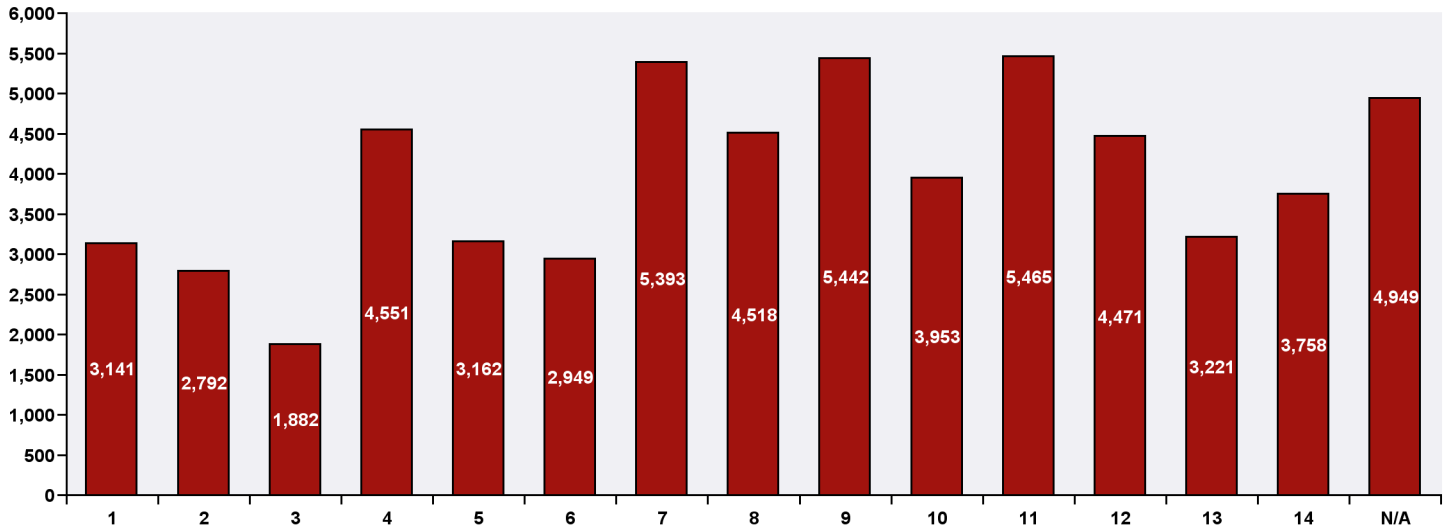


City of Calgary Overall

SR Volume by Ward for March



* 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	3,141
2	2,792
3	1,882
4	4,551
5	3,162
6	2,949
7	5,393
8	4,518
9	5,442
10	3,953
11	5,465
12	4,471
13	3,221
14	3,758
N/A	4,949
Total	59,647

Top 20 SR Types	SR Count	% of Total City
Roads - Snow and Ice Control	12,636	21.2%
Bylaw - Snow and Ice on Sidewalk	4,088	6.9%
WATS - Catch Basin Concerns	3,910	6.6%
Roads - Roadway Maintenance	2,285	3.8%
Finance - Property Tax Account Inquiry	1,722	2.9%
WRS - Cart Management	1,299	2.2%
WRS - Waste - Residential	1,072	1.8%
CBS Inspection - Electrical	867	1.5%
Finance - ONLINE TIPP Agreement Request	843	1.4%
WRS - Recycling - Blue Cart	842	1.4%
CSC - Web and Digital Services	817	1.4%
CBS Inspection - Commercial or Multi-Family	811	1.4%
Roads - Streetlight Maintenance	793	1.3%
311 Contact Us	715	1.2%
Parks - Snow and Ice Concerns - WAM	685	1.1%
Bylaw - Material on Public Property	684	1.1%
WATS - Sewage Back-up	650	1.1%
CT - Employee Conduct	613	1.0%
CBS Inspection - Residential Improvement Project - RIP	590	1.0%
Corporate - Graffiti Concerns	547	0.9%
Total Top 20 SR Types	36,469	61.1%
Total Other SRs	23,178	38.9%
Total SRs for City of Calgary	59,647	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.