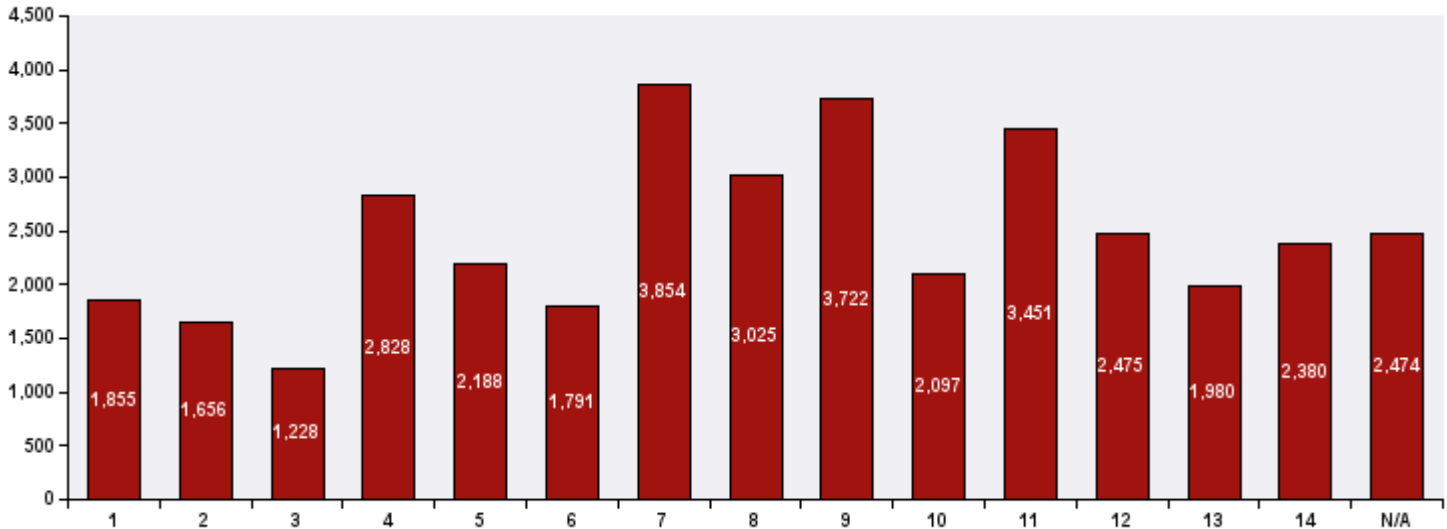


City of Calgary Overall

SR Volume by Ward for February



* 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	1,855
2	1,656
3	1,228
4	2,828
5	2,188
6	1,791
7	3,854
8	3,025
9	3,722
10	2,097
11	3,451
12	2,475
13	1,980
14	2,380
N/A	2,474
Total	37,004

Top 20 SR Types	SR Count	% of Total City
Bylaw - Snow and Ice on Sidewalk	4,337	11.7%
Finance - Property Tax Account Inquiry	1,580	4.3%
Roads - Snow and Ice Control	1,310	3.5%
Roads - Streetlight Maintenance	1,244	3.4%
WRS - Cart Management	1,241	3.4%
WATS - Catch Basin Concerns	871	2.4%
Finance - ONLINE TIPP Agreement Request	816	2.2%
CBS Inspection - Electrical	811	2.2%
CBS Inspection - Commercial or Multi-Family	775	2.1%
Roads - Pothole Maintenance	729	2.0%
CBS Inspection - Residential Improvement Project - RIP	717	1.9%
Corporate - Graffiti Concerns	702	1.9%
WRS - Waste - Residential	651	1.8%
CT - Employee Conduct	610	1.6%
Parks - Snow and Ice Concerns - WAM	587	1.6%
WATS - Sewage Back-up	538	1.5%
Roads - Traffic or Pedestrian Light Repair	482	1.3%
WRS - Recycling - Blue Cart	453	1.2%
CBS Inspection - Furnace Replacement	444	1.2%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	432	1.2%
Total Top 20 SR Types	19,330	52.2%
Total Other SRs	17,674	47.8%
Total SRs for City of Calgary	37,004	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.