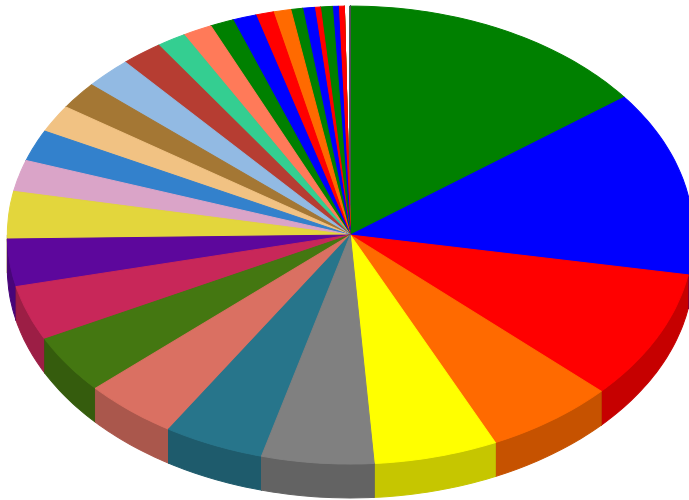


# Service Request Summary

Year to Date - 2021



BUILDING BY-LAW	14.6%
METER	13.1%
BUILDING	9.1%
SERVICE	6.3%
TREE	5.7%
CEMETERY	5.5%
ROAD	4.7%
PERMIT	4.5%
STORM	4.2%
BILLING	3.8%
STREET	3.3%
VEGET	3.3%
WATER SERVICES	2.3%
PARK	2.1%
DISTRIB	2.1%
MISC. W	2.0%
MUNICIPAL	2.0%
LOCATES	2.0%
OTHER	1.3%
HYDRANT	1.3%
SNOW	1.2%
EVENTS	1.1%
PW	0.8%
CONSTR	0.8%
Total:	100.0%

## Service Requests By Category

Total # (All Categories): 2,496

### BILLING

Total #	95	3.81 %
#	95	3.81%

METER READING

### BUILDING

Total #	227	9.09 %
#	2	0.08%
#	1	0.04%
#	1	0.04%
#	216	8.65%
#	5	0.20%
#	1	0.04%
#	1	0.04%

BUILDING CODE  
BUILDING WITHOUT A PERMIT  
FAILING/ILLEGAL SEPTIC SYS  
INDEMNITY RELEASE  
PERMIT  
STAGNANT WATER  
UNSAFE BUILDING

### BUILDING BY-LAW

Total #	363	14.54 %
#	4	0.16%
#	1	0.04%
#	5	0.20%
#	3	0.12%
#	9	0.36%
#	19	0.76%
#	1	0.04%
#	4	0.16%
#	4	0.16%

COMMERCIAL VEHICLE  
CONSTRUCTION  
CONSTRUCTION MATERIAL/D  
DELAPIDATED BLDG/STR  
DERELICT VEHICLE  
DIRTY/UNKEPT YARD  
DRAINAGE  
FENCE BY-LAW  
FENCE GENERAL

		<b>Total # (All Categories):</b>	<b>2,496</b>
GARBAGE PRIVATE	#	4	0.16%
LIGHTING NUISANCE	#	25	1.00%
LONG GRASS/WOOD	#	35	1.40%
MOULD	#	1	0.04%
ODOUR NUISANCE	#	27	1.08%
PARKING BY-LAW	#	1	0.04%
PONDING WATER	#	12	0.48%
POOL FENCE	#	2	0.08%
PROPERTY GENERAL	#	85	3.41%
PROPERTY STANDARDS BY-L	#	33	1.32%
RECREATIONAL VEHICLES	#	15	0.60%
RODENTS/PESTS	#	1	0.04%
SET BACK/HEIGHT	#	3	0.12%
SEWAGE/SEPTIC	#	8	0.32%
SIGHT VISIBILITY	#	2	0.08%
SIGN	#	1	0.04%
TREES (DEAD/DECAY)	#	18	0.72%
UNSIGHTLY CONDITIONS	#	11	0.44%
USE OF LAND	#	4	0.16%
WATER SHEDDING	#	7	0.28%
YARD MAINTENANCE BY-LAW	#	16	0.64%
ZONING BY-LAW	#	2	0.08%
<b>CEMETERY</b>	<b>Total #</b>	<b>137</b>	<b>5.49 %</b>
BURIALS	#	98	3.93%
CEMETERY	#	3	0.12%
DAMAGE	#	3	0.12%
INQUIRY	#	15	0.60%
MAINTENANCE	#	16	0.64%
MOWING	#	1	0.04%
TRANSFERS	#	1	0.04%
<b>CLAIMS</b>	<b>Total #</b>	<b>2</b>	<b>0.08 %</b>
ACCIDENT CLAIMS	#	2	0.08%
<b>CONSTR</b>	<b>Total #</b>	<b>20</b>	<b>0.80 %</b>
BRIDGE CLOSURE COMPLAIN	#	1	0.04%
CONSTRUCTION	#	3	0.12%
DAMAGE TO PROPERTY	#	7	0.28%
MUD ON ROAD	#	5	0.20%
SIGNAGE	#	4	0.16%
<b>CORPORATION</b>	<b>Total #</b>	<b>3</b>	<b>0.12 %</b>
OTHER (CORPORATE SERVIC	#	3	0.12%
<b>DISTRIB</b>	<b>Total #</b>	<b>52</b>	<b>2.08 %</b>
LOW WATER PRESSURE	#	13	0.52%
WATER LEAKS	#	15	0.60%
WATER QUALITY	#	4	0.16%
WATER RESTRICTIONS	#	1	0.04%
WATERMAIN COMMISSION	#	19	0.76%
<b>EDGE</b>	<b>Total #</b>	<b>9</b>	<b>0.36 %</b>
ROAD EDGE DROP-OFF	#	3	0.12%
SOFT SHOULDERS	#	6	0.24%

