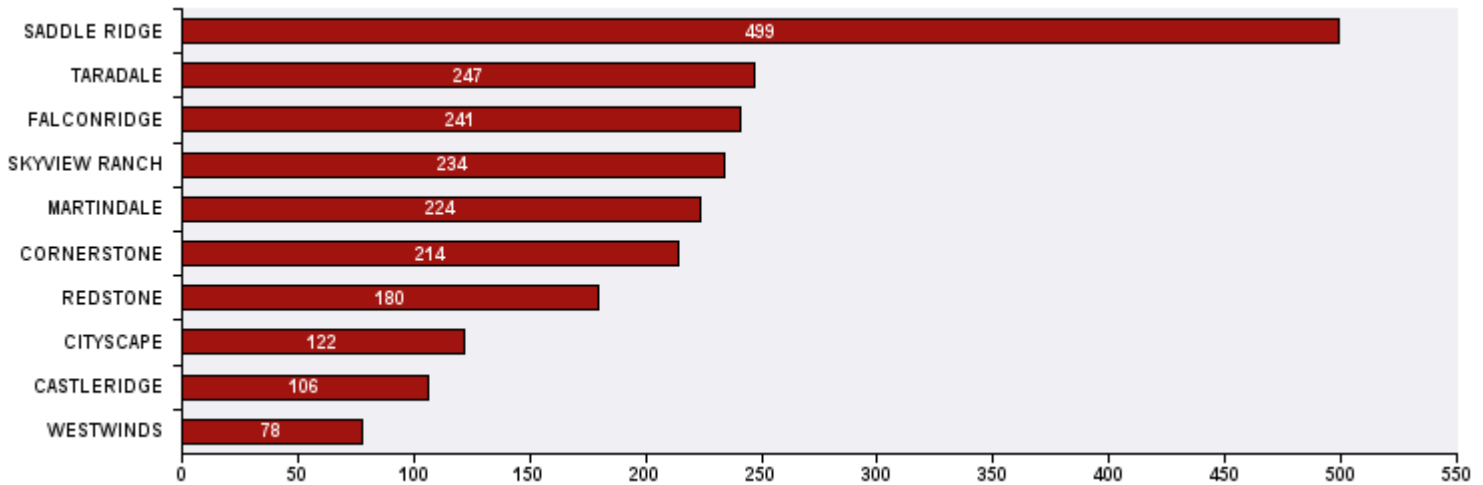


Top 10 Communities in Ward 5 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	244	10.2%
CBS Inspection - Residential Improvement Project - RIP	171	7.1%
CBS Inspection - Electrical	150	6.2%
WRS - Cart Management	104	4.3%
CBS Inspection - Commercial or Multi-Family	96	4.0%
WRS - New Service - Carts	94	3.9%
CBS Inspection - Plumbing	89	3.7%
Bylaw - Snow and Ice on Sidewalk	84	3.5%
Finance - TIPP Agreement Request	84	3.5%
WRS - Waste - Residential	84	3.5%
Finance - ONLINE TIPP Agreement Request	56	2.3%
Roads - Snow and Ice Control	48	2.0%
CBS Inspection - Gas	43	1.8%
WRS - Recycling - Blue Cart	41	1.7%
CBS Inspection - Cancellation or Reschedule	37	1.5%
CBS Inspection - Heating & Ventilation	36	1.5%
Bylaw - Material on Public Property	35	1.5%
CN - Subsidized Programs - Fair Entry	33	1.4%
CBS Inspection - Furnace Replacement	32	1.3%
CBS - RIM - Property Research	31	1.3%
Total Top 20 SR Types	1,592	66.3%
Total Other SRs	809	33.7%
Total SRs for Ward	2,401	100.0%