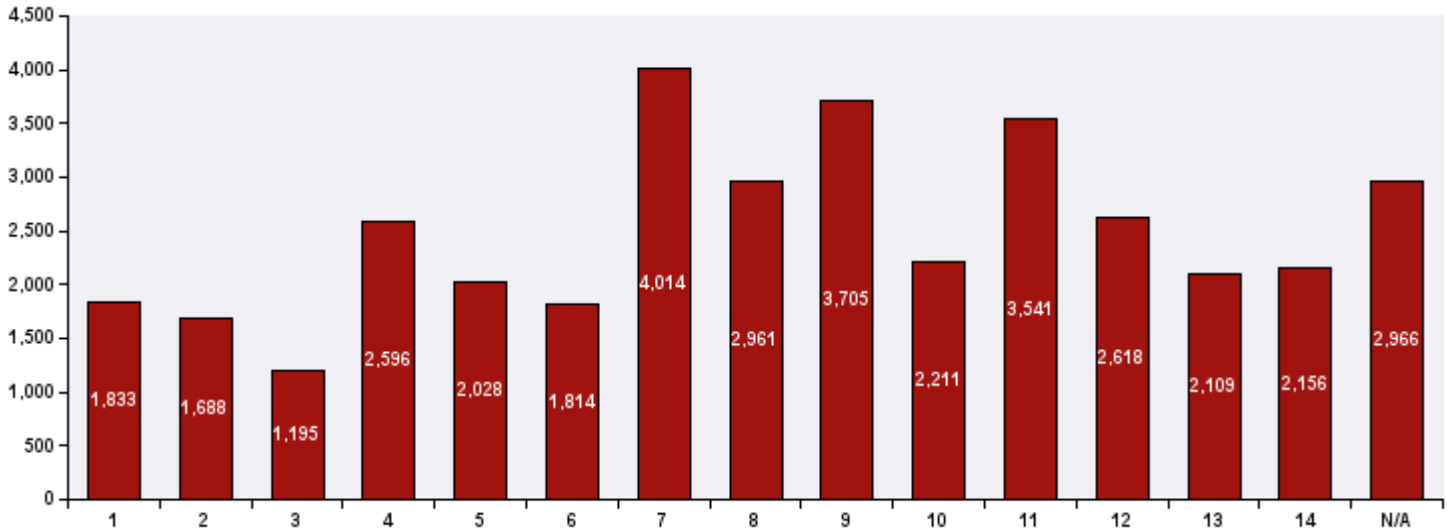


City of Calgary Overall

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	1,833
2	1,688
3	1,195
4	2,596
5	2,028
6	1,814
7	4,014
8	2,961
9	3,705
10	2,211
11	3,541
12	2,618
13	2,109
14	2,156
N/A	2,966
Total	37,435

Top 20 SR Types	SR Count	% of Total City
Bylaw - Snow and Ice on Sidewalk	3,505	9.4%
Finance - Property Tax Account Inquiry	1,635	4.4%
Roads - Streetlight Maintenance	1,591	4.3%
WRS - Cart Management	1,407	3.8%
Finance - ONLINE TIPP Agreement Request	1,285	3.4%
Roads - Snow and Ice Control	1,176	3.1%
CBS Inspection - Commercial or Multi-Family	854	2.3%
WRS - Waste - Residential	763	2.0%
CBS Inspection - Electrical	738	2.0%
Finance - TIPP Agreement Request	695	1.9%
CBS Inspection - Residential Improvement Project - RIP	654	1.7%
CT - Employee Conduct	581	1.6%
WATS - Sewage Back-up	581	1.6%
WRS - Recycling - Blue Cart	570	1.5%
Corporate - Graffiti Concerns	535	1.4%
Bylaw - Material on Public Property	481	1.3%
CPS - Vulnerable Sector Fingerprint / Followup Appointment	463	1.2%
CBS Inspection - Furnace Replacement	452	1.2%
CBS Inspection - Plumbing	414	1.1%
Roads - Traffic or Pedestrian Light Repair	406	1.1%
Total Top 20 SR Types	18,786	50.2%
Total Other SRs	18,649	49.8%
Total SRs for City of Calgary	37,435	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.