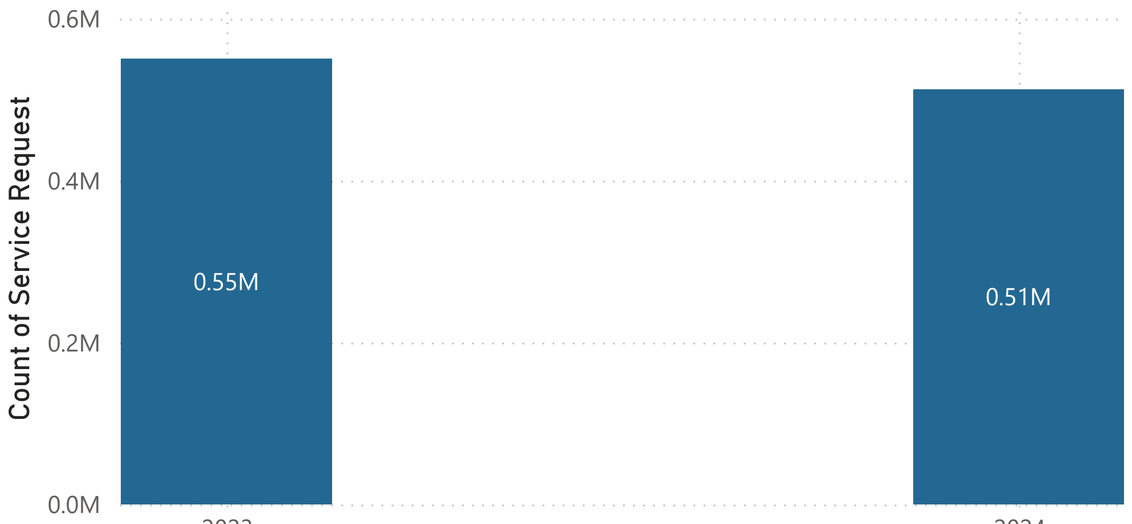
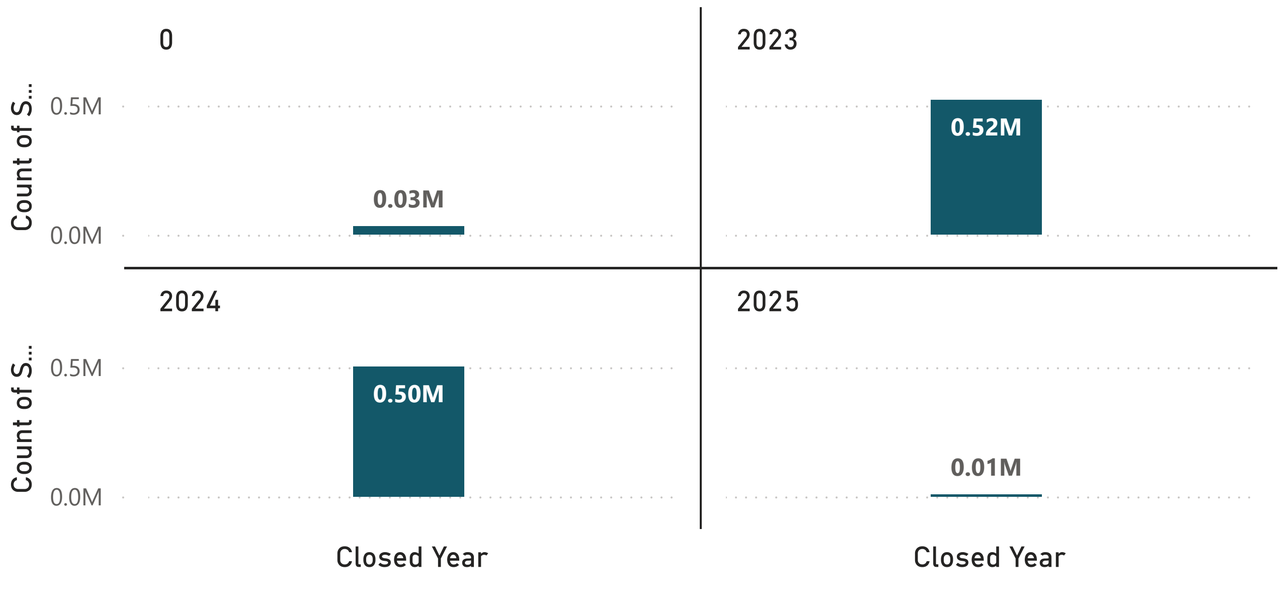
