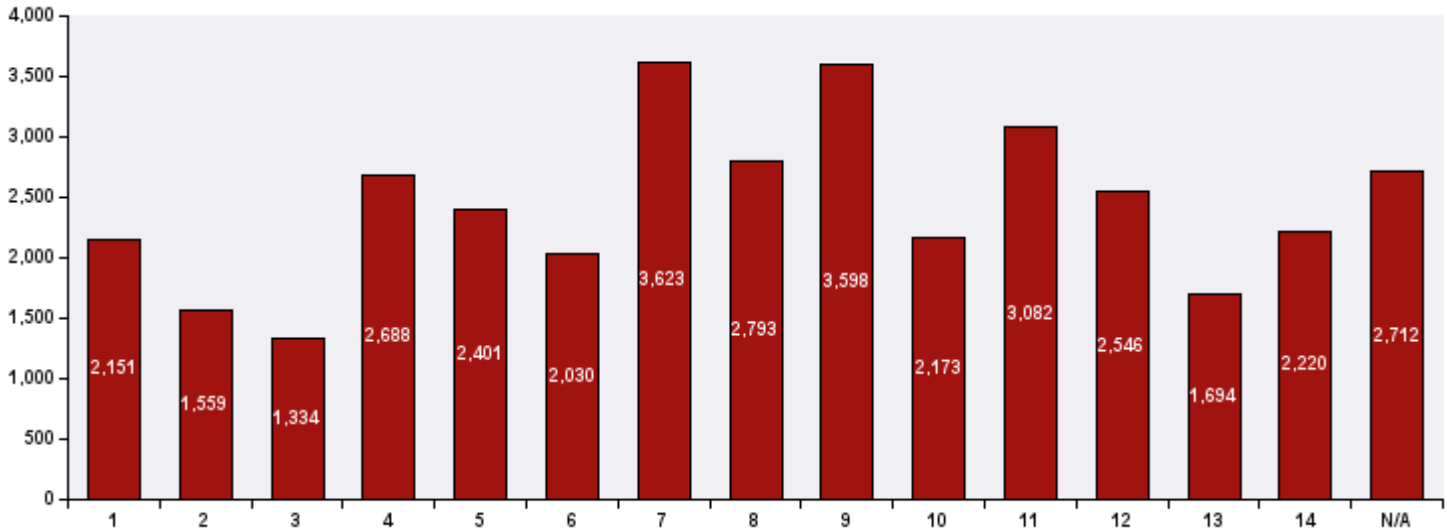


City of Calgary Overall

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	2,151
2	1,559
3	1,334
4	2,688
5	2,401
6	2,030
7	3,623
8	2,793
9	3,598
10	2,173
11	3,082
12	2,546
13	1,694
14	2,220
N/A	2,712
Total	36,604

Top 20 SR Types	SR Count	% of Total City
Finance - Property Tax Account Inquiry	2,169	5.9%
Finance - ONLINE TIPP Agreement Request	1,391	3.8%
Bylaw - Snow and Ice on Sidewalk	1,357	3.7%
WRS - Cart Management	1,354	3.7%
WRS - Compost - Green Cart	1,270	3.5%
CBS Inspection - Residential Improvement Project - RIP	1,247	3.4%
CBS Inspection - Electrical	1,202	3.3%
WRS - Waste - Residential	805	2.2%
Finance - TIPP Agreement Request	791	2.2%
Corporate - Graffiti Concerns	773	2.1%
CBS Inspection - Commercial or Multi-Family	758	2.1%
CBS Inspection - Furnace Replacement	727	2.0%
WRS - Recycling - Blue Cart	679	1.9%
Parks - Special Events	647	1.8%
WATS - Sewage Back-up	604	1.7%
CBS Inspection - Plumbing	559	1.5%
Bylaw - Material on Public Property	546	1.5%
Roads - Snow and Ice Control	500	1.4%
CBS Inspection - Gas	476	1.3%
Corporate - Face Covering Concerns	426	1.2%
Total Top 20 SR Types	18,281	49.9%
Total Other SRs	18,323	50.1%
Total SRs for City of Calgary	36,604	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.