		<b>Total # (All Categories):</b>	<b>2,496</b>
<b>EVENTS</b>	<b>Total #</b>	<b>28</b>	<b>1.12 %</b>
BARRICADES	#	5	0.20%
BIA INITIATIVES	#	5	0.20%
DEBRIS CLEANUP	#	3	0.12%
MISCELLANEOUS	#	15	0.60%
<b>HYDRANT</b>	<b>Total #</b>	<b>32</b>	<b>1.28 %</b>
HYDRANT FLOW TEST	#	7	0.28%
HYDRANT MAINTENANCE	#	11	0.44%
HYDRANT METER INSTALL	#	14	0.56%
<b>LOCATES</b>	<b>Total #</b>	<b>50</b>	<b>2.00 %</b>
LOCATES & INSTALLATION	#	50	2.00%
<b>MARKING</b>	<b>Total #</b>	<b>2</b>	<b>0.08 %</b>
NEW ROAD MARKING	#	2	0.08%
<b>METER</b>	<b>Total #</b>	<b>330</b>	<b>13.22 %</b>
LEAKING METER	#	16	0.64%
METER CHANGE OUT	#	83	3.33%
METER READING	#	1	0.04%
METER REMOTE	#	230	9.21%
<b>MISC. W</b>	<b>Total #</b>	<b>51</b>	<b>2.04 %</b>
COMMUNITY COMPLAINTS (M	#	1	0.04%
MISCELLANEOUS WATER	#	48	1.92%
WATER SERVICE INSTALLATI	#	1	0.04%
WATER SERVICES	#	1	0.04%
<b>MUNICIPAL</b>	<b>Total #</b>	<b>51</b>	<b>2.04 %</b>
COMMEMORATIVE BENCH	#	1	0.04%
GARBAGE	#	13	0.52%
MUNICIPAL SERVICES	#	3	0.12%
RECREATIONAL VEHICLES	#	1	0.04%
REQUESTS FOR INFORMATIC	#	4	0.16%
SIGN	#	29	1.16%
<b>OTHER</b>	<b>Total #</b>	<b>33</b>	<b>1.32 %</b>
FACILITIES	#	1	0.04%
MISCELLANEOUS	#	1	0.04%
MISCELLANEOUS STREET	#	28	1.12%
ODOUR NUISANCE	#	1	0.04%
OTHER (CORPORATE SERVIC	#	1	0.04%
SIGNAL / STREETLIGHT	#	1	0.04%
<b>PARK</b>	<b>Total #</b>	<b>52</b>	<b>2.08 %</b>
BEACHES	#	4	0.16%
FACILITIES	#	9	0.36%
GARBAGE	#	1	0.04%
HORTICULTURE	#	1	0.04%
MARINA	#	2	0.08%
PARKS	#	21	0.84%