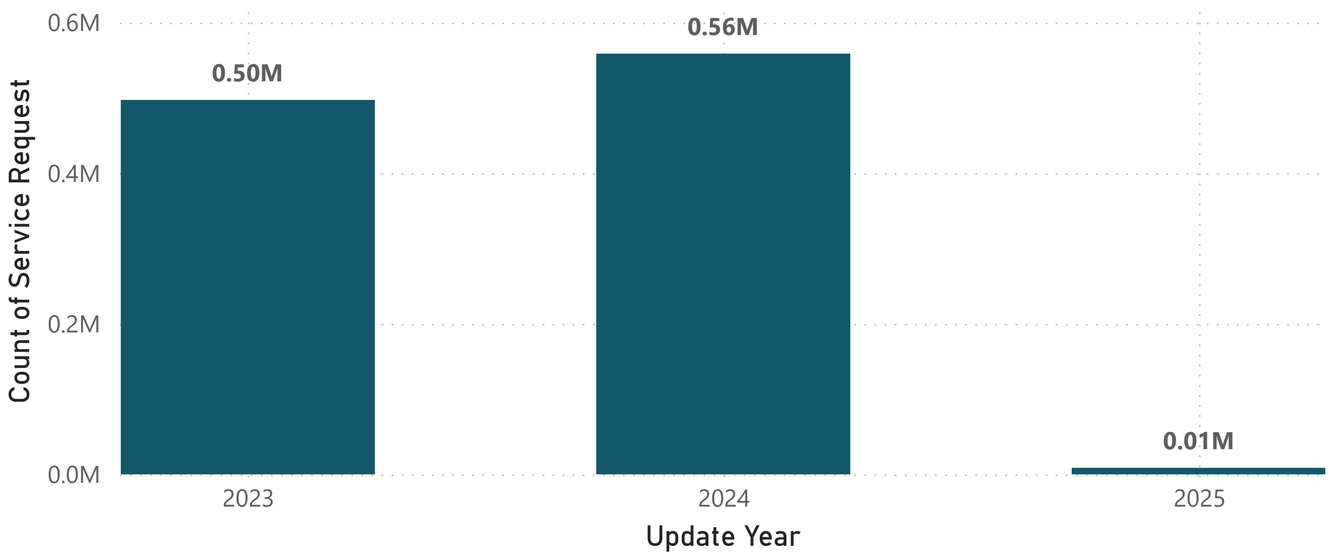
Service Requests Opened by Year



