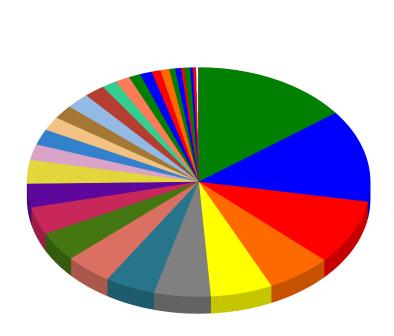
Service Request Summary Year to Date - 2021



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 %
METER READING	#	95	3.81%
BUILDING	Total #	227	9.09 %
BUILDING CODE	#	2	0.08%
BUILDING WITHOUT A PERMI	#	1	0.04%
FAILING/ILLEGAL SEPTIC SYS	#	1	0.04%
INDEMNITY RELEASE	#	216	8.65%
PERMIT	#	5	0.20%
STAGNANT WATER	#	1	0.04%
UNSAFE BUILDING	#	1	0.04%
BUILDING BY-LAW	Total #	363	14.54 %
COMMERCIAL VEHICLE	#	4	0.16%
CONSTRUCTION	#	1	0.04%
CONSTRUCTION MATERIAL/D	#	5	0.20%
DELAPIDATED BLDG/STR	#	3	0.12%
DERELICT VEHICLE	#	9	0.36%
DIRTY/UNKEPT YARD	#	19	0.76%
DRAINAGE	#	1	0.04%
FENCE BY-LAW	#	4	0.16%
FENCE GENERAL	#	4	0.16%

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	Total :	# (All Categories):	2,496
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%
CEMETERY	Total #	137	5.49 %
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%
CLAIMS	Total #	2	0.08 %
ACCIDENT CLAIMS	#	2	0.08%
CONSTR	Total #	20	0.80 %
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%
CORPORATION	Total #	3	0.12 %
OTHER (CORPORATE SERVIC	#	3	0.12%
DISTRIB	Total #	52	2.08 %
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%
EDGE	Total #	9	0.36 %
ROAD EDGE DROP-OFF	#	3	0.12%
SOFT SHOULDERS	#	6	0.24%

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	Total # (All Categories):		2,496
EVENTS	Total #	28	1.12 %
BARRICADES	#	5	0.20%
BIA INITIATIVES	#	5	0.20%
DEBRIS CLEANUP MISCELLANEOUS	#	3 15	0.12% 0.60%
HYDRANT	Total #	32	1.28 %
HYDRANT FLOW TEST HYDRANT MAINTENANCE	# #	7 11	0.28% 0.44%
HYDRANT METER INSTALL	#	14	0.56%
LOCATES	Total #	50	2.00 %
LOCATES & INSTALLATION	#	50	2.00%
MARKING	Total #	2	0.08 %
NEW ROAD MARKING	#	2	0.08%
METER	Total #	330	13.22 %
LEAKING METER	#	16	0.64%
METER CHANGE OUT	#	83	3.33%
METER READING	#	1	0.04%
METER REMOTE	#	230	9.21%
MISC. W	Total #	51	2.04 %
COMMUNITY COMPLAINTS (M	#	1	0.04%
MISCELLANEOUS WATER	#	48	1.92%
WATER SERVICE INSTALLATI WATER SERVICES	#	1 1	0.04% 0.04%
MUNICIPAL	Total #	51	2.04 %
COMMEMORATIVE BENCH	#	1	0.04%
GARBAGE MUNICIPAL SERVICES	# #	13 3	0.52% 0.12%
RECREATIONAL VEHICLES	#	1	0.04%
REQUESTS FOR INFORMATIC	#	4	0.16%
SIGN	#	29	1.16%
OTHER	Total #	33	1.32 %
FACILITIES	#	1	0.04%
MISCELLANEOUS	#	1	0.04%
MISCELLANEOUS STREET ODOUR NUISANCE	# #	28 1	1.12% 0.04%
OTHER (CORPORATE SERVIC	#	1	0.04%
SIGNAL / STREETLIGHT	#	1	0.04%
PARK	Total #	52	2.08 %
BEACHES	#	4	0.16%
FACILITIES	#	9	0.36%
GARBAGE	#	1	0.04%
HORTICULTURE MARINA	# #	1 2	0.04% 0.08%
PARKS	# #	21	0.06%
	"		

