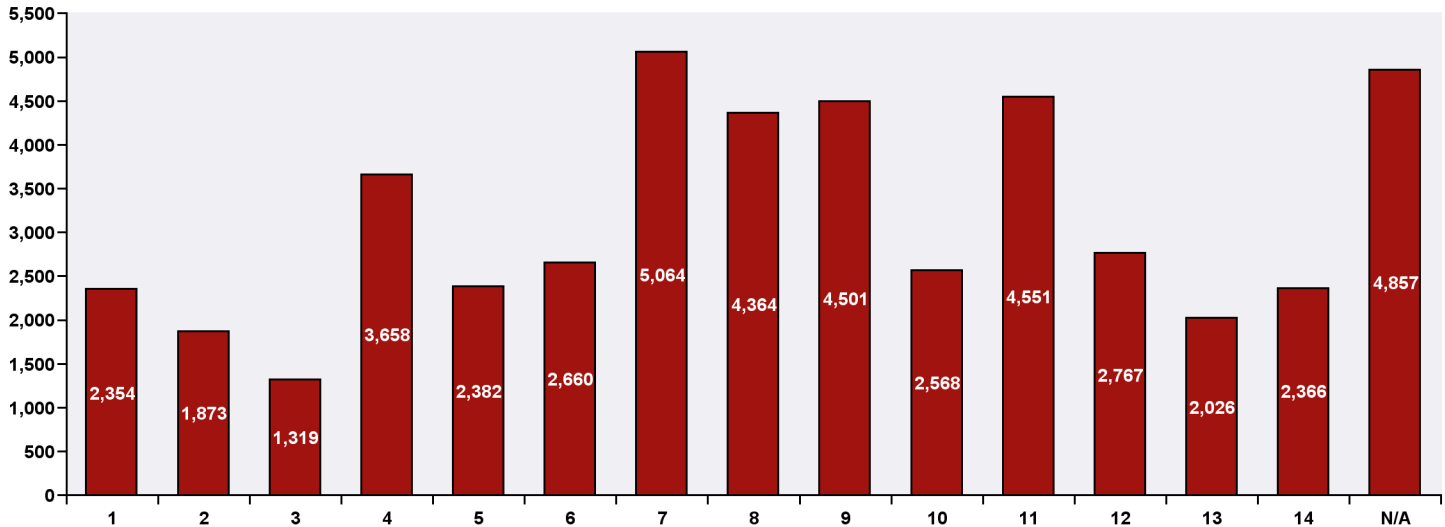


### City of Calgary Overall

#### SR Volume by Ward for October



\* 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	2,354
2	1,873
3	1,319
4	3,658
5	2,382
6	2,660
7	5,064
8	4,364
9	4,501
10	2,568
11	4,551
12	2,767
13	2,026
14	2,366
N/A	4,857
<b>Total</b>	<b>47,310</b>

Top 20 SR Types	SR Count	% of Total City
Finance - Property Tax Account Inquiry	1,545	3.3%
WRS - Cart Management	1,377	2.9%
WRS - Compost - Green Cart	1,264	2.7%
Roads - Streetlight Maintenance	1,233	2.6%
CBS Inspection - Electrical	1,193	2.5%
Roads - Backlane Maintenance	1,100	2.3%
WRS - Waste - Residential	1,080	2.3%
Roads - Snow and Ice Control	1,079	2.3%
CBS Inspection - Commercial or Multi-Family	1,067	2.3%
CBS Inspection - Residential Improvement Project - RIP	970	2.1%
CSC - Web and Digital Services	900	1.9%
Finance - ONLINE TIPP Agreement Request	867	1.8%
WRS - Recycling - Blue Cart	850	1.8%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	766	1.6%
City Clerk's - Olympic VOTE 2018	745	1.6%
CT - Employee Conduct	733	1.5%
WATS - Sewage Back-up	712	1.5%
Parks - Tree Concern - WAM	668	1.4%
Bylaw - Material on Public Property	650	1.4%
Roads - Debris on Street/Sidewalk/Boulevard	641	1.4%
<b>Total Top 20 SR Types</b>	<b>19,440</b>	<b>41.1%</b>
<b>Total Other SRs</b>	<b>27,870</b>	<b>58.9%</b>
<b>Total SRs for City of Calgary</b>	<b>47,310</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.