



Date: January 14, 2022
To: Committee Members
Author: G.A. Plancke / Director of Infrastructure & Engineering
RE: 2021 – Cityworks Summary
Report No.: IED 2022-01

COMMITTEE OF THE WHOLE

RECOMMENDED ACTION

1. That the Committee receive the 2021 - Cityworks Summary report for information only.

BACKGROUND

During the Regular Meeting of Council held on February 22, 2021, Council requested a KingsvilleWorks summary report by quarter to be prepared for Council review on a go-forward basis.

Cityworks is the Town's service request tracking system known locally as KingsvilleWorks.

DISCUSSION

There were 579 Cityworks service requests initiated during the fourth quarter of 2021 resulting in a total of 2496 service requests for 2021. Of those service requests initiated in the fourth quarter, 416 were completed and closed, representing approximately 72% addressed fully, and a yearly average of 85% completed and closed as of the date of this report. The remainder are in progress, and or pending resources required to fully complete the requests.

By comparison, there were a total of 2300 service requests in 2020. 2021 service requests represent an increase of 8% over 2020.

A further breakdown by service request category is represented in Appendix A.

FINANCIAL CONSIDERATIONS

None

CONSULTATIONS

Cityworks database



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

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