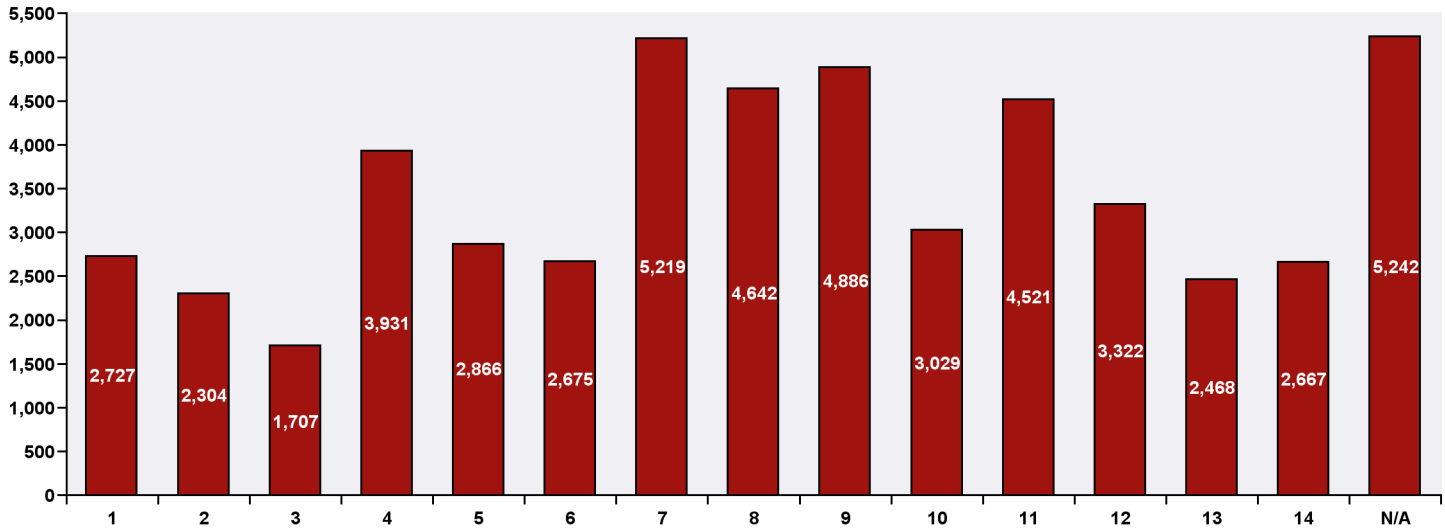


### City of Calgary Overall

#### 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	2,727
2	2,304
3	1,707
4	3,931
5	2,866
6	2,675
7	5,219
8	4,642
9	4,886
10	3,029
11	4,521
12	3,322
13	2,468
14	2,667
N/A	5,242
<b>Total</b>	<b>52,206</b>

Top 20 SR Types	SR Count	% of Total City
City Clerk's - Civic Census (Public Inquiries)	3,470	6.6%
Finance - ONLINE TIPP Agreement Request	2,043	3.9%
Finance - Property Tax Account Inquiry	1,644	3.1%
WRS - Cart Management	1,537	2.9%
CBS Inspection - Electrical	1,423	2.7%
Parks - Tree Concern - WAM	1,331	2.5%
Corporate - Graffiti Concerns	1,003	1.9%
Roads - Pothole Maintenance	977	1.9%
CBS Inspection - Commercial or Multi-Family	958	1.8%
Roads - Street Cleaning	907	1.7%
Finance - TIPP Agreement Request	866	1.7%
WRS - Waste - Residential	853	1.6%
Roads - Backlane Maintenance	824	1.6%
CBS Inspection - Residential Improvement Project - RIP	809	1.5%
WRS - Recycling - Blue Cart	701	1.3%
CSC - Web and Digital Services	677	1.3%
WRS - Compost - Green Cart	675	1.3%
Bylaw - Material on Public Property	654	1.3%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	653	1.3%
CT - Employee Conduct	649	1.2%
<b>Total Top 20 SR Types</b>	<b>22,654</b>	<b>43.4%</b>
<b>Total Other SRs</b>	<b>29,552</b>	<b>56.6%</b>
<b>Total SRs for City of Calgary</b>	<b>52,206</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.