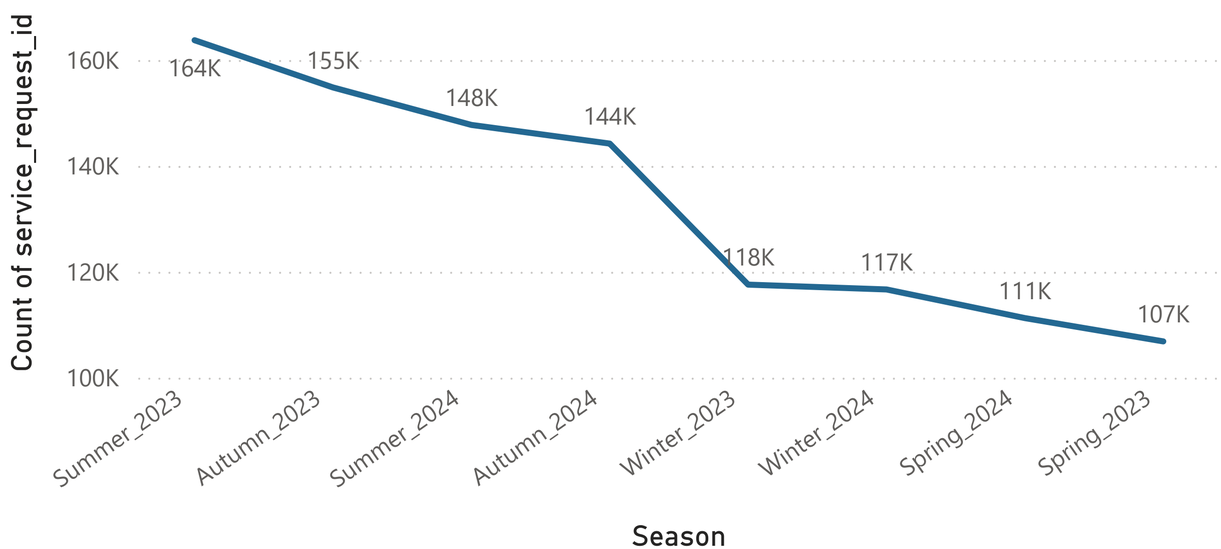
Service Requests Closed by Year



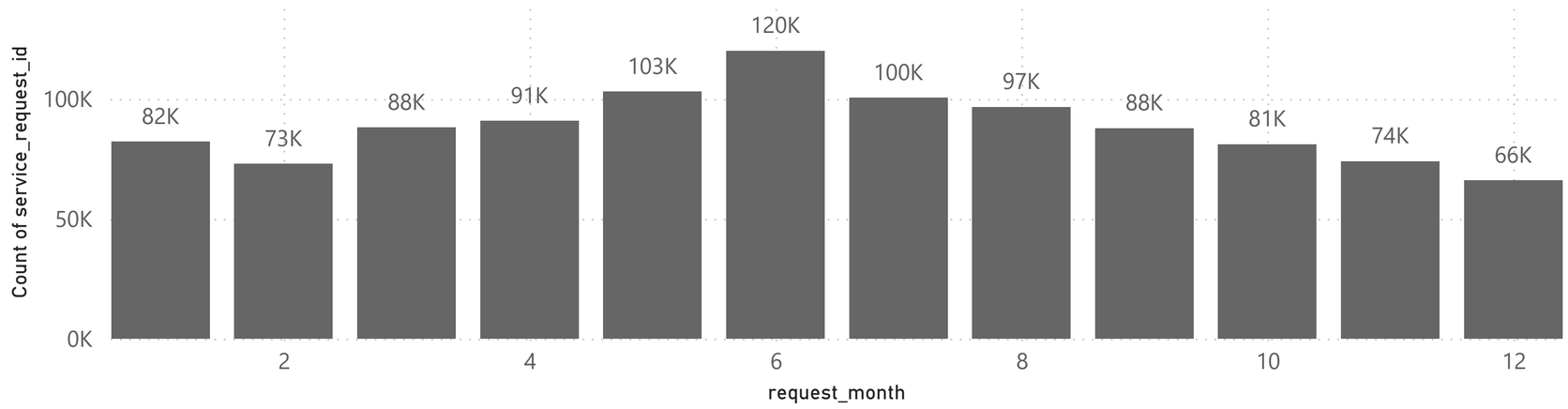
Service Requests Updated by Year



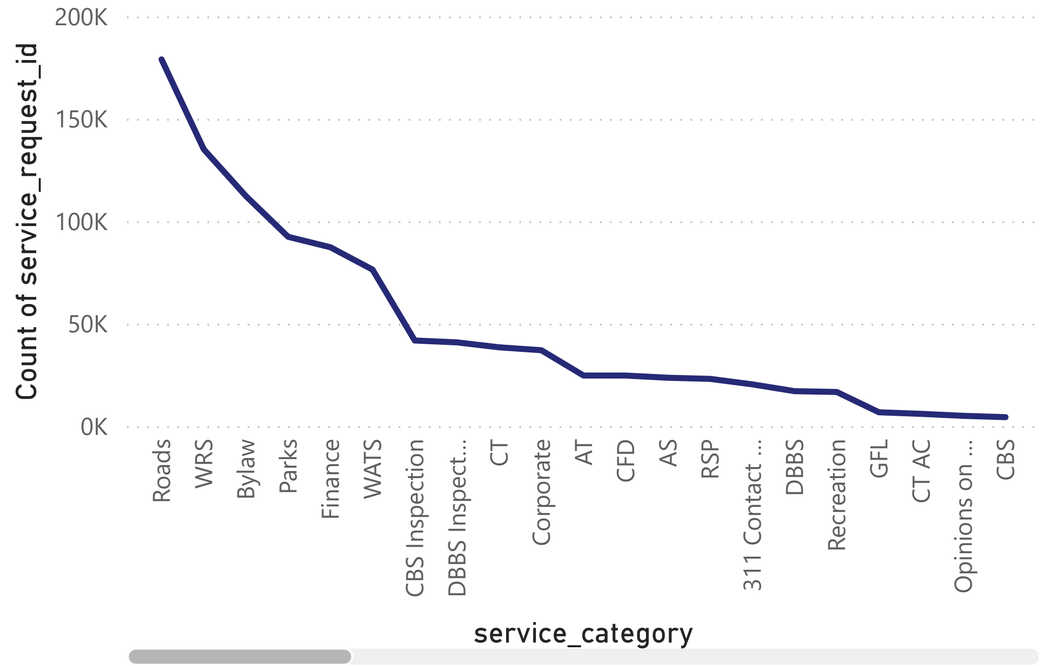
During which seasons do service requests occur most often?



