



2021 Division Road North  
Kingsville, Ontario N9Y 2Y9  
(519) 733-2305  
www.kingsville.ca  
kingsvilleworks@kingsville.ca

**Date:** March 31, 2021  
**To:** Mayor and Council  
**Author:** G.A. Plancke / Director of Infrastructure & Engineering  
**RE:** Kingsvilleworks Service Request Summary 1st Quarter 2021  
**Report No.:** IED 2021-19

---

## **RECOMMENDED ACTION**

This report being provided for information.

## **BACKGROUND**

During the Regular Meeting of Council held on February 22, 2021, Councillor Lucier requested a KingsvilleWorks summary report be prepared for Council review. Cityworks is the Town's service request tracking system.

## **DISCUSSION**

There were 440 Cityworks service requests initiated within the system during the first quarter of 2021. Specific details are provided as Appendix A.

## **LINK TO STRATEGIC PLAN**

Effectively manage corporate resources and maximize performance in day-to-day operations.

### **Link to Council 2021-2022 Priorities**

- ☐ COVID-19 and the health and safety of the community
- ☒ Customer Service: Training, Technology, Staff, Review Standards/Level of service
- ☐ Housing: Affordability (lot sizes, developer incentives, second dwellings, density, etc.)
- ☐ Greenhouse: lights & dark sky, odours (site plan compliance, bylaws, other tools)
- ☐ Programming Increase: Youth and Seniors
- ☐ A development plan for Downtown Kingsville / Main Street
- ☐ Financial savings: Schools closings, Migration Hall

- ☐ Economic Development: strengthen tourism/hospitality
- ☐ COVID - economic recovery
- ☐ Communications: Strategy – Policy (social media), Website refresh and other tools, Public engagement
- ☐ Housing: Migrant Worker Housing – Inspections (Building/Fire), regulate, reduce, or increase
- ☐ Committees / Boards: Review and Report
- ☐ Policy Update: Procedural Bylaw
- ☐ Economic Development: diversify the economy, create local jobs, industrial, Cottam
- ☐ Infrastructure (non-Municipal): Union Water expansion & governance
- ☐ Infrastructure (Municipal): Asset Management Plan update, the infrastructure funding deficit
- ☐ No direct link to Council priorities

## **FINANCIAL CONSIDERATIONS**

None

## **CONSULTATIONS**

Data exported from Cityworks

*G.A. Plancke*

G. A. Plancke Civil Eng. Tech (Env)  
Director of Infrastructure & Engineering