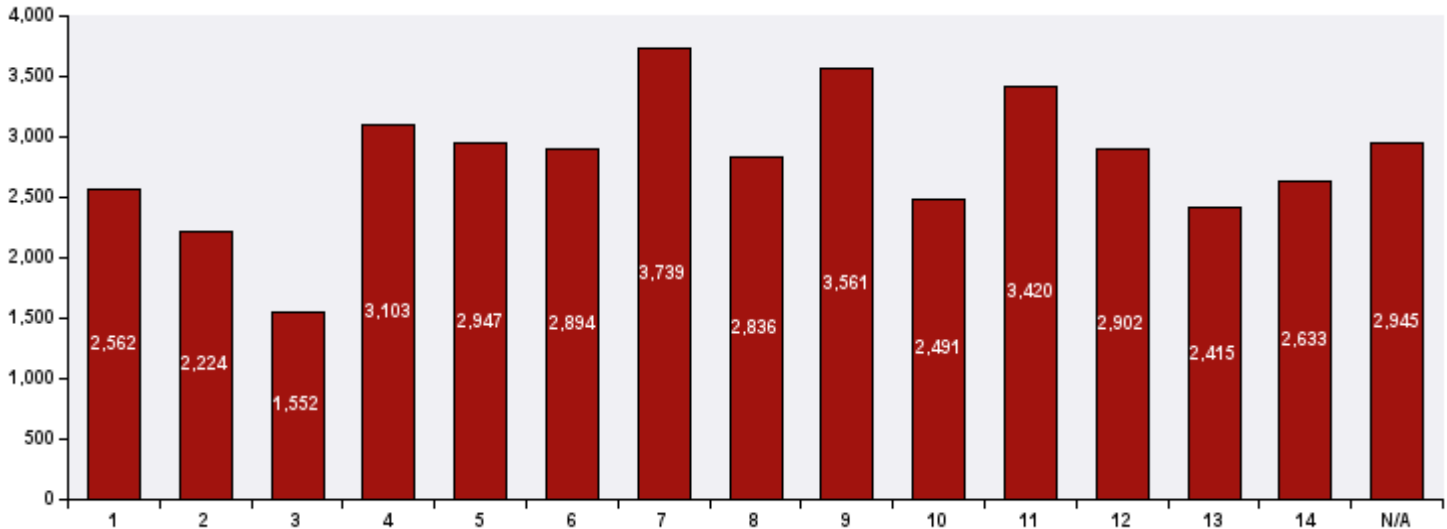


City of Calgary Overall

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	2,562
2	2,224
3	1,552
4	3,103
5	2,947
6	2,894
7	3,739
8	2,836
9	3,561
10	2,491
11	3,420
12	2,902
13	2,415
14	2,633
N/A	2,945
Total	42,224

Top 20 SR Types	SR Count	% of Total City
Roads - Snow and Ice Control	6,921	16.4%
Bylaw - Snow and Ice on Sidewalk	3,643	8.6%
WRS - Waste - Residential	1,662	3.9%
Finance - Property Tax Account Inquiry	1,601	3.8%
Finance - ONLINE TIPP Agreement Request	1,476	3.5%
WRS - Recycling - Blue Cart	1,231	2.9%
WRS - Cart Management	1,219	2.9%
Parks - Special Events	1,034	2.4%
CBS Inspection - Residential Improvement Project - RIP	1,020	2.4%
CBS Inspection - Electrical	994	2.4%
Corporate - Graffiti Concerns	721	1.7%
Finance - TIPP Agreement Request	707	1.7%
CBS Inspection - Commercial or Multi-Family	684	1.6%
Bylaw - Material on Public Property	637	1.5%
WATS - Sewage Back-up	630	1.5%
Parks - Snow and Ice Concerns - WAM	593	1.4%
311 Contact Us	542	1.3%
WRS - Compost - Green Cart	537	1.3%
CBS Inspection - Plumbing	497	1.2%
CBS Inspection - Furnace Replacement	465	1.1%
Total Top 20 SR Types	26,814	63.5%
Total Other SRs	15,410	36.5%
Total SRs for City of Calgary	42,224	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.