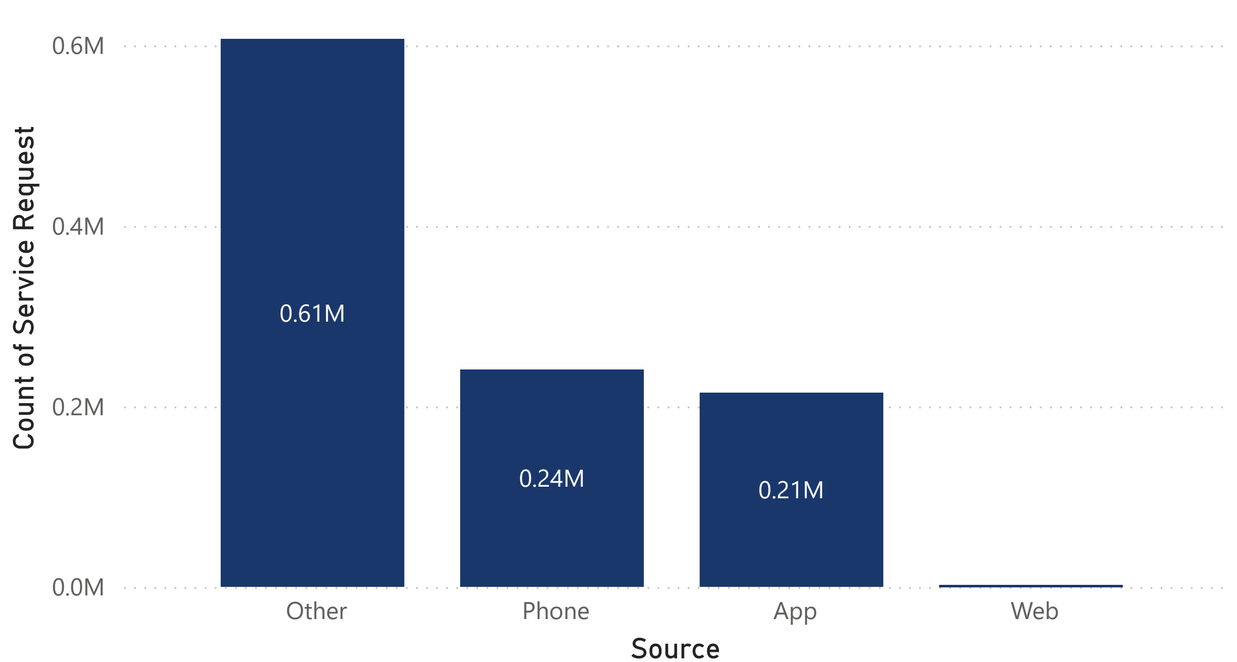
Monthly Distribution of Service Request



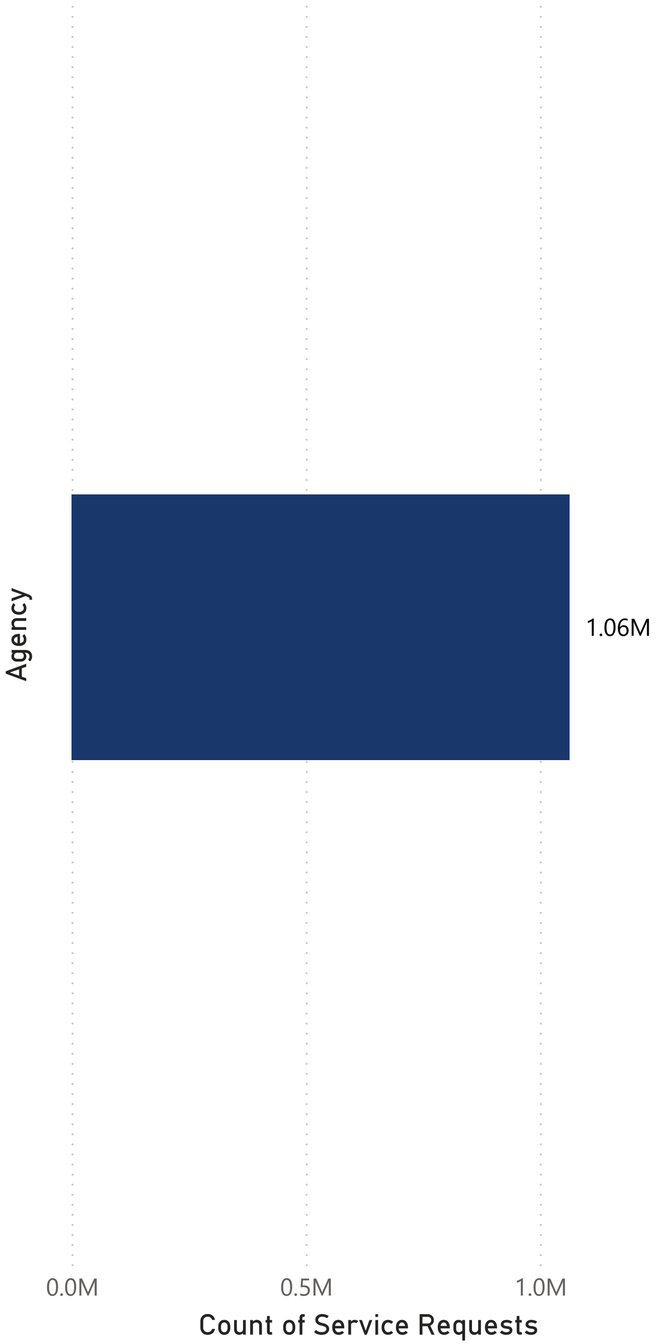
What is the service requested most frequently?



