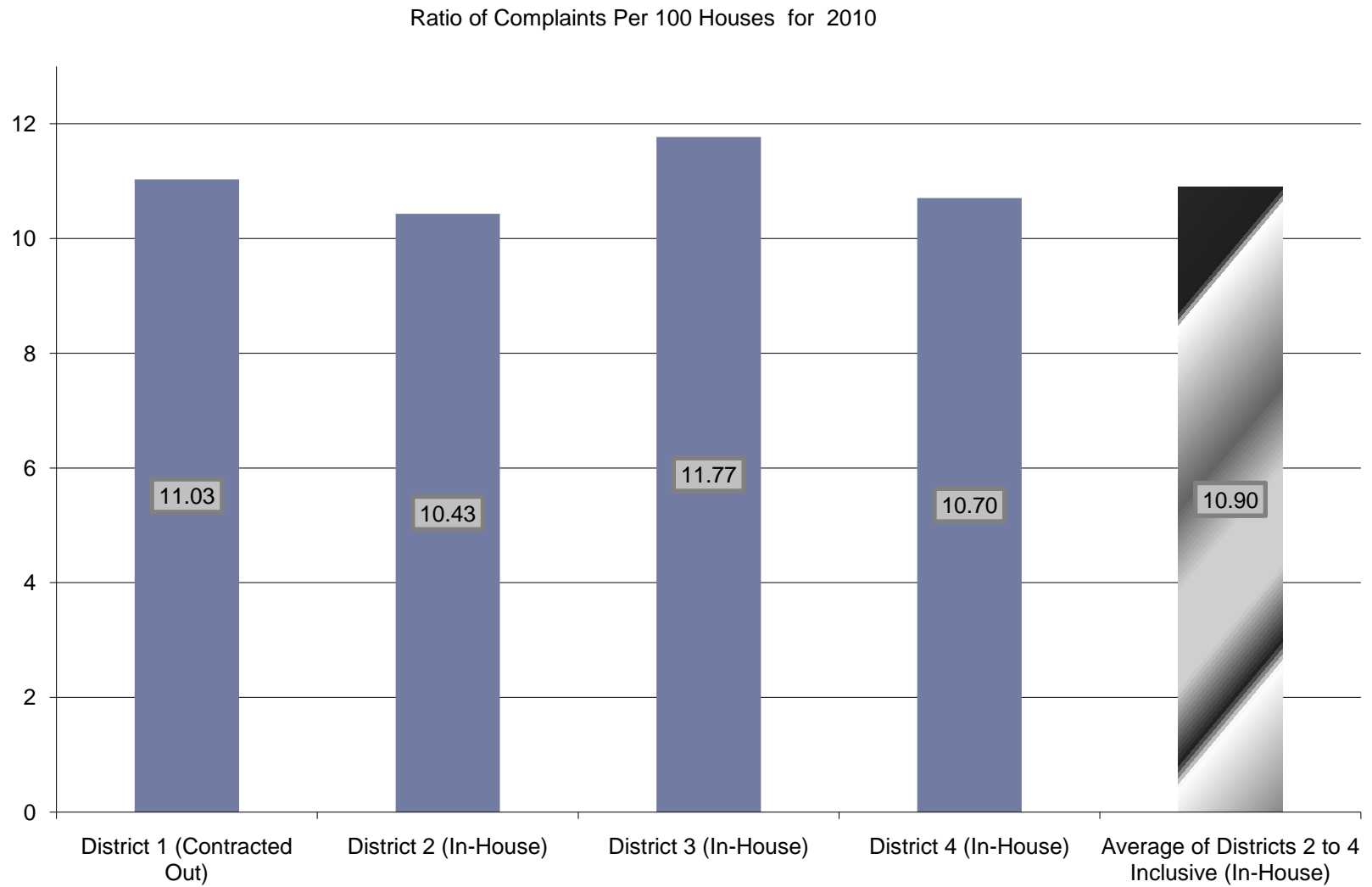


Appendix 2: 2010 Complaint Numbers



*Example: District 1*

*7,219 complaints per year / 65,429 houses = 0.1103 x 100 = 11.03*