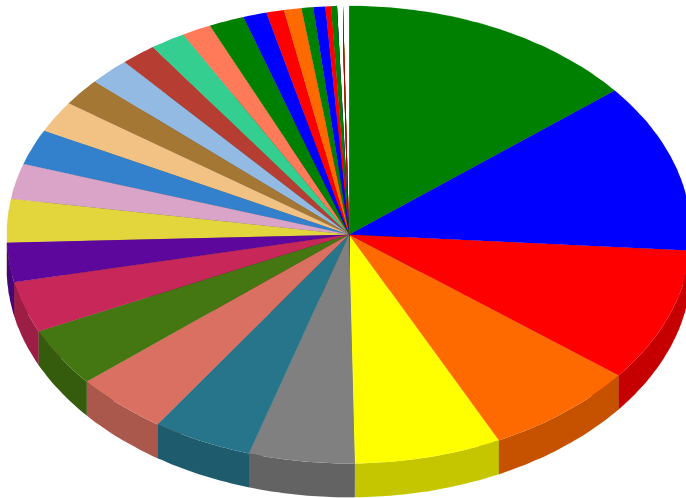


# Service Request Summary

## Year to Date - 2019



BUILDING BY-LAW	14.3%
METER	11.8%
BUILDING	9.5%
TREE	7.1%
SERVICE	7.1%
CEMETERY	4.9%
VEGET	4.8%
OTHER	4.5%
STORM	4.2%
ROAD	3.5%
MUNICIPAL	2.9%
PARK	2.8%
PERMIT	2.6%
STREET	2.6%
BILLING	2.1%
SNOW	2.0%
LOCATES	1.9%
MISC. W	1.6%
CONSTR	1.6%
WATER SERVICES	1.6%
DISTRIB	1.5%
HYDRANT	1.1%
EVENTS	0.9%
SIGN	0.8%
SIGNALS	0.6%
Total:	100.0%

### Service Requests By Category

<b>Total # (All Categories):</b>		<b>2,126</b>
<b>BILLING</b>	<b>Total #</b>	<b>45</b>
METER READING	#	45
		2.12 %
<b>BUILDING</b>	<b>Total #</b>	<b>202</b>
BUILDING CODE	#	2
BUILDING WITHOUT A PERMIT	#	5
INDEMNITY RELEASE	#	193
PERMIT	#	1
UNSAFE BUILDING	#	1
		9.50 %
<b>BUILDING BY-LAW</b>	<b>Total #</b>	<b>302</b>
BUILDING WITHOUT A PERMIT	#	1
CATCH BASIN	#	1
COMMERCIAL VEHICLE	#	1
CONSTRUCTION MATERIAL/D	#	4
DERELICT VEHICLE	#	21
DIRTY/UNKEPT YARD	#	14
FENCE BY-LAW	#	5
FENCE GENERAL	#	8
GARBAGE	#	2
GARBAGE PRIVATE	#	3
GRASS CUTTING	#	24
		14.21 %

		<b>Total # (All Categories):</b>	<b>2,126</b>
LONG GRASS/WOOD	#	37	1.74%
MOULD	#	1	0.05%
NOXIOUS WEEDS	#	4	0.19%
OTHER	#	1	0.05%
PERMITS	#	1	0.05%
PONDING WATER	#	3	0.14%
POOL FENCE	#	3	0.14%
PROPERTY GENERAL	#	41	1.93%
PROPERTY STANDARDS BY-L	#	20	0.94%
RECREATIONAL VEHICLES	#	34	1.60%
RODENTS/PESTS	#	3	0.14%
SET BACK/HEIGHT	#	1	0.05%
SEWAGE/SEPTIC	#	2	0.09%
SIDEWALK	#	1	0.05%
SIGHT VISIBILITY	#	2	0.09%
TREE BRANCHES	#	1	0.05%
TREES (DEAD/DECAY)	#	8	0.38%
UNSIGHTLY CONDITIONS	#	1	0.05%
USE OF LAND	#	4	0.19%
VISIBILITY PROBLEM	#	1	0.05%
WATER SHEDDING	#	35	1.65%
YARD MAINTENANCE BY-LAW	#	13	0.61%
ZONING BY-LAW	#	1	0.05%
<b>CEMETERY</b>	<b>Total #</b>	<b>104</b>	<b>4.89 %</b>
BURIALS	#	87	4.09%
DAMAGE	#	2	0.09%
INQUIRY	#	6	0.28%
MAINTENANCE	#	9	0.42%
<b>CLAIMS</b>	<b>Total #</b>	<b>4</b>	<b>0.19 %</b>
ACCIDENT CLAIMS	#	2	0.09%
SLIPS AND FALLS	#	2	0.09%
<b>CONSTR</b>	<b>Total #</b>	<b>34</b>	<b>1.60 %</b>
CONSTRUCTION	#	5	0.24%
DAMAGE TO PROPERTY	#	21	0.99%
DELAY	#	1	0.05%
MUD ON ROAD	#	6	0.28%
SIGNAGE	#	1	0.05%
<b>CORPORATION</b>	<b>Total #</b>	<b>1</b>	<b>0.05 %</b>
OTHER (CORPORATE SERVIC	#	1	0.05%
<b>DISTRIB</b>	<b>Total #</b>	<b>32</b>	<b>1.51 %</b>
FROZEN PIPES	#	9	0.42%
LOW WATER PRESSURE	#	5	0.24%
WATER LEAKS	#	9	0.42%
WATER QUALITY	#	1	0.05%
WATERMAIN COMMISSION	#	8	0.38%
<b>EDGE</b>	<b>Total #</b>	<b>10</b>	<b>0.47 %</b>
ROAD EDGE DROP-OFF	#	3	0.14%
SOFT SHOULDERS	#	7	0.33%