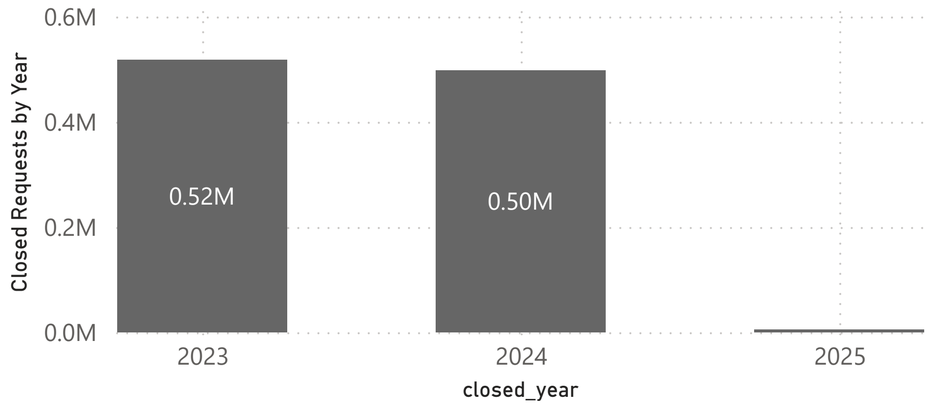
What is the primary source of service requests: phone calls or online submissions (web, app, email)?



