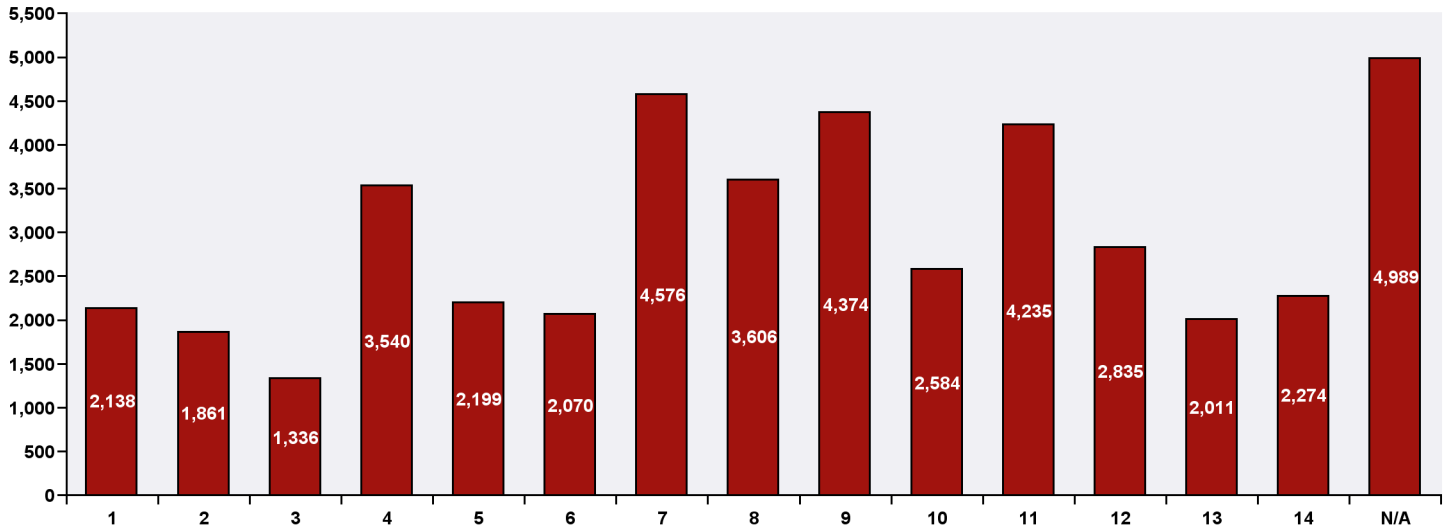


City of Calgary Overall

SR Volume by Ward for April



* 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	2,138
2	1,861
3	1,336
4	3,540
5	2,199
6	2,070
7	4,576
8	3,606
9	4,374
10	2,584
11	4,235
12	2,835
13	2,011
14	2,274
N/A	4,989
Total	44,628

Top 20 SR Types	SR Count	% of Total City
Roads - Roadway Maintenance	2,356	5.3%
Finance - Property Tax Account Inquiry	1,674	3.8%
WRS - Cart Management	1,556	3.5%
WRS - Waste - Residential	1,040	2.3%
CBS Inspection - Electrical	991	2.2%
Finance - ONLINE TIPP Agreement Request	940	2.1%
CBS Inspection - Commercial or Multi-Family	888	2.0%
Roads - Streetlight Maintenance	817	1.8%
Roads - Snow and Ice Control	799	1.8%
CSC - Web and Digital Services	777	1.7%
WRS - Recycling - Blue Cart	708	1.6%
311 Contact Us	686	1.5%
Bylaw - Material on Public Property	680	1.5%
Parks - Tree Concern - WAM	654	1.5%
WATS - Catch Basin Concerns	617	1.4%
Bylaw - Snow and Ice on Sidewalk	598	1.3%
Corporate - Graffiti Concerns	587	1.3%
Roads - Backlane Maintenance	580	1.3%
Roads - Debris on Street/Sidewalk/Boulevard	577	1.3%
CBS Inspection - Residential Improvement Project - RIP	571	1.3%
Total Top 20 SR Types	18,096	40.5%
Total Other SRs	26,532	59.5%
Total SRs for City of Calgary	44,628	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.