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

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SIGN Total # 14 0.04% SIGN REQUEST # 11 0.04% SIGN REQUEST # 11 0.4% SIGNALS Total # 2 0.08% SIGNAL MALFUNCTION (FLAS SIGNAL TIMING (SHORT/LON) # 2 0.08% SIGNAL TIMING (SHORT/LON) # 2 0.08% TRAFFIC SIGNAL OUT # 14 0.04% SIGNAL SIGNAL TIMING (SHORT/LON) # 2 0.08% SIGNAL TIMING (SHORT/LON) # 1 0.04% ICY ROAD # 1 0.04% ICY ROAD # 1 1 0.04% MALEBOX DAMAGE # 1 1 0.04% MISCEWALK # 1 1 0.04% SIGNAL TIMING (SHORT) # 2 1 0.04% SIGNAL TIMING (SHORT) # 2 1 0.04% MISCEWAL		Total # (All Categories):		2,496
SIGN REQUEST # 11	SIGN	Total #	14	0.56 %
SIGN REQUEST # 11	SIGN BY-I AW	#	1	0.04%
SIGNALS Total # 9 0.36 % SIGNAL MALFUNCTION (FLAS) # 3 0.12% SIGNAL TIMING (SHORTALON) # 2 0.06% TRAFFIC SIGNAL OUT # 4 0.15% SNOW Total # 30 1.20 % ICY ROAD # 1 0.04% ICY SIDEWALK # 1 0.04% MISSED PLOWING # 8 0.32% MISSED PLOWING # 1 0.04% PARKING LOT PROBLEM # 1 0.04% SIDEWALK # 1 0.04% SIDEWALK # 1 0.04% SNOW FENCING # 8 0.32% TWE DAMAGE FROM SNOWF # 3 0.12% SPIL Total # 5 0.20 % SPILS Total # 5 0.20 % SPILS Total # 1 0.12% SPILS # 5 0.20% SPILS				
SIGNAL MALFUNCTION (FLAS SIGNAL TIMING (SHORT/LON) # 3 0.12% SIGNAL TIMING (SHORT/LON) # 2 0.08% TRAFFIC SIGNAL OUT # 4 0.16% SNOW Total # 300 1.20 % ICY ROAD # 1 0.04% 1 0.04% ICY SIDEWALK # 1 0.04% 1 0.04% MISD DAMAGE # 8 0.32% 9.22% MISSED PLOWING # 4 0.16% 1 0.04% SIDEWALK # 1 0.04% 1 0.04% SIDEWALK # 1 0.04% 1 0.04% SIDEWALK # 1 0.04% 1 0.04% SIDEWALK # 1 1 0.04% 1 0.04% SIDEWALK # 1 3 0.12% 1 0.04% SIDEWALK # 3 0.12% 1 0.04% SPILLS # 5 0.20% 20 0.0% SPILS # 5 0.20% 20 0.0% SPILS # 8 0.32% 0.20% SPILS				
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SIGNAL TIMING (SHORT/LONK TRAFFIC SIGNAL OUT # 2 0.08% TRAFFIC SIGNAL OUT SNOW Total # 30 1.20 % ICY ROAD # 1 0.04% Out ICY SIDEWALK # 1 0.04% Out MALBOX DAMAGE # 8 0.32% MISSED PLOWING # 1 0.04% Out MASSED PLOWING # 1 0.04% Out 1 0.02% Out	SIGNAL MALFUNCTION (FLAS	#	3	0.12%
TRAFFIC SIGNAL OUT	·			0.08%
ICY ROAD		#	4	0.16%
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% SIDEWALK # 1 0.04% SNOW CONTROL # 8 0.32% SNOW FENCING # 3 0.12% TURF DAMAGE FROM SNOWF # 3 0.12% SPILLS Total # 5 0.20% SPILLS # 1 0.20% SPILLS # 1 0.20% SPILLS # 1 0.20% STORM # 1 0.20% STORM # 1 0.20% <td>SNOW</td> <td>Total #</td> <td>30</td> <td>1.20 %</td>	SNOW	Total #	30	1.20 %
MAILBOX DAMAGE # 8 8 0.32% MISSED PLOWING 0.16% PARKING LOT PROBLEM # 1 0.04% SIDEWALK 0.16% PARKING LOT PROBLEM # 1 0.04% SIDEWALK 0.04% SIDEWALK # 1 0.04% SIDEWALK 0.04% SIDEWALK # 1 0.04% SIDEWALK 0.02% SIDEWALK # 3 0.12% SIDEWALK 0.20% SIDEWALK 0.12% SIDEWALK <td>ICY ROAD</td> <td>#</td> <td>1</td> <td>0.04%</td>	ICY ROAD	#	1	0.04%
