Finance - TIPP Agreement Request	34	2.3%
WRS - Waste - Residential	33	2.3%
CBS Inspection - Furnace Replacement	31	2.1%
CBS Inspection - Commercial or Multi-Family	27	1.9%
Parks - Snow and Ice Concerns - WAM	24	1.7%
CBS Inspection - Gas	23	1.6%
Bylaw - Material on Public Property	17	1.2%
CBS Inspection - Cancellation or Reschedule	17	1.2%
Finance - Credit and Collection Inquiries	17	1.2%
CT - Employee Conduct	16	1.1%
WATS - Sewage Back-up	16	1.1%
Total Top 20 SR Types	1,016	69.9%
Total Other SRs	438	30.1%
Total SRs for Ward	1,454	100.0%