

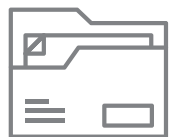


Insurance and Claims Services

The Risk Management and Claims Division of Law acts as the corporation's insurance company, providing insurance and claims services for all of the City's operations.



8,635
number of claims
per year (five year
average)



2,852
current open claims
files



5,390
number of
insured vehicles



\$4.2M
amount recovered
per year (five year
average)



330
sewer back-up claims
in the last year

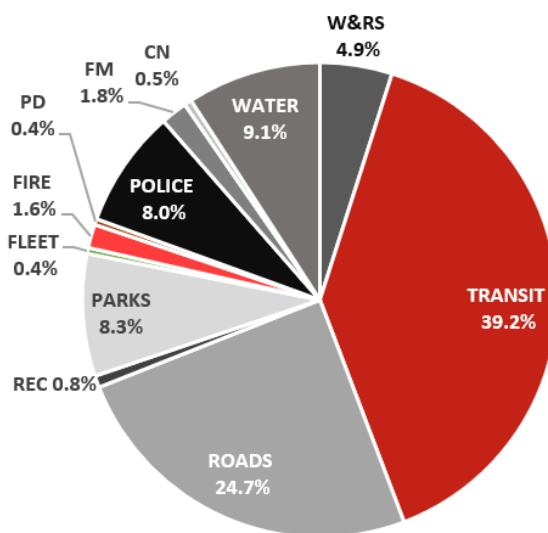


205
pothole claims
in the last year

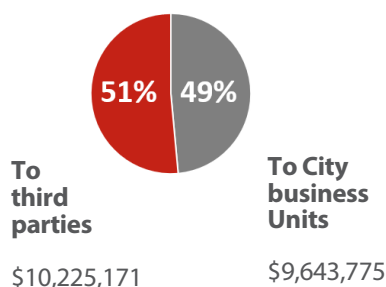
Number of claims by Business Unit or Department

Department	Average per year
Calgary Neighbourhoods	45
Facility Management	151
Calgary Police Service	659
Planning & Development	34
Fire Department	134
Fleet Services	35
Parks	683
Recreation	68
Roads	1905
Calgary Transit	3217
Waste & Recycling Services	406
Water Services	747

Percentage of claims by Business Unit or Department



Claims paid by year (five year average)



\$20M
average paid
annually on claims
to third parties and
City business units



\$12B
values
insured



\$9.7M
cost of
insurance
purchased



58
insurance policies
purchased



1,557
311 Service Requests
in the last year