		<b>Total # (All Categories):</b>	<b>2,126</b>
<b>EVENTS</b>	<b>Total #</b>	<b>19</b>	<b>0.89 %</b>
BARRICADES	#	12	0.56%
DEBRIS CLEANUP	#	1	0.05%
MISCELLANEOUS	#	6	0.28%
<b>HYDRANT</b>	<b>Total #</b>	<b>23</b>	<b>1.08 %</b>
HYDRANT MAINTENANCE	#	13	0.61%
HYDRANT METER INSTALL	#	10	0.47%
<b>LOCATES</b>	<b>Total #</b>	<b>41</b>	<b>1.93 %</b>
LOCATES & INSTALLATION	#	41	1.93%
<b>MARKING</b>	<b>Total #</b>	<b>2</b>	<b>0.09 %</b>
LINE PAINTING	#	1	0.05%
NEW ROAD MARKING	#	1	0.05%
<b>METER</b>	<b>Total #</b>	<b>253</b>	<b>11.90 %</b>
FROZEN METER	#	4	0.19%
LEAKING METER	#	6	0.28%
METER CHANGE OUT	#	92	4.33%
METER REMOTE	#	151	7.10%
<b>MISC. W</b>	<b>Total #</b>	<b>34</b>	<b>1.60 %</b>
COMMUNITY COMPLAINTS (M	#	3	0.14%
MISCELLANEOUS STREET	#	1	0.05%
MISCELLANEOUS WATER	#	30	1.41%
<b>MUNICIPAL</b>	<b>Total #</b>	<b>61</b>	<b>2.87 %</b>
CONSTRUCTION MATERIAL/D	#	1	0.05%
GARBAGE	#	15	0.71%
GARBAGE COLLECTION COM	#	1	0.05%
LONG GRASS/WOOD	#	3	0.14%
MUNICIPAL SERVICES	#	1	0.05%
PROPERTY STANDARDS BY-L	#	1	0.05%
REQUESTS FOR INFORMATIC	#	12	0.56%
SIGN	#	24	1.13%
SIGNAGE	#	1	0.05%
VEHICLE MAINTENANCE	#	2	0.09%
<b>OTHER</b>	<b>Total #</b>	<b>96</b>	<b>4.52 %</b>
BEACHES	#	1	0.05%
COMMEMORATIVE TREE	#	2	0.09%
MARINA	#	1	0.05%
MISC	#	1	0.05%
MISCELLANEOUS	#	1	0.05%
MISCELLANEOUS STREET	#	87	4.09%
SEWAGE/SEPTIC	#	1	0.05%
SIGN	#	1	0.05%
SIGN REQUEST	#	1	0.05%
<b>PARK</b>	<b>Total #</b>	<b>60</b>	<b>2.82 %</b>
BEACHES	#	4	0.19%
FACILITIES	#	13	0.61%