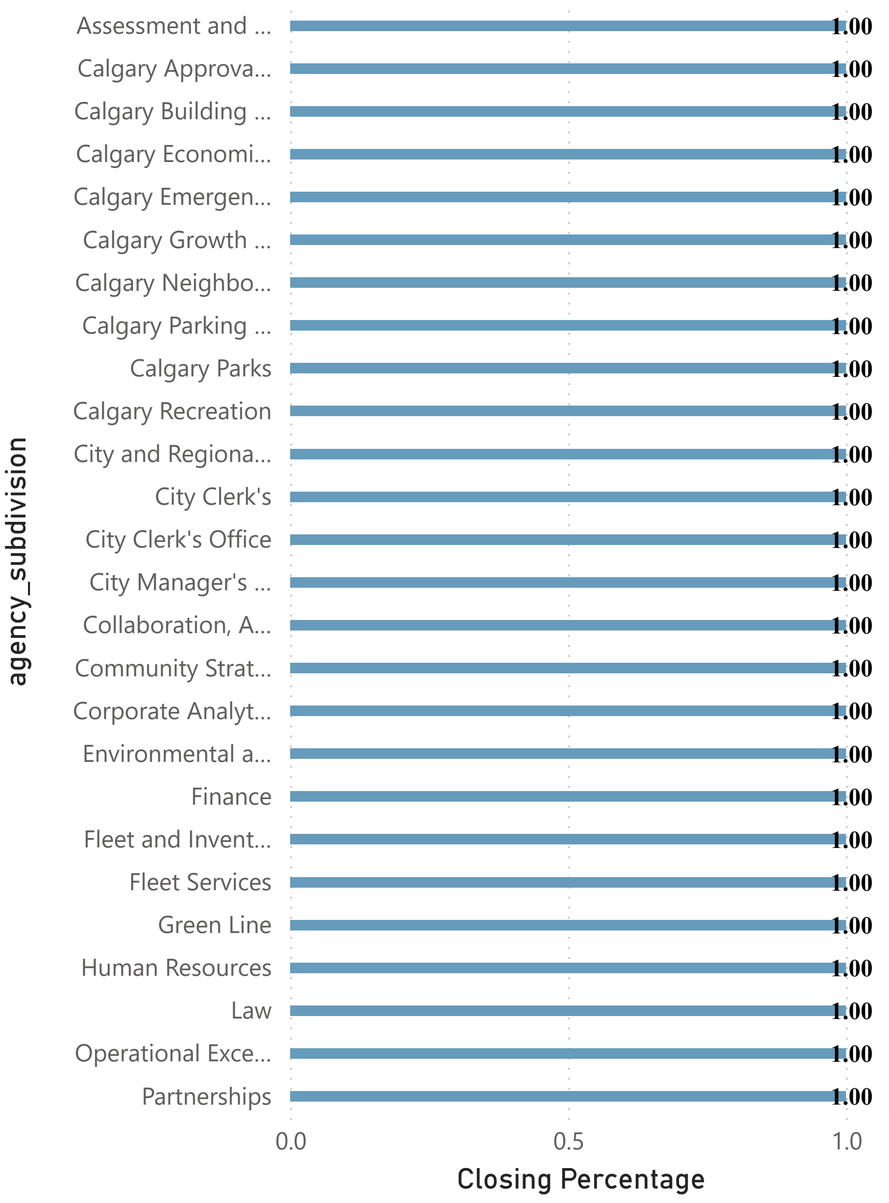
Which agency handles the most service requests?



How does the response efficiency vary across different years?



Closing Percentage by agency_subdivision



Closing percentage by agency Only opened and closed considered, didn't consider duplicate open and closed

Average Time Taken to Resolve Requests

12.63

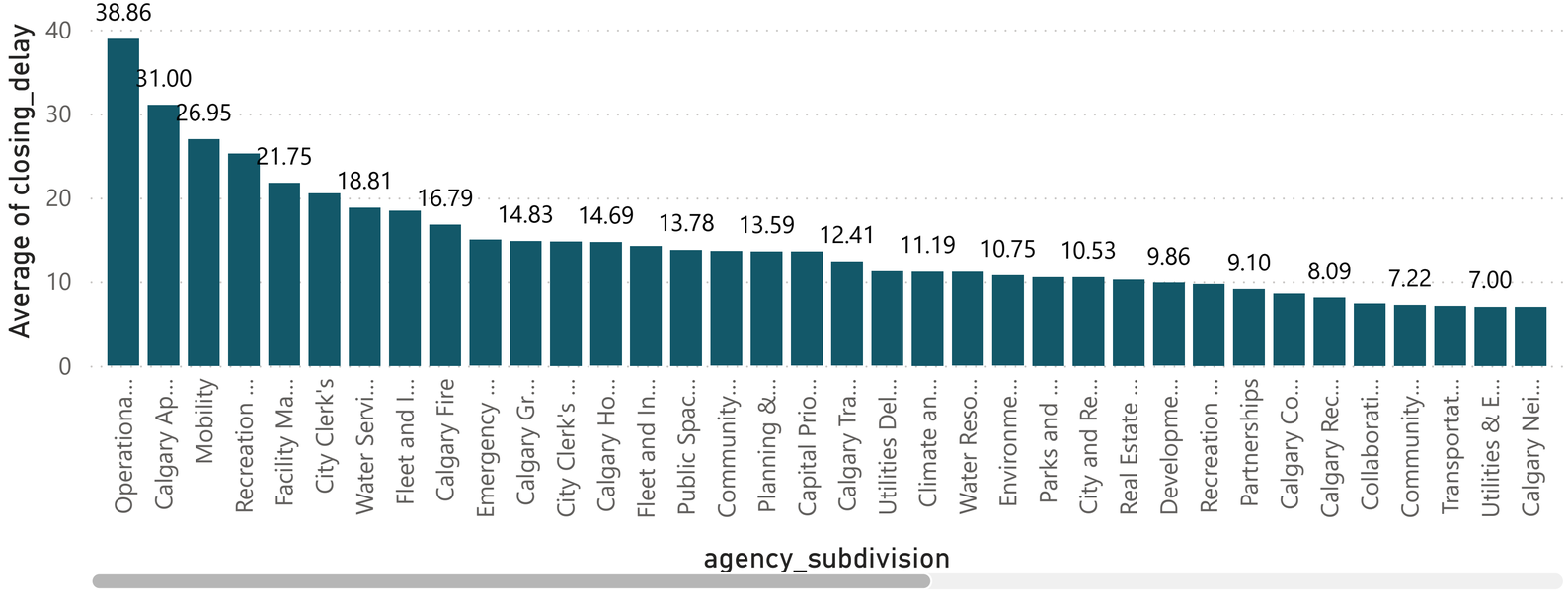
Average Response Time (in days)

