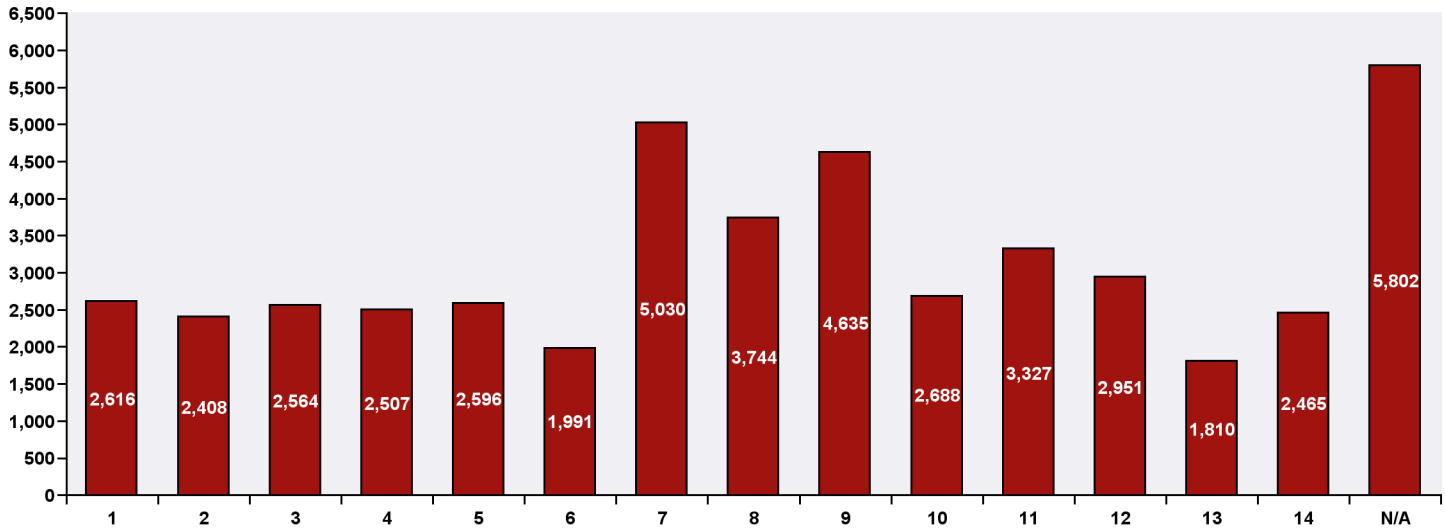


City of Calgary Overall

SR Volume by Ward for September



* 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	2,616
2	2,408
3	2,564
4	2,507
5	2,596
6	1,991
7	5,030
8	3,744
9	4,635
10	2,688
11	3,327
12	2,951
13	1,810
14	2,465
N/A	5,802
Total	47,134

Top 20 SR Types	SR Count	% of Total City
WRS - Waste - Residential	1,734	3.7%
WRS - Cart Management	1,545	3.3%
Finance - Property Tax Account Inquiry	1,301	2.8%
CBS Inspection - Electrical	1,265	2.7%
Parks - Tree Concern - WAM	1,249	2.6%
WATS - Water Consumption Appointment	1,146	2.4%
WRS - Recycling - Blue Cart	1,057	2.2%
WRS - Green Cart Rollout	964	2.0%
CSC - Web and Digital Services	927	2.0%
CBS Inspection - Residential Improvement Project - RIP	890	1.9%
Finance - ONLINE TIPP Agreement Request	829	1.8%
WRS - Compost - Green Cart	803	1.7%
CBS Inspection - Commercial or Multi-Family	801	1.7%
Roads - Streetlight Maintenance	752	1.6%
Roads - Dead Animal Pick-Up	732	1.6%
WATS - Sewage Back-up	633	1.3%
Bylaw - Material on Public Property	625	1.3%
CT - Employee Conduct	615	1.3%
311 Contact Us	609	1.3%
CNS - Subsidized Programs - Fair Entry	606	1.3%
Total Top 20 SR Types	19,083	40.5%
Total Other SRs	28,051	59.5%
Total SRs for City of Calgary	47,134	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.