MISSED PLOWING PARKING LOT PROBLEM SIDEWALK SIDEWALK SNOW CONTROL SNOW FENCING TURF DAMAGE FROM SNOWF SPILL SPILL SPILL SPILL SPILL SPILL SPILL SPILLS SPILLS SPILLS STORM Total # 13	ICY SIDEWALK	#	1	0.04%
PARKING LOT PROBLEM	MAILBOX DAMAGE		8	0.32%
SIDEWALK				
SNOW CONTROL # 8 0.32% SNOW FENCING # 3 0.12% TURF DAMAGE FROM SNOWF # 3 0.12% SPILL Total # 5 0.20 % SPILLS # 5 0.20% STORM Total # 104 4.17 % CATCH BASIN # 18 0.32% DRAINAGE # 13 0.52% DRAINAGE OBSTRUCTION # 18 0.72% DRAINAGE REQUESTS # 18 0.72% DRAINAGE REQUESTS # 3 0.12% FLOODING/SANDBAGS # 3 0.12% MISCELLANEOUS WATER # 1 0.04% MUNICIPAL DRAIN MAINTENA # 7 0.28% ROAD SIDE DRAIN # 4 0.16% STORMWATER # 1 0.04% WATER LEAK IN BASEMENT # 1 0.04% WATER LEAK IN BASEMENT # 1 0.06% WATER LEAK IN BASEMENT # 3 0.16% STREET Total # 83 3.33 % SIDWALK # 30 1.20%				
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STORM Total # 104 4.17 % CATCH BASIN # 8 8 0.32% 0.52% DRAINAGE # 13 0.52% 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 4 0.16% STORMWATER # 24 0.96% WATER LEAK IN BASEMENT # 1 0.04% WATER ON ROAD # 1 0.04% SIDEWALK # 30 1.20% SIGNAL / STREETLIGHT # 23 0.92% STREET LIGHT OUTAGE # 29 1.16% YARD REPAIR # 1 0.04% TRAFFIC Total # 16 0.64 % ALL-WAY STOP REQUEST # 1 0.04% CALL-WAY STOP REQUEST # 8 0.32% SPEEDING COMPLAINTS # 8 0.32% VISIBILITY PROBLEM # 5 0.08% TREE Total # 141 5.65 % OTHER # 20 0.88% TREE BRANCHES # 72 2 2.88% <tr< td=""><td>SPIL</td><td>Total #</td><td>5</td><td>0.20 %</td></tr<>	SPIL	Total #	5	0.20 %
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DRAINAGE REQUESTS # 21 0.84% FLODING/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% STREET Total # 83 3.33 % SIDEWALK # 30 1.20% SIGNAL / STREETLIGHT # 23 0.92% STREET UIGHT OUTAGE # 29 1.16% YARD REPAIR # 1 0.04% TRAFFIC Total # 16 0.64 % ALL-WAY STOP REQUEST # 1 0.04% CALMING MEASURES # 8 0.32% SPEEDING COMPLAINTS # 2 0.08% VISIBILITY PROBLEM # 5 0.20% TREE Total # 141 5.65 % TREE BRANCHES # 20 0.88% TREE BRANCHES # 72 2.88% TREE PLANTING # 2 0.08%		#	13	0.52%
FLOODING/SANDBAGS		#		
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% STREET Total # 83 3.33 % SIDEWALK # 30 1.20% SIGNAL / STREETLIGHT # 23 0.92% STREET LIGHT OUTAGE # 29 1.16% YARD REPAIR # 1 0.04% TRAFFIC Total # 16 0.64 % ALL-WAY STOP REQUEST # 1 0.04% CALMING MEASURES # 8 0.32% SPEEDING COMPLAINTS # 2 0.08% VISIBILITY PROBLEM # 5 0.20% TREE Total # 141 5.65 % OTHER # 72 2.28% TREE BRANCHES # 72 2.28% TREE PLANTING # 2 0.08%	DRAINAGE REQUESTS	#		0.84%
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WATER LEAK IN BASEMENT WATER ON ROAD # 1 0.04% 0.16% STREET Total # 83 3.33 % SIDEWALK SIDEWALK SIGNAL / STREETLIGHT # 23 0.92% STREET LIGHT OUTAGE # 29 1.16% YARD REPAIR # 1 0.04% # 29 1.16% 0.04% 1.00% TRAFFIC Total # 16 0.64 % # 1 0.04% 0.04% 0.04% 0.04% 0.00% ALL-WAY STOP REQUEST # 1 0.04% 0.02% 0.02% 0.02% 0.02% 0.02% 0.00% 0.0				
