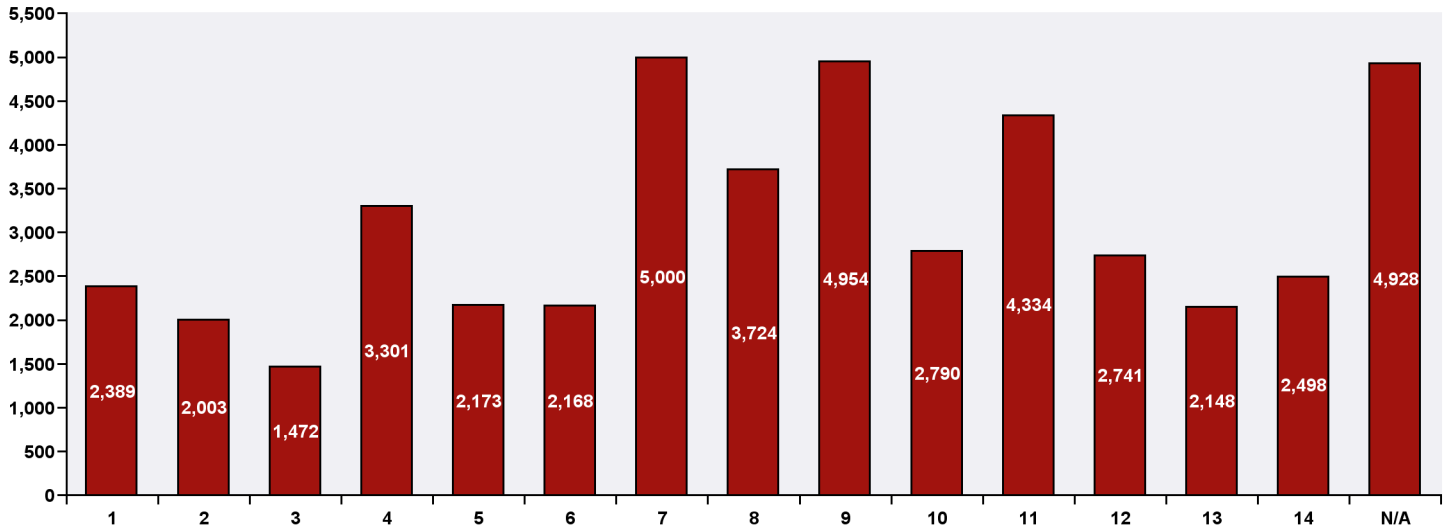


City of Calgary Overall

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	2,389
2	2,003
3	1,472
4	3,301
5	2,173
6	2,168
7	5,000
8	3,724
9	4,954
10	2,790
11	4,334
12	2,741
13	2,148
14	2,498
N/A	4,928
Total	46,623

Top 20 SR Types	SR Count	% of Total City
City Clerk's - Olympic VOTE 2018	5,024	10.8%
Finance - Property Tax Account Inquiry	1,493	3.2%
Bylaw - Snow and Ice on Sidewalk	1,400	3.0%
Roads - Streetlight Maintenance	1,221	2.6%
WRS - Cart Management	1,111	2.4%
Finance - ONLINE TIPP Agreement Request	1,086	2.3%
CBS Inspection - Commercial or Multi-Family	1,045	2.2%
CBS Inspection - Electrical	1,015	2.2%
WRS - Waste - Residential	957	2.1%
CBS Inspection - Residential Improvement Project - RIP	912	2.0%
Roads - Snow and Ice Control	909	1.9%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	880	1.9%
WRS - Recycling - Blue Cart	797	1.7%
Finance - TIPP Agreement Request	794	1.7%
CSC - Web and Digital Services	684	1.5%
WRS - Compost - Green Cart	684	1.5%
WATS - Sewage Back-up	683	1.5%
CT - Employee Conduct	666	1.4%
CT - Bus Route or Bus Schedule	646	1.4%
Parks - Snow and Ice Concerns - WAM	541	1.2%
Roads - Traffic or Pedestrian Light Repair	541	1.2%
Total Top 20 SR Types	23,089	49.5%
Total Other SRs	23,534	50.5%
Total SRs for City of Calgary	46,623	100%

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.