Percentage of Requests Closed

0.99

Average Response Rate

Are there agencies with consistently slow response rate?



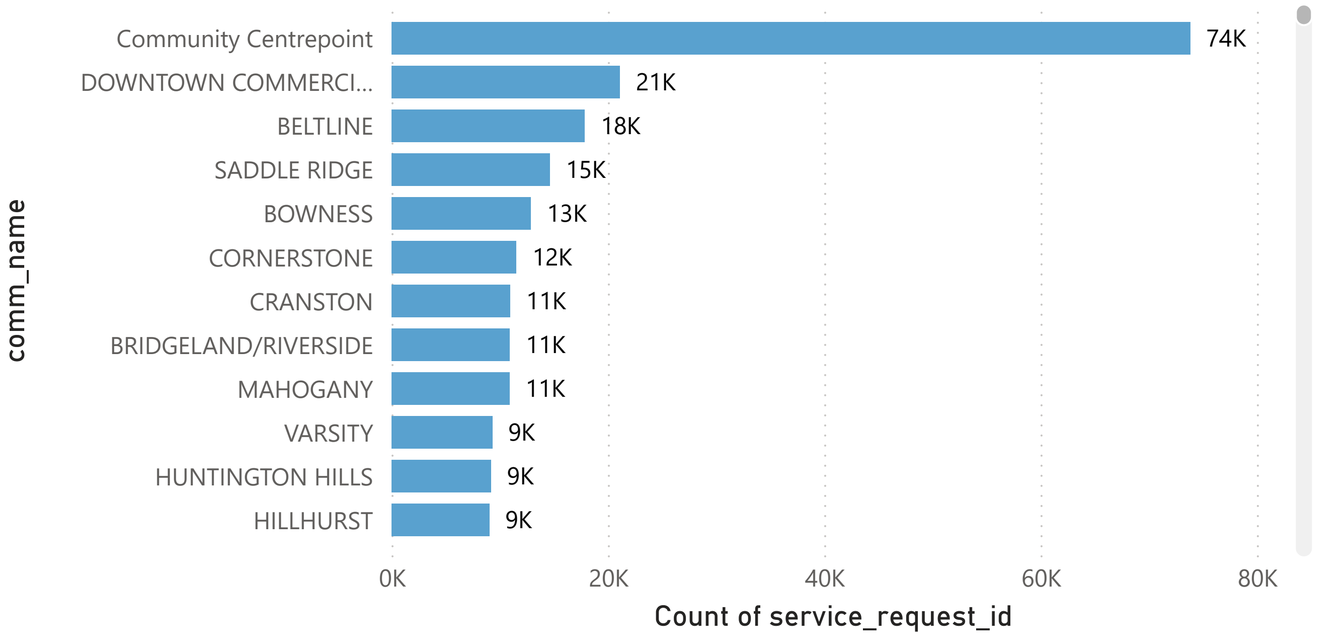
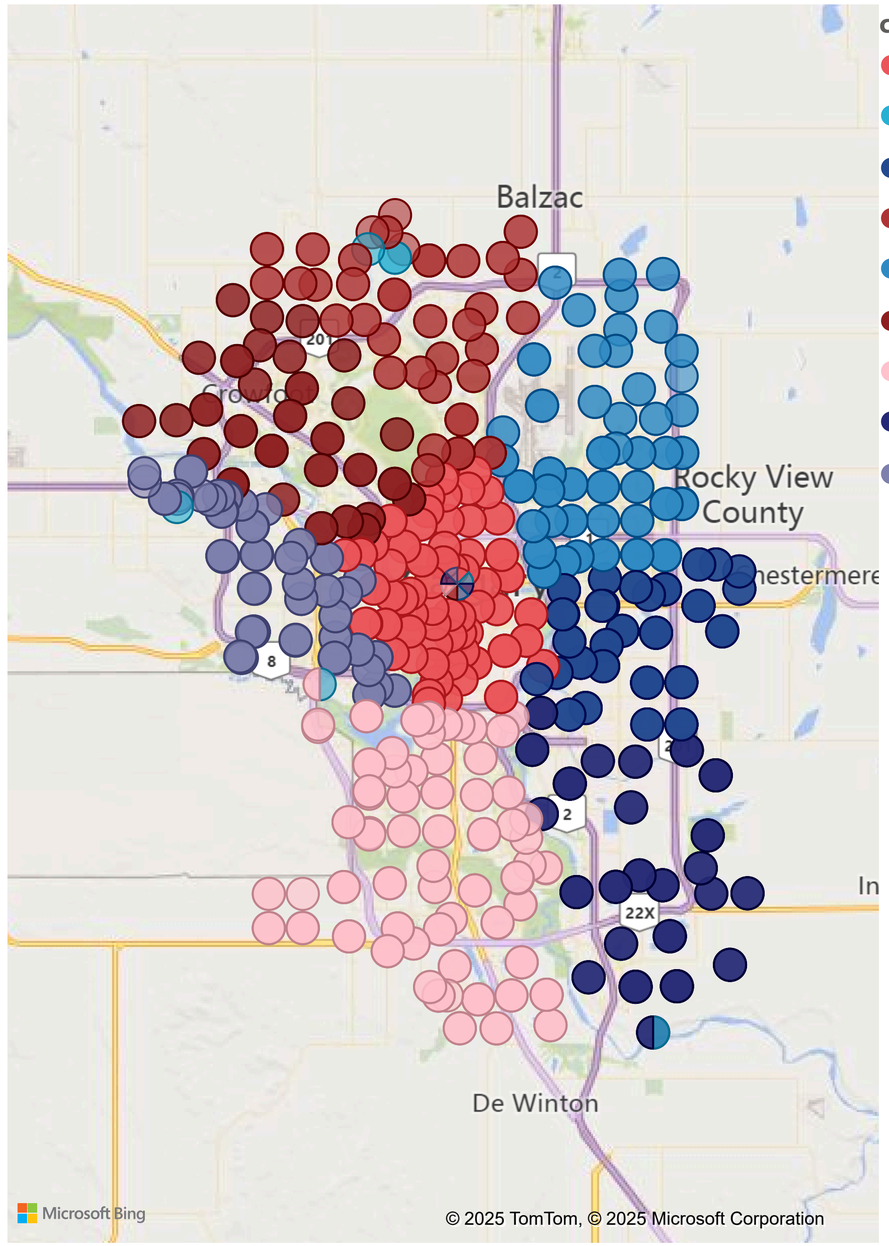
Which agency has the fastest average response rate?

