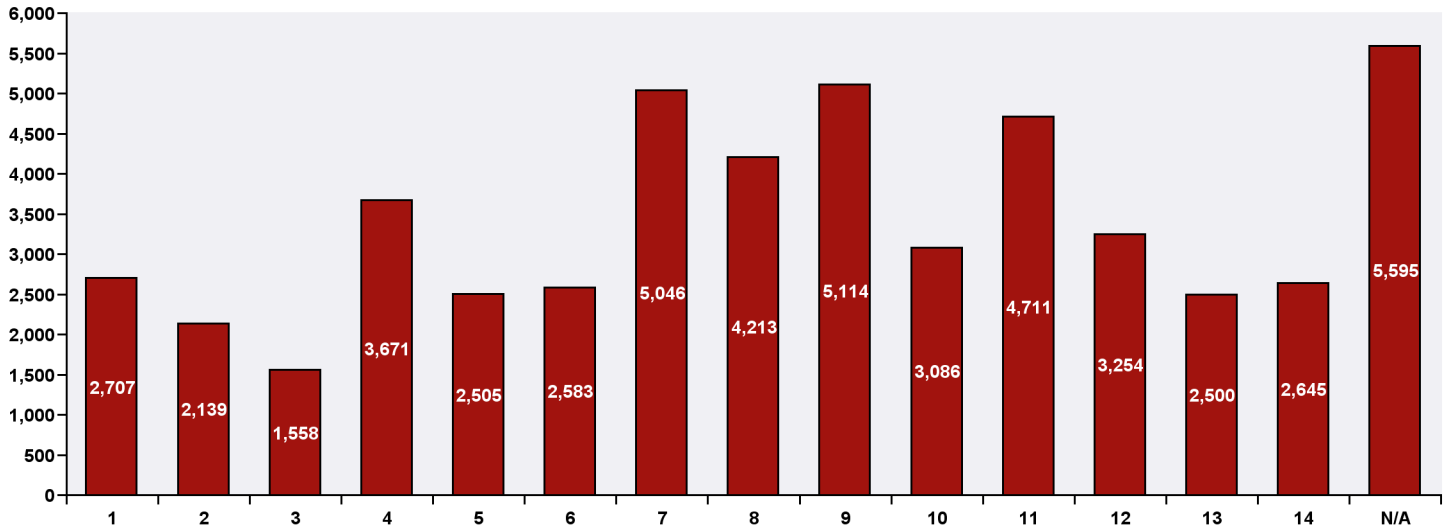


City of Calgary Overall

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	2,707
2	2,139
3	1,558
4	3,671
5	2,505
6	2,583
7	5,046
8	4,213
9	5,114
10	3,086
11	4,711
12	3,254
13	2,500
14	2,645
N/A	5,595
Total	51,327

Top 20 SR Types	SR Count	% of Total City
City Clerk's - Civic Census (Public Inquiries)	4,151	8.1%
Roads - Street Cleaning	1,748	3.4%
Finance - Property Tax Account Inquiry	1,724	3.4%
WRS - Cart Management	1,431	2.8%
Roads - Streetlight Maintenance	1,075	2.1%
CBS Inspection - Electrical	1,062	2.1%
Parks - Tree Concern - WAM	1,018	2.0%
Finance - ONLINE TIPP Agreement Request	1,016	2.0%
CBS Inspection - Commercial or Multi-Family	887	1.7%
Roads - Pothole Maintenance	842	1.6%
WRS - Waste - Residential	800	1.6%
Corporate - Graffiti Concerns	798	1.6%
Bylaw - Material on Public Property	782	1.5%
Roads - Backlane Maintenance	765	1.5%
WRS - Compost - Green Cart	764	1.5%
CSC - Web and Digital Services	736	1.4%
CBS Inspection - Residential Improvement Project - RIP	722	1.4%
Roads - Debris on Street/Sidewalk/Boulevard	660	1.3%
CT - Employee Conduct	639	1.2%
Roads - Traffic or Pedestrian Light Repair	626	1.2%
Total Top 20 SR Types	22,246	43.3%
Total Other SRs	29,081	56.7%
Total SRs for City of Calgary	51,327	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.