			<b>Total # (All Categories):</b>	<b>2,126</b>
HORTICULTURE	#	1		0.05%
MARINA	#	1		0.05%
PARKS	#	30		1.41%
PARKS & RECREATION	#	10		0.47%
REC COMPLEX	#	1		0.05%
<b>PERMIT</b>	<b>Total #</b>	<b>55</b>		<b>2.59 %</b>
PERMITS	#	55		2.59%
<b>PLANNING</b>	<b>Total #</b>	<b>1</b>		<b>0.05 %</b>
PROPERTY GENERAL	#	1		0.05%
<b>PORTABLE SIGN</b>	<b>Total #</b>	<b>2</b>		<b>0.09 %</b>
PORTABLE SIGN	#	2		0.09%
<b>PW</b>	<b>Total #</b>	<b>4</b>		<b>0.19 %</b>
SIGHT VISIBILITY PW	#	3		0.14%
SIGNAGE	#	1		0.05%
<b>ROAD</b>	<b>Total #</b>	<b>75</b>		<b>3.53 %</b>
CAVE-INS	#	7		0.33%
DUST CONTROL	#	1		0.05%
LINE PAINTING	#	7		0.33%
METER CHANGE OUT	#	1		0.05%
POTHOLE	#	37		1.74%
ROAD GRADING	#	10		0.47%
ROADS / TRAFFIC	#	12		0.56%
<b>SANIT</b>	<b>Total #</b>	<b>1</b>		<b>0.05 %</b>
ROADKILL REMOVAL	#	1		0.05%
<b>SERVICE</b>	<b>Total #</b>	<b>152</b>		<b>7.15 %</b>
JUNK PICKUP	#	3		0.14%
MISC	#	9		0.42%
SANITARY SEWER	#	12		0.56%
SERVICE RESTORATION	#	1		0.05%
SERVICE SHUTOFF	#	45		2.12%
SHUT OFF REPAIR	#	33		1.55%
TURN ON WATER SERVICE C	#	43		2.02%
WATERMAIN BREAKS	#	6		0.28%
<b>SIGN</b>	<b>Total #</b>	<b>18</b>		<b>0.85 %</b>
SIGN BY-LAW	#	1		0.05%
SIGN REQUEST	#	16		0.75%
SIGNAGE	#	1		0.05%
<b>SIGNALS</b>	<b>Total #</b>	<b>12</b>		<b>0.56 %</b>
SIGNAL MALFUNCTION (FLAS	#	4		0.19%
SIGNAL TIMING (SHORT/LONC	#	4		0.19%
TRAFFIC SIGNAL OUT	#	4		0.19%
<b>SNOW</b>	<b>Total #</b>	<b>45</b>		<b>2.12 %</b>
ICY MUNICIPAL PARKING LOT	#	3		0.14%

		<b>Total # (All Categories):</b>	<b>2,126</b>
ICY ROAD	#	9	0.42%
ICY SIDEWALK	#	2	0.09%
MAILBOX DAMAGE	#	8	0.38%
MISSED PLOWING	#	14	0.66%
PARKING LOT PROBLEM	#	1	0.05%
SNOW CONTROL	#	5	0.24%
TURF DAMAGE FROM SNOW	#	3	0.14%
<b>SPIL</b>	<b>Total #</b>	<b>2</b>	<b>0.09 %</b>
SPILLS	#	2	0.09%
<b>STORM</b>	<b>Total #</b>	<b>89</b>	<b>4.19 %</b>
CATCH BASIN	#	15	0.71%
DRAINAGE	#	11	0.52%
DRAINAGE OBSTRUCTION	#	25	1.18%
MUNICIPAL DRAINAGE	#	23	1.08%
ROAD SIDE DRAIN	#	4	0.19%
STORM AND WEATHER RELA	#	2	0.09%
STORMWATER	#	5	0.24%
WATER LEAK IN BASEMENT	#	1	0.05%
WATER ON ROAD	#	3	0.14%
<b>STREET</b>	<b>Total #</b>	<b>54</b>	<b>2.54 %</b>
SIDEWALK	#	11	0.52%
SIGNAL / STREETLIGHT	#	8	0.38%
STREET LIGHT OUTAGE	#	34	1.60%
WATER SERVICE INSTALLATI	#	1	0.05%
<b>TRAFFIC</b>	<b>Total #</b>	<b>9</b>	<b>0.42 %</b>
ALL-WAY STOP REQUEST	#	1	0.05%
CALMING MEASURES	#	5	0.24%
SPEEDING COMPLAINTS	#	1	0.05%
VISIBILITY PROBLEM	#	2	0.09%
<b>TREE</b>	<b>Total #</b>	<b>150</b>	<b>7.06 %</b>
COMMEMORATIVE TREE	#	4	0.19%
OTHER	#	24	1.13%
TREE BRANCHES	#	50	2.35%
TREE PLANTING	#	37	1.74%
TREE REMOVAL	#	35	1.65%
<b>VEGET</b>	<b>Total #</b>	<b>100</b>	<b>4.70 %</b>
GRASS CUTTING	#	55	2.59%
LONG GRASS/WOOD	#	1	0.05%
MISC	#	1	0.05%
NOXIOUS WEEDS	#	22	1.03%
TREE / VEGETATION	#	18	0.85%
YARD REPAIR	#	3	0.14%
<b>WATER SERVICES</b>	<b>Total #</b>	<b>34</b>	<b>1.60 %</b>
MUNICIPAL DRAINAGE	#	1	0.05%
SERVICE PROBLEM	#	19	0.89%
WATER SERVICE INSTALLATI	#	14	0.66%

**Total # (All Categories): 2,126**