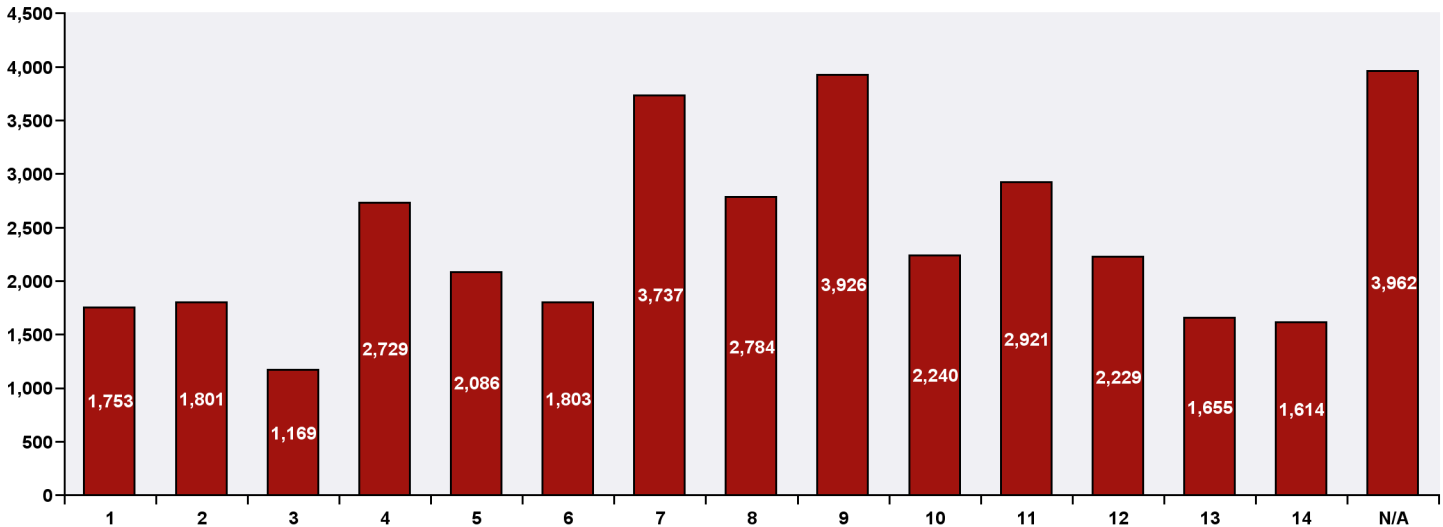


### City of Calgary Overall

#### SR Volume by Ward for February



\* 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	1,753
2	1,801
3	1,169
4	2,729
5	2,086
6	1,803
7	3,737
8	2,784
9	3,926
10	2,240
11	2,921
12	2,229
13	1,655
14	1,614
N/A	3,962
<b>Total</b>	<b>36,409</b>

Top 20 SR Types	SR Count	% of Total City
Roads - Snow and Ice Control	3,689	10.1%
Bylaw - Snow and Ice on Sidewalk	3,278	9.0%
Finance - Property Tax Account Inquiry	1,412	3.9%
WRS - Cart Management	1,128	3.1%
Roads - Streetlight Maintenance	912	2.5%
CBS Inspection - Commercial or Multi-Family	779	2.1%
Finance - ONLINE TIPP Agreement Request	758	2.1%
CT - Employee Conduct	701	1.9%
CBS Inspection - Electrical	687	1.9%
CSC - Web and Digital Services	669	1.8%
WRS - Waste - Residential	654	1.8%
WATS - Sewage Back-up	637	1.7%
Parks - Snow and Ice Concerns - WAM	622	1.7%
CBS Inspection - Residential Improvement Project - RIP	586	1.6%
Roads - Traffic or Pedestrian Light Repair	560	1.5%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	527	1.4%
WRS - Recycling - Blue Cart	458	1.3%
Bylaw - Material on Public Property	417	1.1%
Finance - TIPP Agreement Request	402	1.1%
CBS Inspection - Furnace Replacement	389	1.1%
<b>Total Top 20 SR Types</b>	<b>19,265</b>	<b>52.9%</b>
<b>Total Other SRs</b>	<b>17,144</b>	<b>47.1%</b>
<b>Total SRs for City of Calgary</b>	<b>36,409</b>	<b>100%</b>

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.