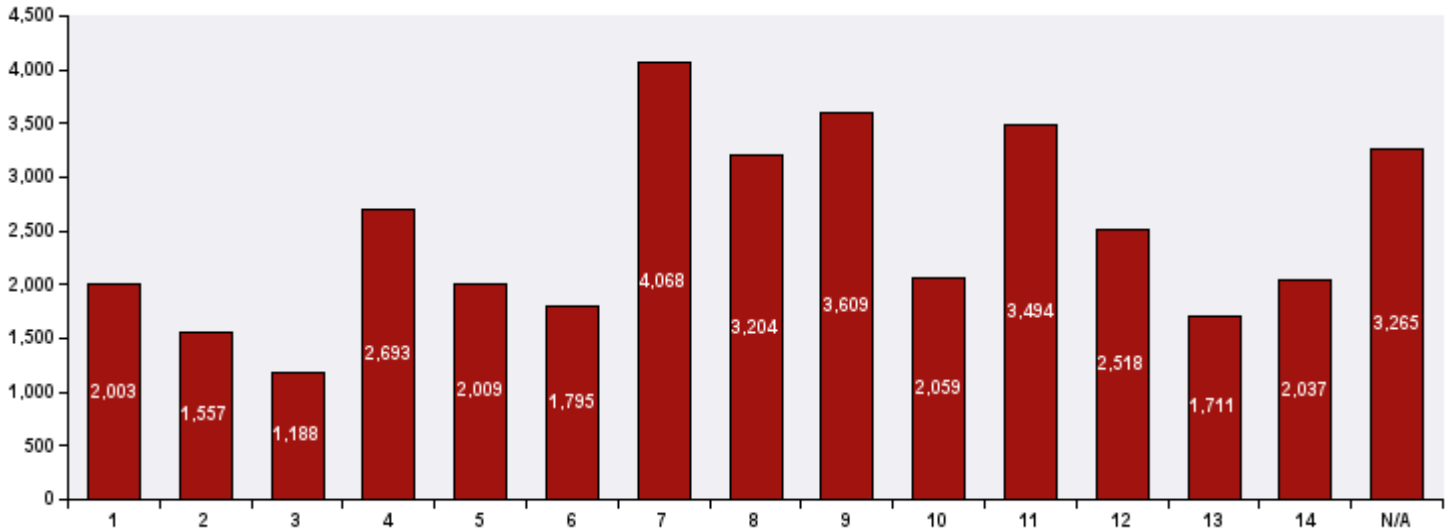


City of Calgary Overall

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	2,003
2	1,557
3	1,188
4	2,693
5	2,009
6	1,795
7	4,068
8	3,204
9	3,609
10	2,059
11	3,494
12	2,518
13	1,711
14	2,037
N/A	3,265
Total	37,210

Top 20 SR Types	SR Count	% of Total City
Bylaw - Snow and Ice on Sidewalk	1,848	5.0%
Finance - Property Tax Account Inquiry	1,452	3.9%
Roads - Snow and Ice Control	1,280	3.4%
Finance - ONLINE TIPP Agreement Request	1,258	3.4%
WRS - Cart Management	1,115	3.0%
CBS Inspection - Electrical	1,001	2.7%
WRS - Waste - Residential	985	2.6%
CBS Inspection - Commercial or Multi-Family	934	2.5%
Roads - Streetlight Maintenance	906	2.4%
Corporate - Graffiti Concerns	843	2.3%
CBS Inspection - Residential Improvement Project - RIP	809	2.2%
Finance - TIPP Agreement Request	713	1.9%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	661	1.8%
WRS - Compost - Green Cart	649	1.7%
CT - Employee Conduct	640	1.7%
WRS - Recycling - Blue Cart	620	1.7%
Parks - Snow and Ice Concerns - WAM	610	1.6%
WATS - Sewage Back-up	610	1.6%
CBS Inspection - Furnace Replacement	548	1.5%
Bylaw - Material on Public Property	505	1.4%
Total Top 20 SR Types	17,987	48.3%
Total Other SRs	19,223	51.7%
Total SRs for City of Calgary	37,210	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.