agency_subdivision	Average of closing_delay
Calgary Economic Development	0.00
City Manager's Office	0.00
Affiliated Organizations	0.00
Elected Officials	0.01
Calgary Parking Authority	1.00
Human Resources	1.25
Operational Excellence	1.49
Supply	1.50
Office of the City Auditor	1.75
Fleet Services	2.00
Corporate Wide Service Requests	2.04
Information Technology	2.20
Calgary Emergency Management Agency	2.40
Waste and Recycling Services	3.45
Corporate Analytics and Innovation	3.70
Law	3.75
Customer Services and Communications	3.79
Roads	3.95
Calgary Parks	4.06
Calgary Building Services	4.15
Assessment and Tax	4.81
Finance	5.38
Customer Service and Communications	5.63
Green Line	5.96
Partnerships	6.42
Supply Management	6.62
Transportation Infrastructure	6.91
Calgary Neighbourhoods	6.99
Utilities & Environmental Protection	7.00
Transportation Planning	7.09
Community Strategies	7.22
Total	**12.63**

Are there any specific needs for certain areas?

community_sector	service_category	Request_Count
CENTRE	Roads	48820
CENTRE	Bylaw	31944
SOUTH	Roads	29745
CENTRE	WRS	24202
SOUTH	WRS	23411
NORTHEAST	Roads	22970
CENTRE	Parks	22796
NORTHWEST	Roads	21380
NORTHEAST	WRS	21132
CENTRE	Corporate	19214
CENTRE	WATS	18890
SOUTH	Bylaw	16970
Community Centrepoint	Recreation	16353
SOUTHEAST	WRS	15901
Total		**1062842**

Which community has the largest number of service requests?



Location of Community Sectors