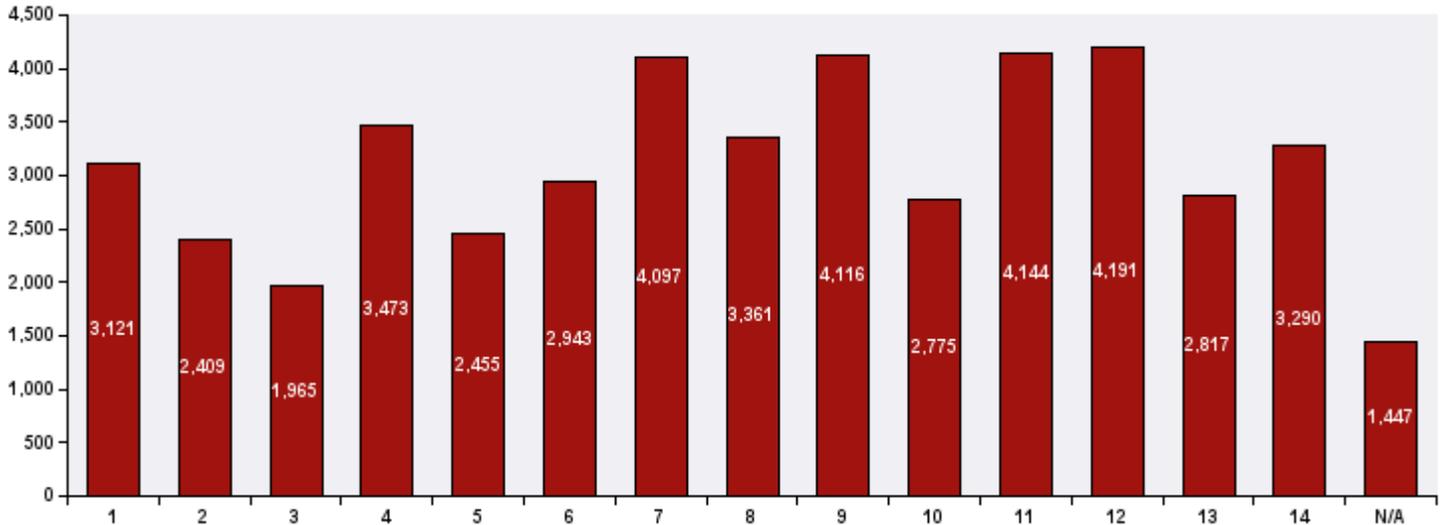


### City of Calgary Overall

#### 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	3,121
2	2,409
3	1,965
4	3,473
5	2,455
6	2,943
7	4,097
8	3,361
9	4,116
10	2,775
11	4,144
12	4,191
13	2,817
14	3,290
N/A	1,447
<b>Total</b>	<b>46,604</b>

Top 20 SR Types	SR Count	% of Total City
CFD - Operation Birthdays	9,883	21.2%
Finance - Property Tax Account Inquiry	1,738	3.7%
WRS - Cart Management	1,558	3.3%
WRS - Waste - Residential	1,359	2.9%
Roads - Pothole Maintenance	1,052	2.3%
WRS - Compost - Green Cart	962	2.1%
Roads - Backlane Maintenance	945	2.0%
WRS - Recycling - Blue Cart	925	2.0%
Finance - ONLINE TIPP Agreement Request	872	1.9%
Bylaw - Disturbance and Behavioural Concerns	842	1.8%
Roads - Streetlight Maintenance	763	1.6%
CBS Inspection - Electrical	720	1.5%
Corporate - Graffiti Concerns	712	1.5%
Bylaw - Material on Public Property	704	1.5%
Parks - Tree Concern - WAM	688	1.5%
311 Contact Us	684	1.5%
CBS Inspection - Commercial or Multi-Family	624	1.3%
CBS Inspection - Residential Improvement Project - RIP	621	1.3%
Roads - Street Cleaning	600	1.3%
WATS - Catch Basin Concerns	552	1.2%
<b>Total Top 20 SR Types</b>	<b>26,804</b>	<b>57.5%</b>
<b>Total Other SRs</b>	<b>19,800</b>	<b>42.5%</b>
<b>Total SRs for City of Calgary</b>	<b>46,604</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.