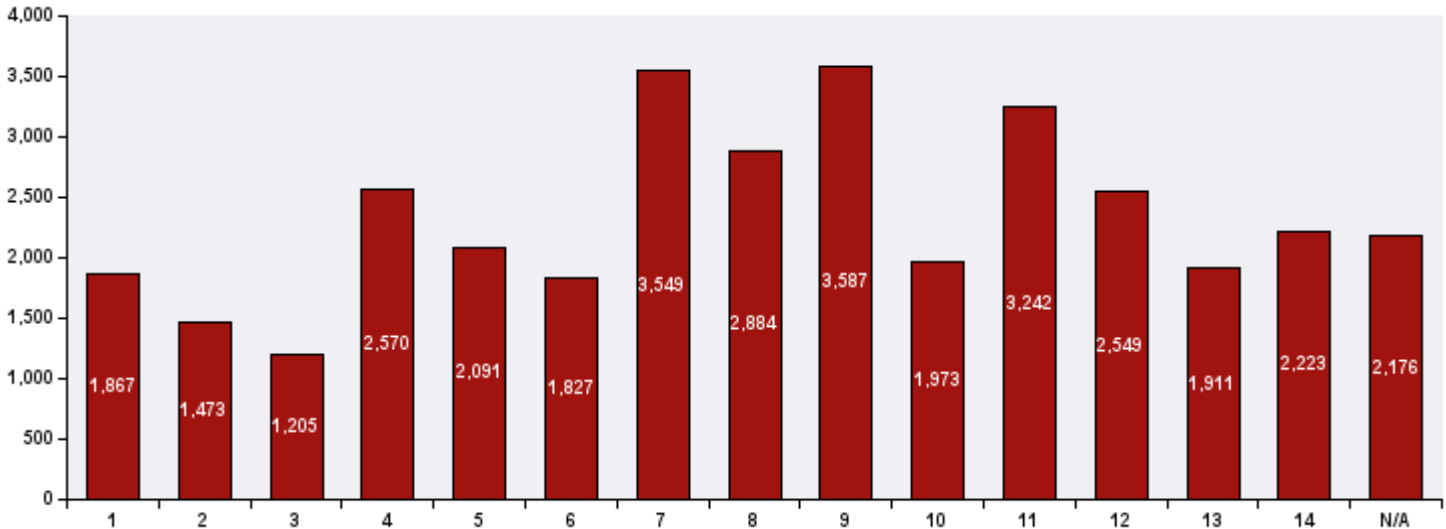


### City of Calgary Overall

#### 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	1,867
2	1,473
3	1,205
4	2,570
5	2,091
6	1,827
7	3,549
8	2,884
9	3,587
10	1,973
11	3,242
12	2,549
13	1,911
14	2,223
N/A	2,176
<b>Total</b>	<b>35,127</b>

Top 20 SR Types	SR Count	% of Total City
Finance - Property Tax Account Inquiry	2,274	6.5%
Bylaw - Snow and Ice on Sidewalk	1,644	4.7%
WATS - Catch Basin Concerns	1,543	4.4%
Roads - Snow and Ice Control	1,079	3.1%
Roads - Streetlight Maintenance	1,030	2.9%
WRS - Cart Management	1,026	2.9%
Finance - ONLINE TIPP Agreement Request	968	2.8%
Roads - Pothole Maintenance	921	2.6%
CBS Inspection - Electrical	899	2.6%
Corporate - Graffiti Concerns	816	2.3%
CBS Inspection - Commercial or Multi-Family	719	2.0%
CBS Inspection - Residential Improvement Project - RIP	682	1.9%
WRS - Waste - Residential	682	1.9%
WATS - Sewage Back-up	539	1.5%
CT - Employee Conduct	471	1.3%
WRS - Recycling - Blue Cart	471	1.3%
Bylaw - Material on Public Property	455	1.3%
CBS Inspection - Plumbing	448	1.3%
Roads - Traffic or Pedestrian Light Repair	426	1.2%
CBS Inspection - Gas	415	1.2%
<b>Total Top 20 SR Types</b>	<b>17,508</b>	<b>49.8%</b>
<b>Total Other SRs</b>	<b>17,619</b>	<b>50.2%</b>
<b>Total SRs for City of Calgary</b>	<b>35,127</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.