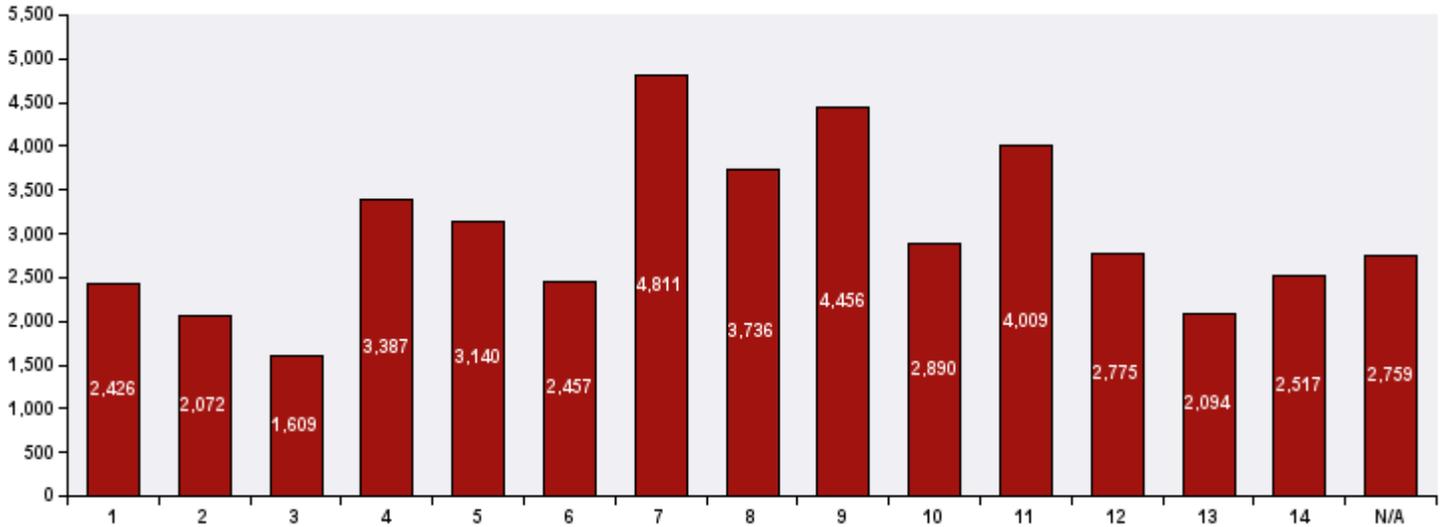


City of Calgary Overall

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	2,426
2	2,072
3	1,609
4	3,387
5	3,140
6	2,457
7	4,811
8	3,736
9	4,456
10	2,890
11	4,009
12	2,775
13	2,094
14	2,517
N/A	2,759
Total	45,138

Top 20 SR Types	SR Count	% of Total City
Finance - Property Tax Account Inquiry	2,337	5.2%
WRS - Cart Management	1,927	4.3%
Finance - ONLINE TIPP Agreement Request	1,454	3.2%
Parks - Tree Concern - WAM	1,425	3.2%
CBS Inspection - Electrical	1,373	3.0%
CBS Inspection - Residential Improvement Project - RIP	1,278	2.8%
WRS - Waste - Residential	961	2.1%
Corporate - Graffiti Concerns	847	1.9%
Bylaw - Material on Public Property	824	1.8%
WRS - Recycling - Blue Cart	817	1.8%
CBS Inspection - Commercial or Multi-Family	779	1.7%
Finance - TIPP Agreement Request	749	1.7%
Roads - Debris on Street/Sidewalk/Boulevard	705	1.6%
Roads - Pothole Maintenance	670	1.5%
311 Contact Us	613	1.4%
CN - Subsidized Programs - Fair Entry	599	1.3%
WATS - Sewage Back-up	594	1.3%
Roads - Dead Animal Pick-Up	588	1.3%
CT - Employee Conduct	577	1.3%
CBS Inspection - Plumbing	546	1.2%
Total Top 20 SR Types	19,663	43.6%
Total Other SRs	25,475	56.4%
Total SRs for City of Calgary	45,138	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.