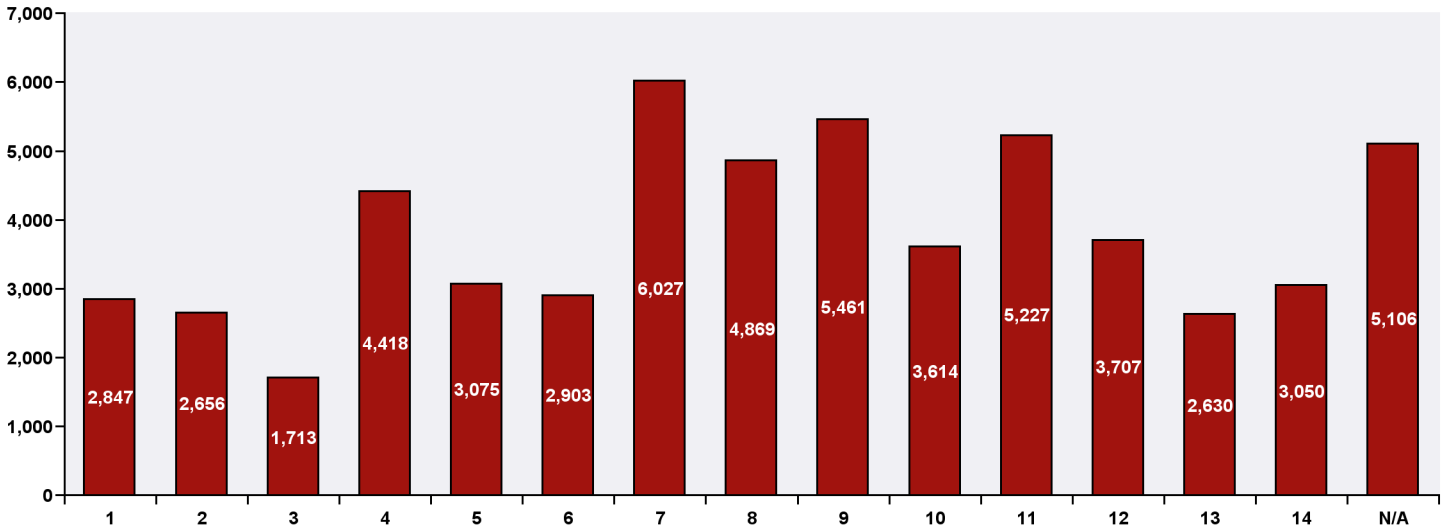


City of Calgary Overall

SR Volume by Ward for May



* 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	2,847
2	2,656
3	1,713
4	4,418
5	3,075
6	2,903
7	6,027
8	4,869
9	5,461
10	3,614
11	5,227
12	3,707
13	2,630
14	3,050
N/A	5,106
Total	57,303

Top 20 SR Types	SR Count	% of Total City
Roads - Roadway Maintenance	2,363	4.1%
WRS - Cart Management	1,841	3.2%
Finance - ONLINE TIPP Agreement Request	1,822	3.2%
Parks - Tree Concern - WAM	1,801	3.1%
WRS - Compost - Green Cart	1,667	2.9%
Finance - Property Tax Account Inquiry	1,651	2.9%
WRS - Waste - Residential	1,564	2.7%
Roads - Street Cleaning	1,540	2.7%
CBS Inspection - Electrical	1,324	2.3%
WRS - Recycling - Blue Cart	1,026	1.8%
CBS Inspection - Commercial or Multi-Family	995	1.7%
Bylaw - Material on Public Property	915	1.6%
311 Contact Us	908	1.6%
Finance - TIPP Agreement Request	875	1.5%
Corporate - Graffiti Concerns	847	1.5%
Roads - Debris on Street/Sidewalk/Boulevard	799	1.4%
CSC - Web and Digital Services	775	1.4%
CBS Inspection - Residential Improvement Project - RIP	718	1.3%
Roads - Sidewalk - Curb and Gutter Repair	672	1.2%
CBS Inspection - Plumbing	664	1.2%
Total Top 20 SR Types	24,767	43.2%
Total Other SRs	32,536	56.8%
Total SRs for City of Calgary	57,303	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.