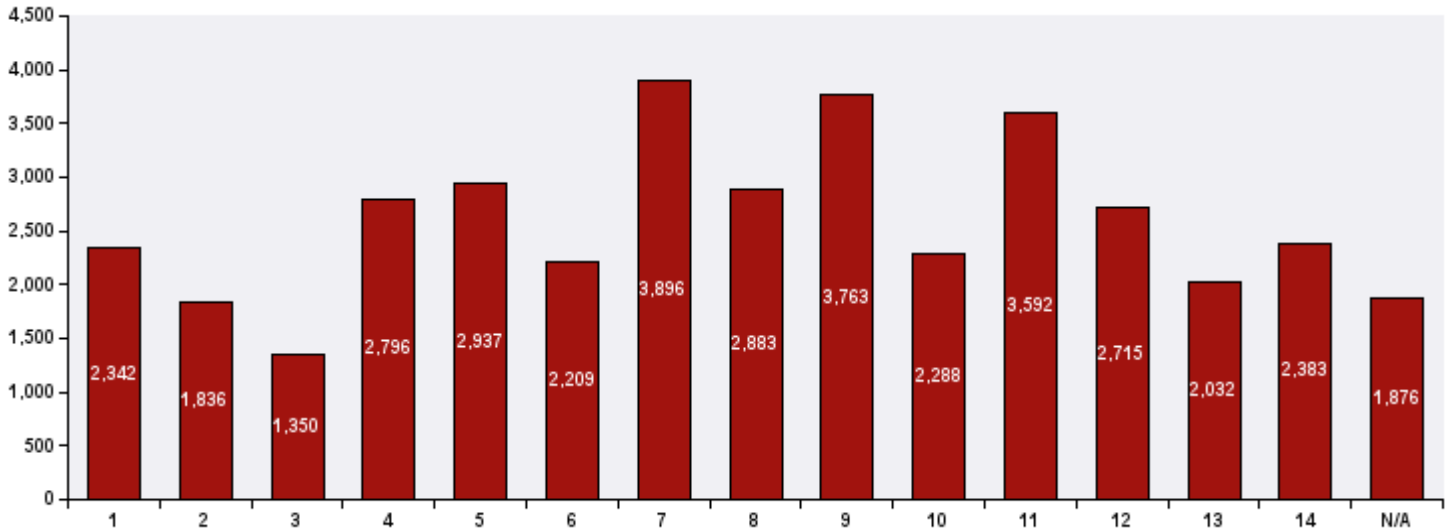


City of Calgary Overall

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	1,836
3	1,350
4	2,796
5	2,937
6	2,209
7	3,896
8	2,883
9	3,763
10	2,288
11	3,592
12	2,715
13	2,032
14	2,383
N/A	1,876
Total	38,898

Top 20 SR Types	SR Count	% of Total City
Roads - Snow and Ice Control	3,931	10.1%
Bylaw - Snow and Ice on Sidewalk	3,500	9.0%
Finance - Property Tax Account Inquiry	1,927	5.0%
WRS - Cart Management	1,613	4.1%
Finance - ONLINE TIPP Agreement Request	1,523	3.9%
CBS Inspection - Electrical	1,069	2.7%
WRS - Waste - Residential	992	2.6%
CBS Inspection - Residential Improvement Project - RIP	985	2.5%
Parks - Snow and Ice Concerns - WAM	772	2.0%
CBS Inspection - Commercial or Multi-Family	763	2.0%
Corporate - Graffiti Concerns	754	1.9%
Finance - TIPP Agreement Request	754	1.9%
WRS - Recycling - Blue Cart	720	1.9%
CBS Inspection - Plumbing	599	1.5%
WATS - Sewage Back-up	592	1.5%
Bylaw - Material on Public Property	502	1.3%
WRS - Compost - Green Cart	500	1.3%
CBS Inspection - Furnace Replacement	485	1.2%
CT - Employee Conduct	403	1.0%
CT - Snow and Ice Control	398	1.0%
Total Top 20 SR Types	22,782	58.6%
Total Other SRs	16,116	41.4%
Total SRs for City of Calgary	38,898	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.