![Calgary logo]

311 Top Public Service Requests (SRs) by Ward, Community and Type

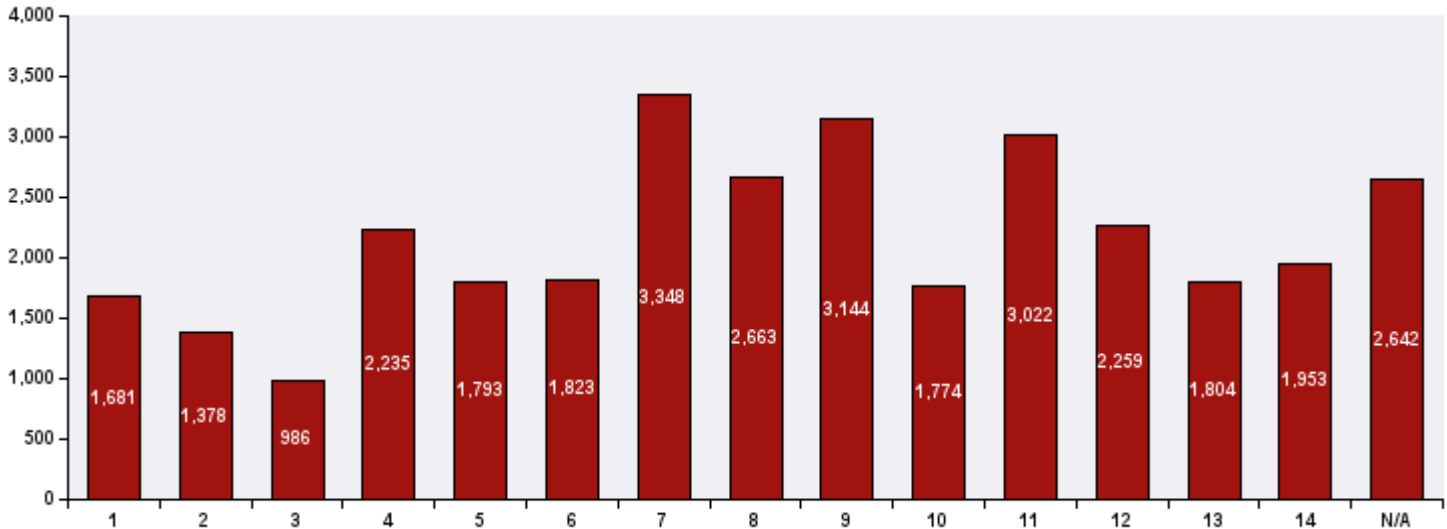## for SRs created in December 2019

City of Calgary Overall

SR Volume by Ward for December

* 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	1,681
2	1,378
3	986
4	2,235
5	1,793
6	1,823
7	3,348
8	2,663
9	3,144
10	1,774
11	3,022
12	2,259
13	1,804
14	1,953
N/A	2,642
Total	32,505

Top 20 SR Types	SR Count	% of Total City
Bylaw - Snow and Ice on Sidewalk	3,279	10.1%
Finance - ONLINE TIPP Agreement Request	1,308	4.0%
Roads - Snow and Ice Control	1,274	3.9%
Finance - Property Tax Account Inquiry	1,242	3.8%
WRS - Cart Management	1,000	3.1%
Roads - Streetlight Maintenance	879	2.7%
WRS - Waste - Residential	807	2.5%
CBS Inspection - Electrical	767	2.4%
CBS Inspection - Commercial or Multi-Family	755	2.3%
Finance - TIPP Agreement Request	679	2.1%
WATS - Sewage Back-up	679	2.1%
CBS Inspection - Residential Improvement Project - RIP	621	1.9%
Corporate - Graffiti Concerns	616	1.9%
WRS - Recycling - Blue Cart	591	1.8%
CT - Employee Conduct	540	1.7%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	524	1.6%
Parks - Snow and Ice Concerns - WAM	463	1.4%
CBS Inspection - Furnace Replacement	445	1.4%
WRS - Compost - Green Cart	405	1.2%
CBS Inspection - Gas	400	1.2%
Total Top 20 SR Types	17,274	53.1%
Total Other SRs	15,231	46.9%
Total SRs for City of Calgary	32,505	100%