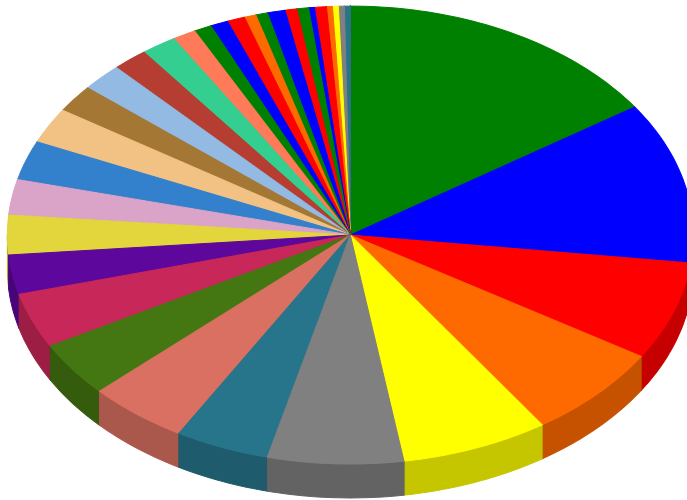


# Service Request Summary

## Year to Date - 2022



BUILDING BY-LAW	15.5%
BUILDING	11.6%
SERVICE	6.8%
PERMIT	6.7%
METER	6.7%
STORM	6.5%
TREE	4.6%
ROAD	4.5%
CEMETERY	3.9%
PARK	3.8%
STREET	2.9%
VEGET	2.8%
WATER SERVICES	2.6%
MUNICIPAL	2.5%
DISTRIB	2.5%
SNOW	2.1%
MISC. W	1.8%
OTHER	1.7%
BILLING	1.6%
TRAFFIC	1.1%
CONSTR	1.0%
SIGN	0.8%
LOCATES	0.7%
PW	0.7%
Total:	100.0%

## Service Requests By Category

Total # (All Categories): 2,721

	Total #	11	0.40 %
GENERAL INQUIRY - FINANCE	#	2	0.07%
GENERAL INQUIRY - IE	#	9	0.33%
<b>BILLING</b>	Total #	43	1.58 %
METER READING	#	43	1.58%
<b>BUILDING</b>	Total #	313	11.50 %
BUILDING CODE	#	6	0.22%
BUILDING WITHOUT A PERMIT	#	2	0.07%
INDEMNITY RELEASE	#	298	10.95%
INSTALL WITHOUT A PERMIT	#	1	0.04%
PERMIT	#	5	0.18%
UNSAFE BUILDING	#	1	0.04%
<b>BUILDING BY-LAW</b>	Total #	420	15.44 %
COMMERCIAL VEHICLE	#	16	0.59%
CONSTRUCTION MATERIAL/D	#	12	0.44%
DELAPIDATED BLDG/STR	#	5	0.18%
DERELICT VEHICLE	#	4	0.15%
DIRTY/UNKEPT YARD	#	30	1.10%

		<b>Total # (All Categories):</b>	<b>2,721</b>
FENCE BY-LAW	#	7	0.26%
FENCE GENERAL	#	7	0.26%
GARBAGE PRIVATE	#	3	0.11%
LIGHTING NUISANCE	#	9	0.33%
LONG GRASS/WOOD	#	55	2.02%
MOULD	#	1	0.04%
ODOUR NUISANCE	#	16	0.59%
PONDING WATER	#	15	0.55%
POOL FENCE	#	4	0.15%
PROPERTY GENERAL	#	109	4.01%
PROPERTY STANDARDS BY-L	#	47	1.73%
RECREATIONAL VEHICLES	#	5	0.18%
RODENTS/PESTS	#	9	0.33%
SEWAGE/SEPTIC	#	8	0.29%
SIGHT VISIBILITY	#	4	0.15%
TREES (DEAD/DECAY)	#	12	0.44%
UNSIGHTLY CONDITIONS	#	6	0.22%
USE OF LAND	#	7	0.26%
VACANT BUILDING	#	1	0.04%
YARD MAINTENANCE BY-LAW	#	24	0.88%
ZONING BY-LAW	#	4	0.15%
<b>CEMETERY</b>	<b>Total #</b>	<b>108</b>	<b>3.97 %</b>
BURIALS	#	76	2.79%
CEMETERY	#	1	0.04%
DAMAGE	#	2	0.07%
INQUIRY	#	13	0.48%
MAINTENANCE	#	9	0.33%
MOWING	#	2	0.07%
REPAIR STONE	#	4	0.15%
VANDALISM	#	1	0.04%
<b>CLAIMS</b>	<b>Total #</b>	<b>5</b>	<b>0.18 %</b>
ACCIDENT CLAIMS	#	3	0.11%
SLIPS AND FALLS	#	2	0.07%
<b>CONSTR</b>	<b>Total #</b>	<b>26</b>	<b>0.96 %</b>
ACCIDENT DEBRIS CLEANOU	#	1	0.04%
BRIDGE CLOSURE COMPLAIN	#	1	0.04%
CONSTRUCTION	#	8	0.29%
DAMAGE TO PROPERTY	#	2	0.07%
DELAY	#	1	0.04%
MUD ON ROAD	#	5	0.18%
SIGNAGE	#	8	0.29%
<b>CORPORATION</b>	<b>Total #</b>	<b>15</b>	<b>0.55 %</b>
ELECTION SIGN COMPLAINTS	#	9	0.33%
OTHER (CORPORATE SERVIC	#	6	0.22%
<b>DISTRIB</b>	<b>Total #</b>	<b>69</b>	<b>2.54 %</b>
LOW WATER PRESSURE	#	16	0.59%
PROPERTY GENERAL	#	1	0.04%
WATER LEAKS	#	37	1.36%
WATER QUALITY	#	5	0.18%
WATERMAIN COMMISSION	#	10	0.37%

