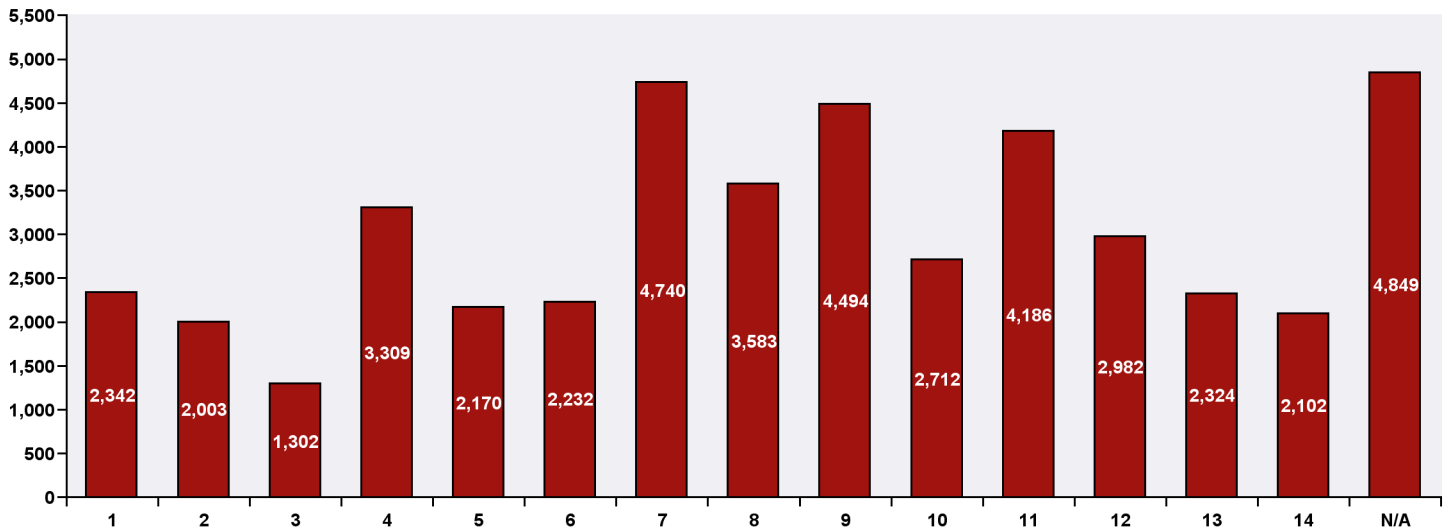


### City of Calgary Overall

#### SR Volume by Ward for January



\* 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	2,342
2	2,003
3	1,302
4	3,309
5	2,170
6	2,232
7	4,740
8	3,583
9	4,494
10	2,712
11	4,186
12	2,982
13	2,324
14	2,102
N/A	4,849
<b>Total</b>	<b>45,330</b>

Top 20 SR Types	SR Count	% of Total City
Roads - Snow and Ice Control	4,434	9.8%
Bylaw - Snow and Ice on Sidewalk	4,254	9.4%
Finance - Property Tax Account Inquiry	1,699	3.7%
Finance - ONLINE TIPP Agreement Request	1,465	3.2%
WRS - Cart Management	1,394	3.1%
WRS - Waste - Residential	1,344	3.0%
CBS Inspection - Electrical	1,030	2.3%
Finance - TIPP Agreement Request	868	1.9%
WRS - Recycling - Blue Cart	859	1.9%
CSC - Web and Digital Services	846	1.9%
Roads - Streetlight Maintenance	801	1.8%
CBS Inspection - Commercial or Multi-Family	795	1.8%
WATS - Sewage Back-up	673	1.5%
Parks - Snow and Ice Concerns - WAM	636	1.4%
CBS Inspection - Residential Improvement Project - RIP	605	1.3%
CT - Employee Conduct	558	1.2%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	542	1.2%
Roads - Traffic or Pedestrian Light Repair	522	1.2%
CNS - Subsidized Programs - Fair Entry	481	1.1%
CT AC - Trip Feedback	464	1.0%
<b>Total Top 20 SR Types</b>	<b>24,270</b>	<b>53.5%</b>
<b>Total Other SRs</b>	<b>21,060</b>	<b>46.5%</b>
<b>Total SRs for City of Calgary</b>	<b>45,330</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.