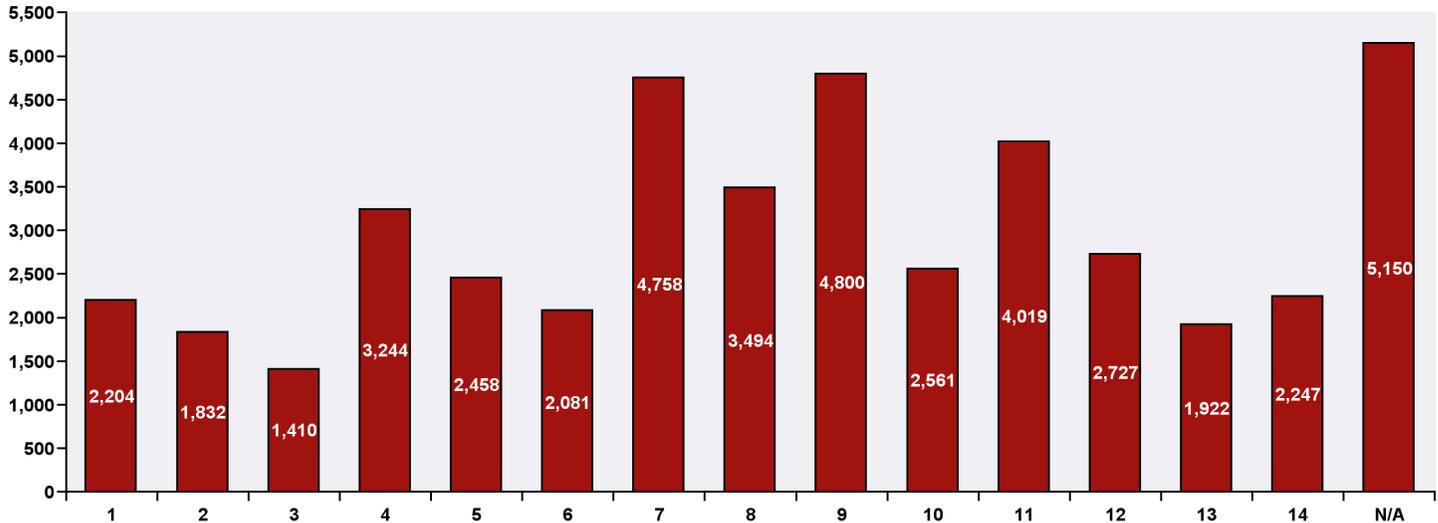


### City of Calgary Overall

#### 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	2,204
2	1,832
3	1,410
4	3,244
5	2,458
6	2,081
7	4,758
8	3,494
9	4,800
10	2,561
11	4,019
12	2,727
13	1,922
14	2,247
N/A	5,150
<b>Total</b>	<b>44,907</b>

Top 20 SR Types	SR Count	% of Total City
Bylaw - Snow and Ice on Sidewalk	2,368	5.3%
Finance - Property Tax Account Inquiry	1,901	4.2%
Roads - Streetlight Maintenance	1,499	3.3%
Roads - Snow and Ice Control	1,207	2.7%
WRS - Cart Management	1,192	2.7%
WATS - Catch Basin Concerns	1,119	2.5%
CBS Inspection - Electrical	893	2.0%
CBS Inspection - Commercial or Multi-Family	889	2.0%
Finance - ONLINE TIPP Agreement Request	864	1.9%
WATS - Sewage Back-up	760	1.7%
WRS - Waste - Residential	750	1.7%
CBS Inspection - Residential Improvement Project - RIP	710	1.6%
CSC - Web and Digital Services	681	1.5%
CT - Employee Conduct	681	1.5%
Roads - Pothole Maintenance	657	1.5%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	568	1.3%
WRS - Recycling - Blue Cart	564	1.3%
Roads - Backlane Maintenance	536	1.2%
Corporate - Graffiti Concerns	526	1.2%
Bylaw - Material on Public Property	489	1.1%
<b>Total Top 20 SR Types</b>	<b>18,854</b>	<b>42.0%</b>
<b>Total Other SRs</b>	<b>26,053</b>	<b>58.0%</b>
<b>Total SRs for City of Calgary</b>	<b>44,907</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.