WATER ON ROAD # 4 0.16% STREET Total # 83 3.33 % SIDEWALK # 30 1.20% SIGNAL / STREET LIGHT # 23 0.92% STREET LIGHT OUTAGE # 29 1.16% YARD REPAIR # 1 0.04% TRAFFIC Total # 16 0.64 % ALL-WAY STOP REQUEST # 1 0.04% CALMING MEASURES # 8 0.32% SPEEDING COMPLAINTS # 2 0.08% VISIBILITY PROBLEM # 5 0.20% TREE Total # 141 5.65 % OTHER # 20 0.80% TREE BRANCHES # 72 2.88% TREE PLANTING # 2 0.08%				
STREET Total # 83 3.33 % SIDEWALK SIGNAL / STREETLIGHT STREET LIGHT OUTAGE YARD REPAIR # 23 0.92% STREET LIGHT OUTAGE YARD REPAIR # 29 1.16% YARD REPAIR # 1 0.04% TRAFFIC Total # 16 0.64 % ALL-WAY STOP REQUEST CALMING MEASURES SPEEDING COMPLAINTS VISIBILITY PROBLEM # 8 0.32% SPEEDING COMPLAINTS VISIBILITY PROBLEM # 2 0.08% TREE Total # 141 5.65 % OTHER TREE BRANCHES TREE PLANTING # 20 0.80% TREE PLANTING # 72 2.88%				
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STREET LIGHT OUTAGE # 29 1.16% YARD REPAIR # 1 0.04% TRAFFIC Total # 16 0.64 % ALL-WAY STOP REQUEST # 1 0.04% CALMING MEASURES # 8 0.32% SPEEDING COMPLAINTS # 2 0.08% VISIBILITY PROBLEM # 5 0.20% TREE Total # 141 5.65 % OTHER # 20 0.80% TREE BRANCHES # 72 2.88% TREE PLANTING # 2 0.08%				
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CALMING MEASURES # 8 0.32% SPEEDING COMPLAINTS # 2 0.08% VISIBILITY PROBLEM # 5 0.20% TREE Total # 141 5.65 % OTHER # 20 0.80% TREE BRANCHES # 72 2.88% TREE PLANTING # 2 0.08%	TRAFFIC	Total #	16	0.64 %
SPEEDING COMPLAINTS # 2 0.08% VISIBILITY PROBLEM # 5 0.20% TREE Total # 141 5.65 % OTHER # 20 0.80% TREE BRANCHES # 72 2.88% TREE PLANTING # 2 0.08%				
VISIBILITY PROBLEM # 5 0.20% TREE Total # 141 5.65 % OTHER # 20 0.80% TREE BRANCHES # 72 2.88% TREE PLANTING # 2 0.08%				
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OTHER # 20 0.80% TREE BRANCHES # 72 2.88% TREE PLANTING # 2 0.08%	VISIBILITY PROBLEM	#	5	0.20%
TREE BRANCHES # 72 2.88% TREE PLANTING # 2 0.08%	TREE	Total #	141	5.65 %
TREE PLANTING # 2 0.08%	OTHER	#	20	0.80%
	TREE BRANCHES	#		2.88%
TREE REMOVAL # 47 1.88%				
	TREE REMOVAL	#	47	1.88%

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	Total # (All Categories):		2,496
VEGET	Total #	82	3.29 %
CALMING MEASURES	#	1	0.04%
GRASS CUTTING	#	23	0.92%
LONG GRASS/WOOD	#	9	0.36%
NOXIOUS WEEDS	#	18	0.72%
PROPERTY STANDARDS BY-L	#	1	0.04%
TREE / VEGETATION	#	19	0.76%
YARD MAINTENANCE BY-LAW	#	4	0.16%
YARD REPAIR	#	7	0.28%
WATER SERVICES	Total #	58	2.32 %
SERVICE PROBLEM	#	10	0.40%
STORMWATER	#	1	0.04%
WATER SERVICE INSTALLATION	#	19	0.76%
WATER SERVICES	#	21	0.84%
WATER VALVES	#	7	0.28%

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