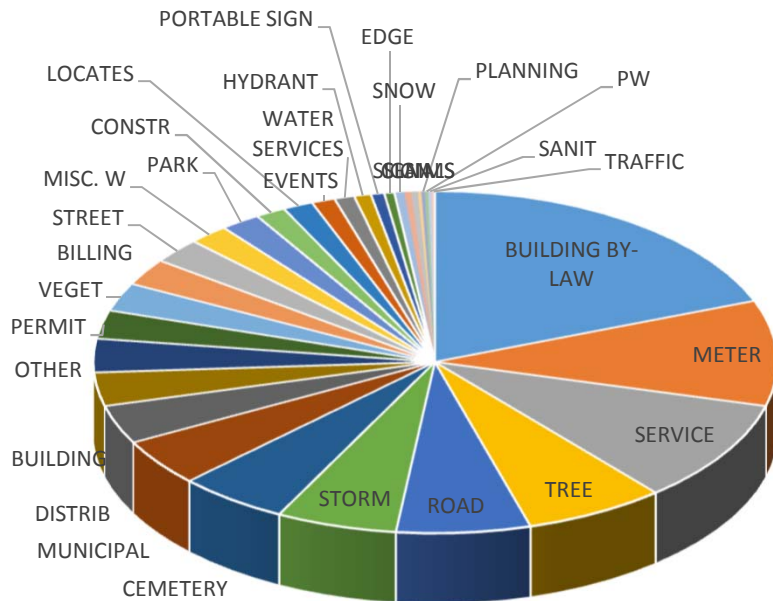


**Service Request Summary - All Requests
2nd Quarter - April 1 to June 30, 2018**



<u>Category</u>	<u>%age</u>
BUILDING BY-LAW	19.18%
METER	9.98%
SERVICE	9.67%
TREE	6.66%
ROAD	6.34%
STORM	5.71%
CEMETERY	5.23%
MUNICIPAL	4.44%
DISTRIB	3.65%
BUILDING	3.17%
OTHER	3.17%
PERMIT	2.69%
VEGET	2.69%
BILLING	2.54%
STREET	2.38%
MISC. W	1.90%
PARK	1.90%
CONSTR	1.43%
LOCATES	1.43%
EVENTS	1.11%
WATER SERVICES	0.95%
HYDRANT	0.79%
PORTABLE SIGN	0.63%
EDGE	0.48%
SNOW	0.48%
SIGN	0.32%
SIGNALS	0.32%
CLAIMS	0.16%
PLANNING	0.16%
PW	0.16%
SANIT	0.16%
TRAFFIC	0.16%

Service Requests by Category

Total# (All Categories): 631

BILLING	Total#	16	2.54%
METER READING		16	2.54%
BUILDING	Total#	20	3.17%
INDEMNITY RELEASE		20	3.17%
BUILDING BY-LAW	Total#	121	19.18%
BUILDING WITHOUT A PERMIT		1	0.16%
CATCH BASIN		1	0.16%
CONSTRUCTION MATERIAL/DEBRIS		3	0.48%
DELAPIDATED BLDG/STR		6	0.95%
DERELICT VEHICLE		8	1.27%
DIRTY/UNKEPT YARD		10	1.58%
DRAINAGE OBSTRUCTION		1	0.16%
FENCE GENERAL		1	0.16%
GRASS CUTTING		2	0.32%

LONG GRASS/WOOD	27	4.28%
NOXIOUS WEEDS	2	0.32%
OTHER	2	0.32%
PERMIT	1	0.16%
PONDING WATER	3	0.48%
POOL FENCE	2	0.32%
PROPERTY GENERAL	20	3.17%
PROPERTY STANDARDS BY-LAW	3	0.48%
RECREATIONAL VEHICLES	7	1.11%
RODENTS/PESTS	3	0.48%
SIGHT VISIBILITY	1	0.16%
SIGN REQUEST	1	0.16%
SOIL EROSION	1	0.16%
TREE BRANCHES	1	0.16%
TREES (DEAD/DECAY)	1	0.16%
UNSIGHTLY CONDITIONS	2	0.32%
USE OF LAND	4	0.63%
WATER SHEDDING	4	0.63%
YARD MAINTENANCE BY-LAW	3	0.48%
CEMETERY	Total#	33 5.23%
BURIALS	23	3.65%
INQUIRY	4	0.63%
MAINTENANCE	4	0.63%
MOWING	1	0.16%
REPAIR STONE	1	0.16%
CLAIMS	Total#	1 0.16%
ACCIDENT CLAIMS	1	0.16%
CONSTR	Total#	9 1.43%
BRIDGE CLOSURE COMPLAINT	2	0.32%
CONSTRUCTION	1	0.16%
DAMAGE TO PROPERTY	4	0.63%
MUD ON ROAD	2	0.32%
DISTRIB	Total#	23 3.65%
LOW WATER PRESSURE	3	0.48%
WATER LEAKS	6	0.95%
WATER QUALITY	10	1.58%
WATERMAIN COMMISSION	4	0.63%
EDGE	Total#	3 0.48%
MISCELLANEOUS STREET	1	0.16%
POTHOLE	1	0.16%
SOFT SHOULDERS	1	0.16%
EVENTS	Total#	7 1.11%
BARRICADES	2	0.32%
DEBRIS CLEANUP	1	0.16%
MISCELLANEOUS	4	0.63%
HYDRANT	Total#	5 0.79%
CATCH BASIN	1	0.16%
HYDRANT MAINTENANCE	1	0.16%
HYDRANT METER INSTALL	3	0.48%
LOCATES	Total#	9 1.43%

