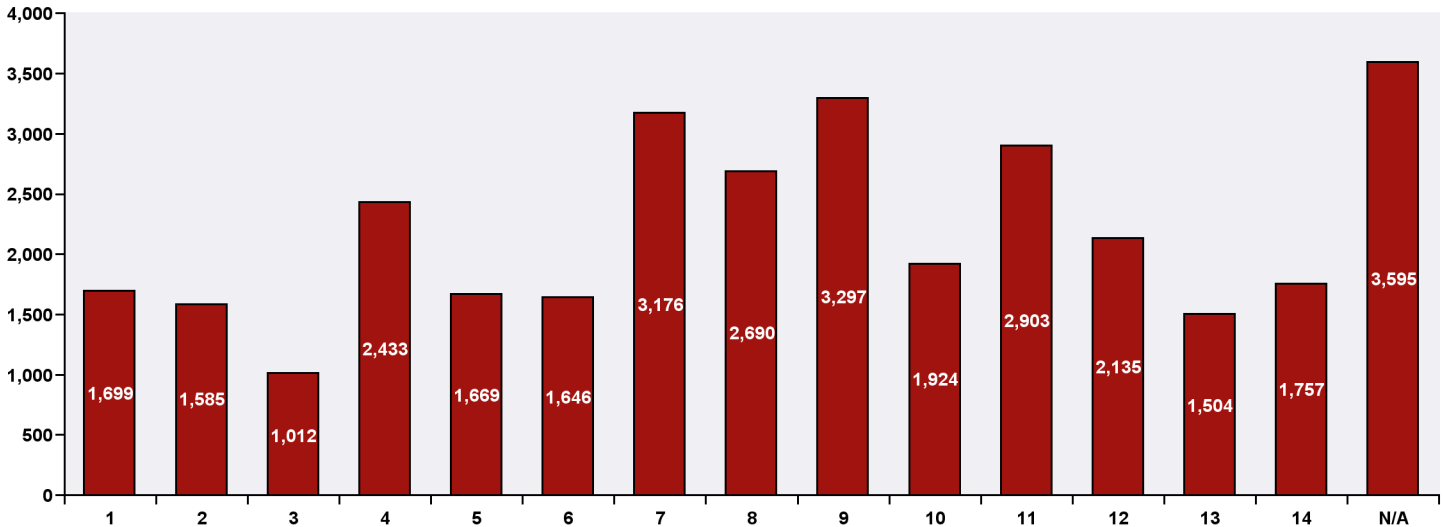


City of Calgary Overall

SR Volume by Ward for December



* 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	1,699
2	1,585
3	1,012
4	2,433
5	1,669
6	1,646
7	3,176
8	2,690
9	3,297
10	1,924
11	2,903
12	2,135
13	1,504
14	1,757
N/A	3,595
Total	33,025

Top 20 SR Types	SR Count	% of Total City
Roads - Snow and Ice Control	1,834	5.6%
Finance - Property Tax Account Inquiry	1,597	4.8%
Finance - ONLINE TIPP Agreement Request	1,425	4.3%
WRS - Waste - Residential	1,103	3.3%
WRS - Cart Management	1,011	3.1%
CBS Inspection - Electrical	969	2.9%
WRS - Recycling - Blue Cart	941	2.8%
Finance - TIPP Agreement Request	822	2.5%
WATS - Sewage Back-up	738	2.2%
CBS Inspection - Commercial or Multi-Family	716	2.2%
CSC - Web and Digital Services	664	2.0%
Roads - Streetlight Maintenance	657	2.0%
CBS Inspection - Residential Improvement Project - RIP	655	2.0%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	619	1.9%
CT - Employee Conduct	495	1.5%
Bylaw - Snow and Ice on Sidewalk	494	1.5%
CBS Inspection - SCP - New Home	440	1.3%
Bylaw - Material on Public Property	434	1.3%
Roads - Traffic or Pedestrian Light Repair	420	1.3%
WRS - Compost - Green Cart	420	1.3%
WRS - New Service - Carts	420	1.3%
Total Top 20 SR Types	16,874	51.1%
Total Other SRs	16,151	48.9%
Total SRs for City of Calgary	33,025	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.