



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

**Date:** July 2, 2021  
**To:** Mayor and Council  
**Author:** G.A. Plancke / Director of Infrastructure & Engineering  
**RE:** Cityworks Report 2nd Quarter 2021  
**Report No.:** IED 2021 - 23

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## **RECOMMENDED ACTION**

This report provided for information.

## **BACKGROUND**

During the Regular Meeting of Council held on February 22, 2021, Council requested a KingsvilleWorks summary report by quarter be prepared for Council review. Cityworks is the Town's service request tracking system know locally as Kingsvilleworks

## **DISCUSSION**

There were 723 Cityworks service requests initiated within the system during the second quarter of 2021. The majority received in the month of June. Of those service requests initiated in the second quarter, 411 closed, representing approximately 60% addressed fully. Most service requests completed within 30 days of creation.

Specific details 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