311 Top Public Service Requests (SRs) by Ward, Community and Type
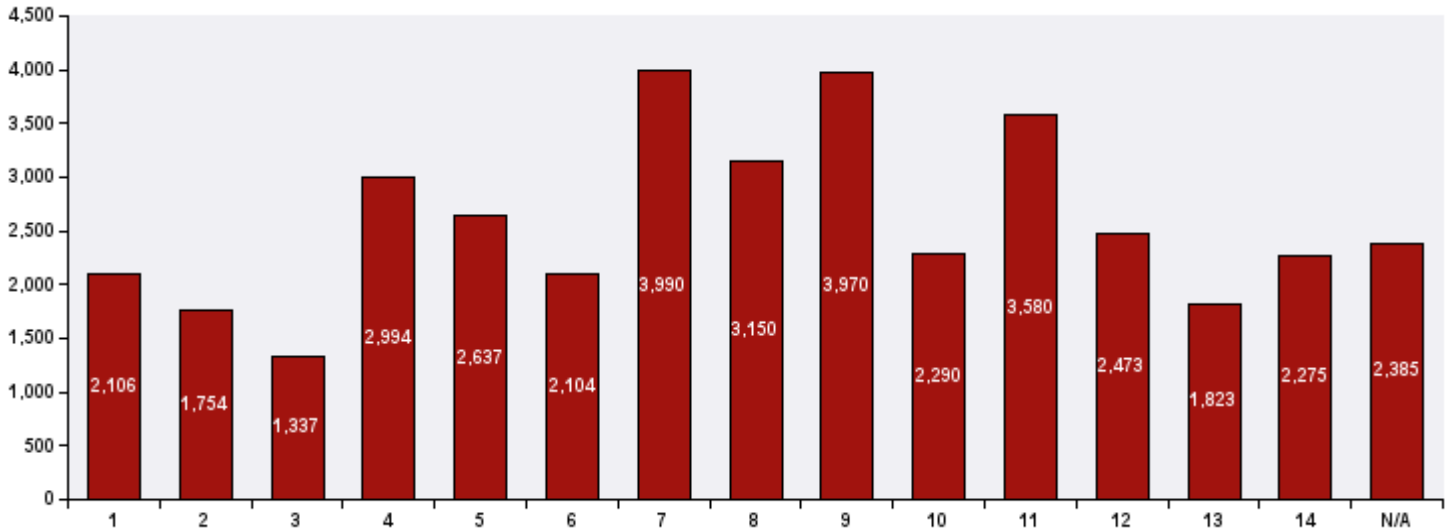
for SRs created in October 2020

City of Calgary Overall

SR Volume by Ward for October

* 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	2,106
2	1,754
3	1,337
4	2,994
5	2,637
6	2,104
7	3,990
8	3,150
9	3,970
10	2,290
11	3,580
12	2,473
13	1,823
14	2,275
N/A	2,385
Total	**38,868**

Top 20 SR Types	SR Count	% of Total City
Finance - Property Tax Account Inquiry	2,085	5.4%
WRS - Cart Management	1,625	4.2%
CBS Inspection - Residential Improvement Project - RIP	1,326	3.4%
CBS Inspection - Electrical	1,223	3.1%
Finance - ONLINE TIPP Agreement Request	1,131	2.9%
WRS - Waste - Residential	916	2.4%
WRS - Recycling - Blue Cart	788	2.0%
Corporate - Graffiti Concerns	782	2.0%
CBS Inspection - Commercial or Multi-Family	775	2.0%
Bylaw - Material on Public Property	707	1.8%
WRS - Compost - Green Cart	705	1.8%
WATS - Sewage Back-up	646	1.7%
Finance - TIPP Agreement Request	631	1.6%
CBS Inspection - Furnace Replacement	625	1.6%
Parks - Tree Concern - WAM	614	1.6%
CBS Inspection - Plumbing	535	1.4%
CN - Subsidized Programs - Fair Entry	513	1.3%
CT - Employee Conduct	497	1.3%
Roads - Debris on Street/Sidewalk/Boulevard	490	1.3%
311 Contact Us	445	1.1%
Total Top 20 SR Types	**17,059**	**43.9%**
Total Other SRs	**21,809**	**56.1%**
Total SRs for City of Calgary	**38,868**	**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.

Source: Customer Service Request (CSR) System

CSR Extract: Nov 11, 2020