LOCATES & INSTALLATION		9	1.43%
METER	Total#	63	9.98%
LEAKING METER		1	0.16%
METER CHANGE OUT		16	2.54%
METER READING		1	0.16%
METER REMOTE		45	7.13%
MISC. W	Total#	12	1.90%
COMMUNITY COMPLAINTS (MISCELLANEOUS)		1	0.16%
MISCELLANEOUS WATER		11	1.74%
MUNICIPAL	Total#	28	4.44%
GARBAGE		2	0.32%
GARBAGE COLLECTION COMPLAINTS		1	0.16%
INQUIRY		1	0.16%
REQUESTS FOR INFORMATION		2	0.32%
SEWAGE/SEPTIC		1	0.16%
SIGN		17	2.69%
VEHICLE MAINTENANCE		4	0.63%
OTHER	Total#	20	3.17%
MISCELLANEOUS		2	0.32%
MISCELLANEOUS STREET		18	2.85%
PARK	Total#	12	1.90%
BEACHES		1	0.16%
FACILITIES		3	0.48%
PARKS		7	1.11%
REC COMPLEX		1	0.16%
PERMIT	Total#	17	2.69%
PERMITS		17	2.69%
PLANNING	Total#	1	0.16%
SITE PLAN		1	0.16%
PORTABLE SIGN	Total#	4	0.63%
PORTABLE SIGN		4	0.63%
PW	Total#	1	0.16%
MISCELLANEOUS		1	0.16%
ROAD	Total#	40	6.34%
BUMP IN ROAD		1	0.16%
CAVE-INS		9	1.43%
DUST CONTROL		1	0.16%
LINE PAINTING		1	0.16%
POTHOLE		23	3.65%
ROAD GRADING		4	0.63%
ROADS/TRAFFIC		1	0.16%
SANIT	Total#	1	0.16%
SEWAGE/SEPTIC		1	0.16%
SERVICE	Total#	61	9.67%
JUNK PICKUP		6	0.95%
MISC		3	0.48%

SANITARY SEWER	9	1.43%
SERVICE SHUTOFF	9	1.43%
SHUT OFF REPAIR	8	1.27%
TURN ON WATER SERVICE CONNECTION	24	3.80%
WATERMAIN BREAKS	1	0.16%
YARD WASTE PICKUP	1	0.16%
SIGN	Total#	2 0.32%
SIGN REQUEST	2	0.32%
SIGNALS	Total#	2 0.32%
SIGNAL MALFUNCTION (FLASHING/ENTIRE)	1	0.16%
TRAFFIC SIGNAL OUT	1	0.16%
SNOW	Total#	3 0.48%
TURF DAMAGE FROM SNOWPLOW	3	0.48%
STORM	Total#	36 5.71%
CATCH BASIN	3	0.48%
DRAINAGE OBSTRUCTION	18	2.85%
MUNICIPAL DRAINAGE	3	0.48%
ROAD SIDE DRAIN	1	0.16%
STORM AND WEATHER RELATED PROBLEMS	1	0.16%
STORMWATER	5	0.79%
WATER ON ROAD	5	0.79%
STREET	Total#	15 2.38%
SIDEWALK	6	0.95%
STREET LIGHT OUTAGE	9	1.43%
TRAFFIC	Total#	1 0.16%
INVESTIGATION	1	0.16%
TREE	Total#	42 6.66%
OTHER	4	0.63%
TREE BRANCHES	11	1.74%
TREE PLANTING	4	0.63%
TREE REMOVAL	23	3.65%
VEGET	Total#	17 2.69%
GRASS CUTTING	9	1.43%
MAILBOX DAMAGE	1	0.16%
NOXIOUS WEEDS	6	0.95%
TREE/VEGETATION	1	0.16%
WATER SERVICES	Total#	6 0.95%
WATER SERVICE INSTALLATION	6	0.95%