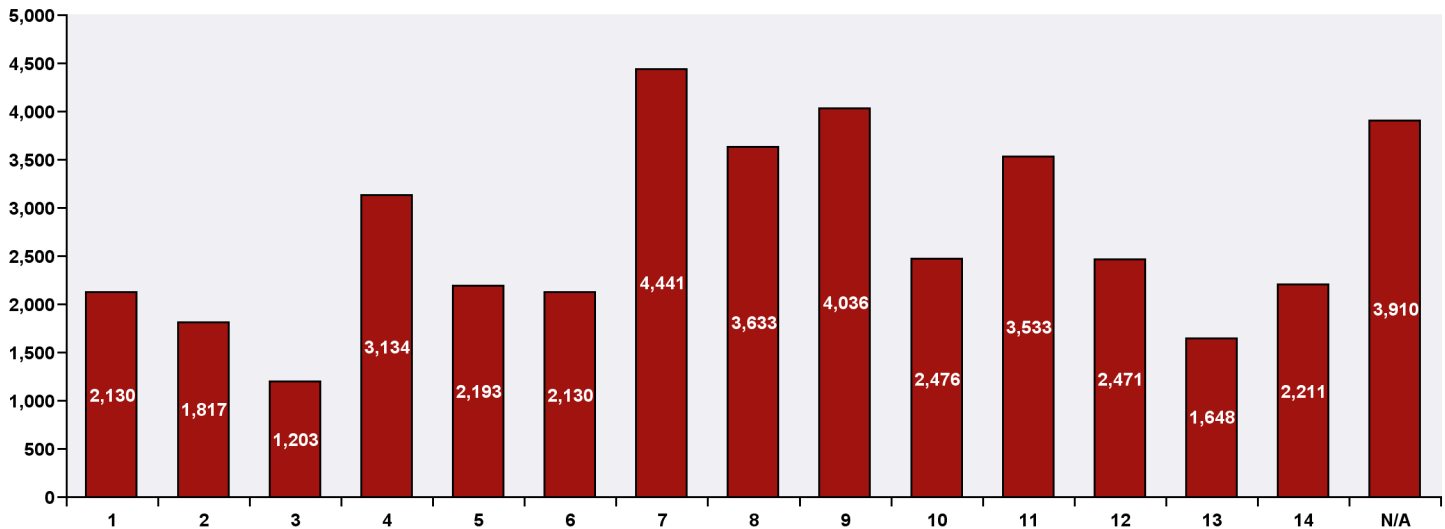


City of Calgary Overall

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	2,130
2	1,817
3	1,203
4	3,134
5	2,193
6	2,130
7	4,441
8	3,633
9	4,036
10	2,476
11	3,533
12	2,471
13	1,648
14	2,211
N/A	3,910
Total	40,966

Top 20 SR Types	SR Count	% of Total City
WRS - Cart Management	1,201	2.9%
CBS Inspection - Electrical	1,155	2.8%
Finance - Property Tax Account Inquiry	1,148	2.8%
Parks - Tree Concern - WAM	1,036	2.5%
CBS Inspection - Commercial or Multi-Family	938	2.3%
Roads - Backlane Maintenance	833	2.0%
Finance - ONLINE TIPP Agreement Request	821	2.0%
CBS Inspection - Residential Improvement Project - RIP	818	2.0%
WRS - Waste - Residential	753	1.8%
WATS - Sewage Back-up	693	1.7%
Bylaw - Material on Public Property	677	1.7%
CSC - Web and Digital Services	656	1.6%
Corporate - Graffiti Concerns	645	1.6%
CT - Employee Conduct	633	1.5%
WRS - Recycling - Blue Cart	612	1.5%
Roads - Streetlight Maintenance	591	1.4%
Roads - Debris on Street/Sidewalk/Boulevard	590	1.4%
Roads - Dead Animal Pick-Up	581	1.4%
311 Contact Us	538	1.3%
CT - Bus Route or Bus Schedule	520	1.3%
Total Top 20 SR Types	15,439	37.7%
Total Other SRs	25,527	62.3%
Total SRs for City of Calgary	40,966	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.