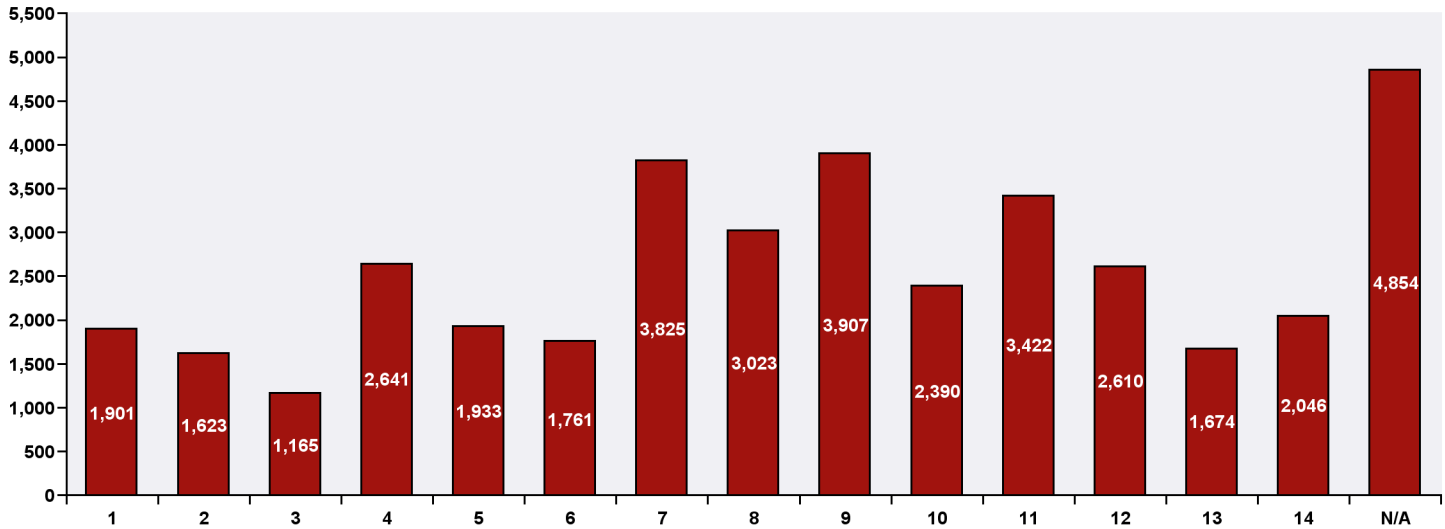


City of Calgary Overall

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	1,901
2	1,623
3	1,165
4	2,641
5	1,933
6	1,761
7	3,825
8	3,023
9	3,907
10	2,390
11	3,422
12	2,610
13	1,674
14	2,046
N/A	4,854
Total	38,775

Top 20 SR Types	SR Count	% of Total City
Bylaw - Snow and Ice on Sidewalk	1,922	5.0%
Roads - Streetlight Maintenance	1,483	3.8%
Finance - Property Tax Account Inquiry	1,476	3.8%
Finance - ONLINE TIPP Agreement Request	1,329	3.4%
WRS - Cart Management	1,272	3.3%
CBS Inspection - Electrical	916	2.4%
WRS - Waste - Residential	911	2.3%
CBS Inspection - Commercial or Multi-Family	896	2.3%
Roads - Snow and Ice Control	817	2.1%
CSC - Web and Digital Services	813	2.1%
Finance - TIPP Agreement Request	770	2.0%
CBS Inspection - Residential Improvement Project - RIP	680	1.8%
WRS - Recycling - Blue Cart	663	1.7%
WATS - Sewage Back-up	610	1.6%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	598	1.5%
CT - Employee Conduct	585	1.5%
WRS - Compost - Green Cart	522	1.3%
Corporate - Graffiti Concerns	495	1.3%
Roads - Debris on Street/Sidewalk/Boulevard	453	1.2%
CBS Inspection - Furnace Replacement	452	1.2%
Total Top 20 SR Types	17,663	45.6%
Total Other SRs	21,112	54.4%
Total SRs for City of Calgary	38,775	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.