



Date: February 13, 2023
To: Mayor and Council
Author: G.A. Plancke / Director of Infrastructure & Engineering
RE: 2022 – Cityworks Summary

INFORMATION REPORT

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 formerly as KingsvilleWorks now tracked through Requests@Kingsville.ca.

DISCUSSION

There were 576 Cityworks service requests initiated during the fourth quarter of 2022 resulting in 2721 service requests for 2022. Of those service requests initiated in the fourth quarter, 345 were completed and closed, representing approximately 60% addressed fully, and a yearly average of 82% 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 2496 service requests in 2021.

2022 total service requests represent an increase of 8% over 2021, which was an additional 8% increase over year 2020.

A further breakdown by service request category is represented in Appendix A - B

FINANCIAL CONSIDERATIONS

None

CONSULTATIONS

Cityworks database

PREPARED BY:

A handwritten signature in black ink, appearing to be "G.A. Plancke", written over a horizontal line.

G.A. Plancke Civil Eng. Tech. (Env)

Director of Infrastructure & Engineering