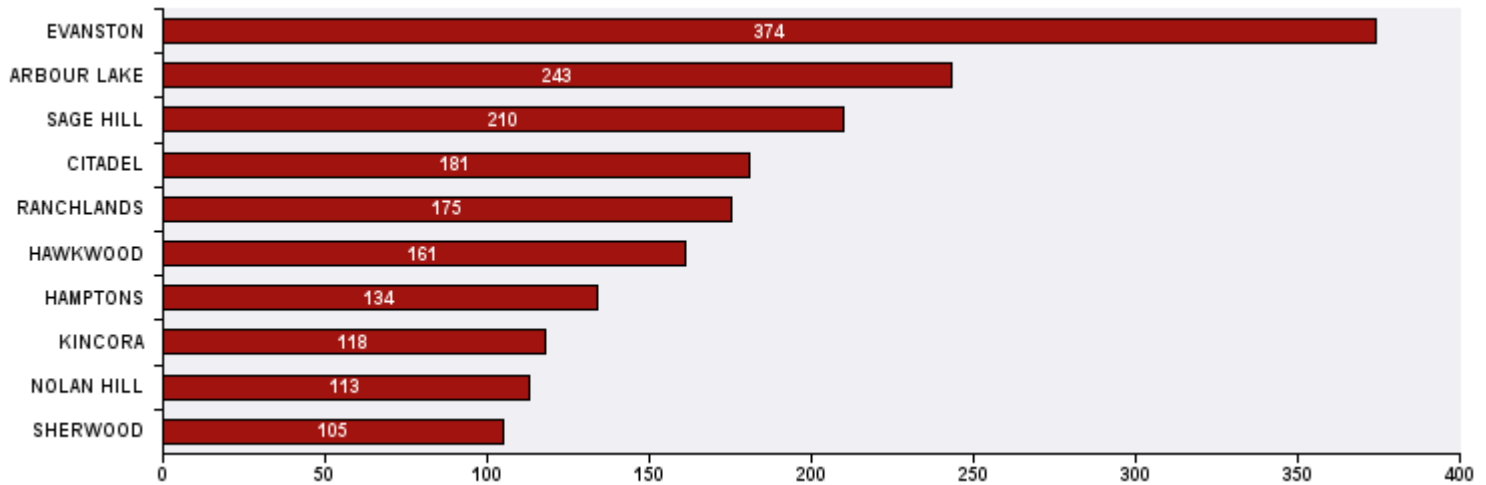


Top 10 Communities in Ward 2 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	214	11.7%
Finance - Property Tax Account Inquiry	135	7.4%
Bylaw - Snow and Ice on Sidewalk	123	6.7%
Finance - ONLINE TIPP Agreement Request	110	6.0%
WRS - Cart Management	110	6.0%
WRS - Waste - Residential	84	4.6%
CBS Inspection - Residential Improvement Project - RIP	59	3.2%
Finance - TIPP Agreement Request	58	3.2%
CBS Inspection - Electrical	54	2.9%
WRS - Recycling - Blue Cart	49	2.7%
CBS Inspection - Commercial or Multi-Family	42	2.3%
CBS Inspection - Plumbing	39	2.1%
Roads - Traffic or Pedestrian Light Repair	33	1.8%
Parks - Snow and Ice Concerns - WAM	31	1.7%
CBS Inspection - Furnace Replacement	25	1.4%
WRS - Compost - Green Cart	23	1.3%
Roads - Signs - Missing - Damaged	21	1.1%
311 Contact Us	20	1.1%
Corporate - Graffiti Concerns	20	1.1%
WRS - New Service - Carts	19	1.0%
Total Top 20 SR Types	1,269	69.1%
Total Other SRs	567	30.9%
Total SRs for Ward	1,836	100.0%