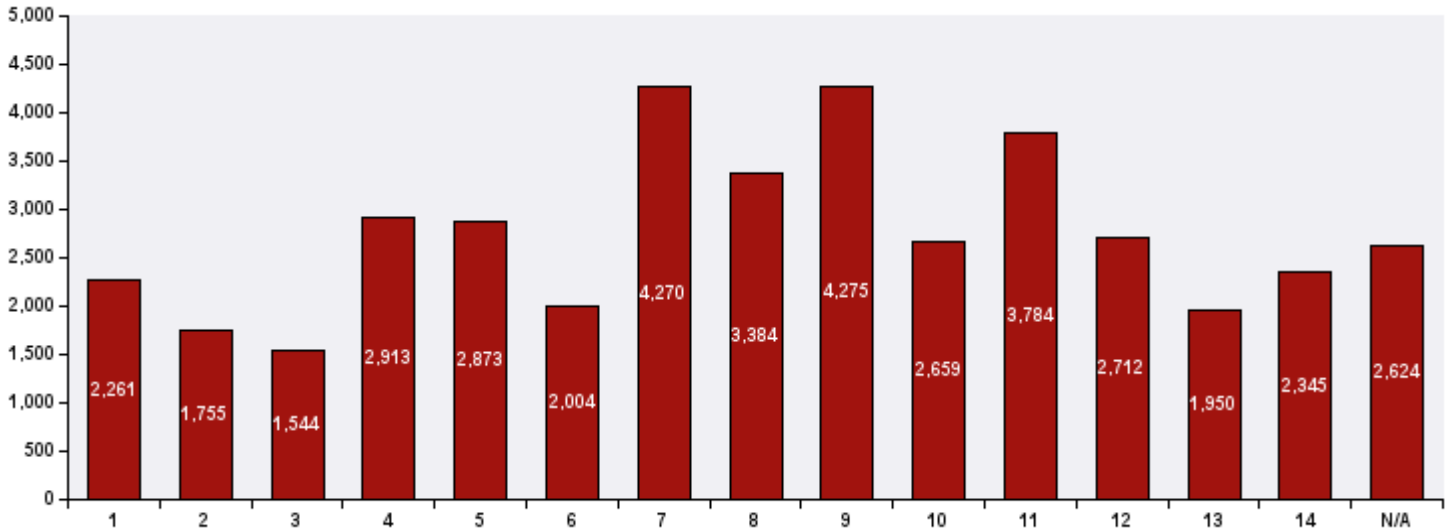


### City of Calgary Overall

#### 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	2,261
2	1,755
3	1,544
4	2,913
5	2,873
6	2,004
7	4,270
8	3,384
9	4,275
10	2,659
11	3,784
12	2,712
13	1,950
14	2,345
N/A	2,624
<b>Total</b>	<b>41,353</b>

Top 20 SR Types	SR Count	% of Total City
Finance - Property Tax Account Inquiry	2,206	5.3%
WRS - Cart Management	1,664	4.0%
CBS Inspection - Electrical	1,410	3.4%
Finance - ONLINE TIPP Agreement Request	1,280	3.1%
CBS Inspection - Residential Improvement Project - RIP	1,193	2.9%
Corporate - Graffiti Concerns	1,128	2.7%
CBS Inspection - Commercial or Multi-Family	918	2.2%
Parks - Tree Concern - WAM	765	1.8%
Bylaw - Material on Public Property	670	1.6%
WRS - Waste - Residential	668	1.6%
WATS - Sewage Back-up	667	1.6%
Roads - Snow and Ice Control	652	1.6%
CBS Inspection - Plumbing	649	1.6%
WRS - Recycling - Blue Cart	592	1.4%
CBS Inspection - Furnace Replacement	577	1.4%
Roads - Sidewalk - Curb and Gutter Repair	572	1.4%
Roads - Debris on Street/Sidewalk/Boulevard	564	1.4%
CBS - RIM - Property Research	558	1.3%
Finance - TIPP Agreement Request	556	1.3%
Roads - Pothole Maintenance	555	1.3%
<b>Total Top 20 SR Types</b>	<b>17,844</b>	<b>43.2%</b>
<b>Total Other SRs</b>	<b>23,509</b>	<b>56.8%</b>
<b>Total SRs for City of Calgary</b>	<b>41,353</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.