			<b>Total # (All Categories):</b>	<b>2,721</b>
<b>EDGE</b>	<b>Total #</b>	<b>10</b>	<b>0.37 %</b>	
DRAINAGE REQUESTS	#	1	0.04%	
ROAD EDGE DROP-OFF	#	4	0.15%	
SOFT SHOULDERS	#	5	0.18%	
<b>EVENTS</b>	<b>Total #</b>	<b>17</b>	<b>0.62 %</b>	
BARRICADES	#	7	0.26%	
BIA INITIATIVES	#	1	0.04%	
MISCELLANEOUS	#	9	0.33%	
<b>HYDRANT</b>	<b>Total #</b>	<b>18</b>	<b>0.66 %</b>	
HYDRANT FLOW TEST	#	6	0.22%	
HYDRANT MAINTENANCE	#	3	0.11%	
HYDRANT METER INSTALL	#	9	0.33%	
<b>LOCATES</b>	<b>Total #</b>	<b>20</b>	<b>0.74 %</b>	
LOCATES & INSTALLATION	#	20	0.74%	
<b>MARKING</b>	<b>Total #</b>	<b>1</b>	<b>0.04 %</b>	
EXISTING ROAD MARKIN	#	1	0.04%	
<b>METER</b>	<b>Total #</b>	<b>184</b>	<b>6.76 %</b>	
LEAKING METER	#	18	0.66%	
METER CHANGE OUT	#	62	2.28%	
METER REMOTE	#	104	3.82%	
<b>MISC. W</b>	<b>Total #</b>	<b>50</b>	<b>1.84 %</b>	
COMMUNITY COMPLAINTS (M	#	6	0.22%	
MISCELLANEOUS WATER	#	44	1.62%	
<b>MUNICIPAL</b>	<b>Total #</b>	<b>69</b>	<b>2.54 %</b>	
BACKYARD SUBSIDY	#	4	0.15%	
BASEMENT SUBSIDY	#	1	0.04%	
COMMEMORATIVE BENCH	#	1	0.04%	
GARBAGE	#	28	1.03%	
GARBAGE COLLECTION COM	#	1	0.04%	
MUNICIPAL SERVICES	#	4	0.15%	
REQUESTS FOR INFORMATI	#	7	0.26%	
SIGN	#	23	0.85%	
<b>OTHER</b>	<b>Total #</b>	<b>46</b>	<b>1.69 %</b>	
FACILITIES	#	2	0.07%	
GARBAGE	#	1	0.04%	
GENERAL INQUIRY - IE	#	1	0.04%	
MISCELLANEOUS STREET	#	40	1.47%	
PROPERTY GENERAL	#	2	0.07%	
<b>PARK</b>	<b>Total #</b>	<b>103</b>	<b>3.79 %</b>	
BEACHES	#	5	0.18%	
FACILITIES	#	22	0.81%	
HORTICULTURE	#	2	0.07%	
MARINA	#	4	0.15%	

