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Date: October 1, 2021
To: Mayor and Council
Author: G.A. Plancke / Director of Infrastructure & Engineering
RE: 3rd Quarter 2021 - Cityworks Summary Report
Report No.: IED 2021-42

RECOMMENDED ACTION

That Council receive this summary provided for information only.

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 known locally as KingsvilleWorks.

DISCUSSION

There were 727 Cityworks service requests initiated within the system during the third quarter of 2021. Of those service requests initiated in the third quarter, 392 were closed, representing approximately 54% addressed fully. The majority of service requests were completed within 30 days of creation in the third quarter. The remainder are in progress, and or pending resources required to complete the request.

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

Cityworks database

G.A. Plancke

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