		<b>Total # (All Categories):</b>	<b>2,496</b>
PARKS & RECREATION	#	14	0.56%
<b>PERMIT</b>	<b>Total #</b>	<b>112</b>	<b>4.49 %</b>
PERMIT REQUEST	#	2	0.08%
PERMITS	#	110	4.41%
<b>PLANNING</b>	<b>Total #</b>	<b>9</b>	<b>0.36 %</b>
CONSTRUCTION	#	2	0.08%
DRAINAGE APPORTIONMENT	#	2	0.08%
PLANNING GENERAL	#	1	0.04%
ZONING	#	4	0.16%
<b>PW</b>	<b>Total #</b>	<b>20</b>	<b>0.80 %</b>
CEMETERY	#	1	0.04%
GARBAGE	#	1	0.04%
GARBAGE PRIVATE	#	1	0.04%
LONG GRASS/WOOD	#	9	0.36%
MUD ON ROAD	#	1	0.04%
ODOUR NUISANCE	#	1	0.04%
PONDING WATER	#	1	0.04%
PROPERTY GENERAL	#	1	0.04%
SEWAGE/SEPTIC	#	1	0.04%
SIGN	#	2	0.08%
TREE / VEGETATION	#	1	0.04%
<b>ROAD</b>	<b>Total #</b>	<b>116</b>	<b>4.65 %</b>
ALLEYS	#	3	0.12%
BUMP IN ROAD	#	1	0.04%
CAVE-INS	#	6	0.24%
DUST CONTROL	#	9	0.36%
LINE PAINTING	#	2	0.08%
MUD ON ROAD	#	1	0.04%
POTHOLE	#	42	1.68%
ROAD GRADING	#	7	0.28%
ROAD PATROL	#	4	0.16%
ROADS / TRAFFIC	#	41	1.64%
<b>SANIT</b>	<b>Total #</b>	<b>3</b>	<b>0.12 %</b>
ROADKILL REMOVAL	#	3	0.12%
<b>SERVICE</b>	<b>Total #</b>	<b>157</b>	<b>6.29 %</b>
CURB STOP	#	3	0.12%
MISC	#	3	0.12%
NEW SERVICE CONNECTION	#	1	0.04%
RECYCLE PICKUP	#	2	0.08%
SANITARY SEWER	#	23	0.92%
SERVICE RESTORATION	#	3	0.12%
SERVICE SHUTOFF	#	43	1.72%
SHUT OFF REPAIR	#	5	0.20%
TURN ON WATER SERVICE C	#	30	1.20%
WATER LEAKS	#	1	0.04%
WATER SHUTOFF	#	28	1.12%
WATERMAIN BREAKS	#	13	0.52%
YARD WASTE PICKUP	#	2	0.08%

		<b>Total # (All Categories):</b>	<b>2,496</b>
<b>SIGN</b>	<b>Total #</b>	<b>14</b>	<b>0.56 %</b>
SIGN BY-LAW	#	1	0.04%
SIGN REQUEST	#	11	0.44%
SIGNS	#	2	0.08%
<b>SIGNALS</b>	<b>Total #</b>	<b>9</b>	<b>0.36 %</b>
SIGNAL MALFUNCTION (FLAS	#	3	0.12%
SIGNAL TIMING (SHORT/LONC	#	2	0.08%
TRAFFIC SIGNAL OUT	#	4	0.16%
<b>SNOW</b>	<b>Total #</b>	<b>30</b>	<b>1.20 %</b>
ICY ROAD	#	1	0.04%
ICY SIDEWALK	#	1	0.04%
MAILBOX DAMAGE	#	8	0.32%
MISSED PLOWING	#	4	0.16%
PARKING LOT PROBLEM	#	1	0.04%
SIDEWALK	#	1	0.04%
SNOW CONTROL	#	8	0.32%
SNOW FENCING	#	3	0.12%
TURF DAMAGE FROM SNOWF	#	3	0.12%
<b>SPIL</b>	<b>Total #</b>	<b>5</b>	<b>0.20 %</b>
SPILLS	#	5	0.20%
<b>STORM</b>	<b>Total #</b>	<b>104</b>	<b>4.17 %</b>
CATCH BASIN	#	8	0.32%
DRAINAGE	#	13	0.52%
DRAINAGE OBSTRUCTION	#	18	0.72%
DRAINAGE REQUESTS	#	21	0.84%
FLOODING/SANDBAGS	#	3	0.12%
MISCELLANEOUS WATER	#	1	0.04%
MUNICIPAL DRAIN MAINTENA	#	7	0.28%
ROAD SIDE DRAIN	#	4	0.16%
STORMWATER	#	24	0.96%
WATER LEAK IN BASEMENT	#	1	0.04%
WATER ON ROAD	#	4	0.16%
<b>STREET</b>	<b>Total #</b>	<b>83</b>	<b>3.33 %</b>
SIDEWALK	#	30	1.20%
SIGNAL / STREETLIGHT	#	23	0.92%
STREET LIGHT OUTAGE	#	29	1.16%
YARD REPAIR	#	1	0.04%
<b>TRAFFIC</b>	<b>Total #</b>	<b>16</b>	<b>0.64 %</b>
ALL-WAY STOP REQUEST	#	1	0.04%
CALMING MEASURES	#	8	0.32%
SPEEDING COMPLAINTS	#	2	0.08%
VISIBILITY PROBLEM	#	5	0.20%
<b>TREE</b>	<b>Total #</b>	<b>141</b>	<b>5.65 %</b>
OTHER	#	20	0.80%
TREE BRANCHES	#	72	2.88%
TREE PLANTING	#	2	0.08%
TREE REMOVAL	#	47	1.88%

**Total # (All Categories): 2,496**

**VEGET**

<b>Total #</b>	<b>82</b>	<b>3.29 %</b>
#	1	0.04%
#	23	0.92%
#	9	0.36%
#	18	0.72%
#	1	0.04%
#	19	0.76%
#	4	0.16%
#	7	0.28%

**WATER SERVICES**

<b>Total #</b>	<b>58</b>	<b>2.32 %</b>
#	10	0.40%
#	1	0.04%
#	19	0.76%
#	21	0.84%
#	7	0.28%