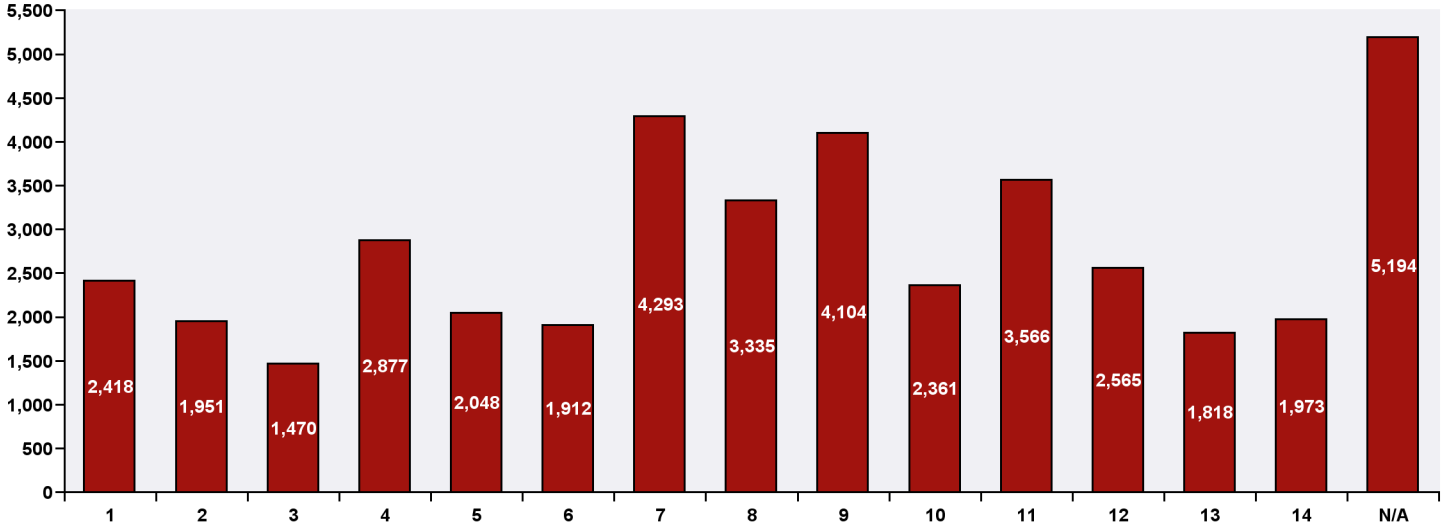


### City of Calgary Overall

#### SR Volume by Ward for November



\* Please Note: Service request counts by geographic area such as Ward and/or community only include service requests with valid addresses. Service requests that do not require addresses or have incomplete addresses are tracked as N/A. In instances where SRs occur on Ward boundaries, this may very rarely result in communities registering SRs in the wrong Ward.

WARD	SR Count
1	2,418
2	1,951
3	1,470
4	2,877
5	2,048
6	1,912
7	4,293
8	3,335
9	4,104
10	2,361
11	3,566
12	2,565
13	1,818
14	1,973
N/A	5,194
<b>Total</b>	<b>41,885</b>

Top 20 SR Types	SR Count	% of Total City
Finance - Property Tax Account Inquiry	1,709	4.1%
Bylaw - Snow and Ice on Sidewalk	1,646	3.9%
Roads - Snow and Ice Control	1,505	3.6%
WRS - Waste - Residential	1,358	3.2%
WRS - Cart Management	1,324	3.2%
CBS Inspection - Electrical	1,228	2.9%
Finance - ONLINE TIPP Agreement Request	1,109	2.6%
WRS - Recycling - Blue Cart	992	2.4%
Corporate - Graffiti Concerns	938	2.2%
CBS Inspection - Commercial or Multi-Family	903	2.2%
CSC - Web and Digital Services	872	2.1%
CBS Inspection - Residential Improvement Project - RIP	851	2.0%
WRS - Compost - Green Cart	846	2.0%
Finance - TIPP Agreement Request	838	2.0%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	815	1.9%
Roads - Streetlight Maintenance	760	1.8%
CT - Employee Conduct	642	1.5%
WATS - Sewage Back-up	626	1.5%
CBS Inspection - Plumbing	555	1.3%
CBS Inspection - SCP - New Home	532	1.3%
<b>Total Top 20 SR Types</b>	<b>20,049</b>	<b>47.9%</b>
<b>Total Other SRs</b>	<b>21,836</b>	<b>52.1%</b>
<b>Total SRs for City of Calgary</b>	<b>41,885</b>	<b>100%</b>

Note: Service request statistics include Business Unit work entered into the CSR system, but do not reflect all work or activity of Business Units  
 \*\*The report provides data for Service Requests that are public facing. The City's internal Service Requests are not included.