		<b>Total # (All Categories):</b>	<b>2,721</b>
PARKS	#	41	1.51%
PARKS & RECREATION	#	22	0.81%
REC COMPLEX	#	7	0.26%
<b>PERMIT</b>	<b>Total #</b>	<b>183</b>	<b>6.73 %</b>
PERMITS	#	183	6.73%
<b>PLANNING</b>	<b>Total #</b>	<b>7</b>	<b>0.26 %</b>
DRAINAGE APPORTIONMENT	#	1	0.04%
PLANNING GENERAL	#	3	0.11%
ZONING	#	3	0.11%
<b>PORTABLE SIGN</b>	<b>Total #</b>	<b>2</b>	<b>0.07 %</b>
PORTABLE SIGN	#	2	0.07%
<b>PW</b>	<b>Total #</b>	<b>19</b>	<b>0.70 %</b>
CONSTRUCTION MATERIAL/D	#	2	0.07%
LONG GRASS/WOOD	#	2	0.07%
MUNICIPAL SERVICES	#	1	0.04%
ODOUR NUISANCE	#	1	0.04%
PARKS	#	1	0.04%
PONDING WATER	#	1	0.04%
POTHOLE	#	1	0.04%
PROPERTY GENERAL	#	1	0.04%
PROPERTY STANDARDS BY-L	#	1	0.04%
SEWAGE/SEPTIC	#	3	0.11%
SIGHT VISIBILITY PW	#	5	0.18%
<b>ROAD</b>	<b>Total #</b>	<b>124</b>	<b>4.56 %</b>
CAVE-INS	#	11	0.40%
DUST CONTROL	#	7	0.26%
LINE PAINTING	#	1	0.04%
POTHOLE	#	40	1.47%
ROAD GRADING	#	3	0.11%
ROAD PATROL	#	15	0.55%
ROADS / TRAFFIC	#	47	1.73%
<b>SANIT</b>	<b>Total #</b>	<b>16</b>	<b>0.59 %</b>
ROADKILL REMOVAL	#	16	0.59%
<b>SERVICE</b>	<b>Total #</b>	<b>187</b>	<b>6.87 %</b>
CURB STOP	#	8	0.29%
JUNK PICKUP	#	5	0.18%
MISC	#	8	0.29%
RECYCLE PICKUP	#	1	0.04%
SANITARY SEWER	#	21	0.77%
SERVICE RESTORATION	#	9	0.33%
TURN ON WATER SERVICE C	#	39	1.43%
WATER SHUTOFF	#	92	3.38%
WATERMAIN BREAKS	#	4	0.15%
<b>SIGN</b>	<b>Total #</b>	<b>22</b>	<b>0.81 %</b>
MISC	#	1	0.04%
ROADS / TRAFFIC	#	1	0.04%

		<b>Total # (All Categories):</b>	<b>2,721</b>
SIGN REQUEST	#	13	0.48%
SIGNAGE	#	1	0.04%
SIGNS	#	6	0.22%
<b>SIGNALS</b>	<b>Total #</b>	<b>8</b>	<b>0.29 %</b>
SIGNAL MALFUNCTION (FLASHING)	#	3	0.11%
SIGNAL TIMING (SHORT/LONG)	#	2	0.07%
TRAFFIC SIGNAL OUT	#	3	0.11%
<b>SNOW</b>	<b>Total #</b>	<b>60</b>	<b>2.21 %</b>
ICY ROAD	#	1	0.04%
ICY SIDEWALK	#	9	0.33%
MAILBOX DAMAGE	#	9	0.33%
MISSED PLOWING	#	21	0.77%
SENIOR DRIVEWAY CLEANING	#	3	0.11%
SNOW CONTROL	#	10	0.37%
SNOW FENCING	#	1	0.04%
TURF DAMAGE FROM SNOW	#	6	0.22%
<b>SPIL</b>	<b>Total #</b>	<b>10</b>	<b>0.37 %</b>
SPILLS	#	10	0.37%
<b>STORM</b>	<b>Total #</b>	<b>176</b>	<b>6.47 %</b>
CATCH BASIN	#	18	0.66%
DRAINAGE	#	15	0.55%
DRAINAGE OBSTRUCTION	#	20	0.74%
DRAINAGE REQUESTS	#	64	2.35%
FLOODING/SANDBAGS	#	4	0.15%
MUNICIPAL DRAIN MAINTENANCE	#	33	1.21%
ROAD SIDE DRAIN	#	14	0.51%
SOIL EROSION	#	1	0.04%
STORMWATER	#	6	0.22%
YARD REPAIR	#	1	0.04%
<b>STREET</b>	<b>Total #</b>	<b>78</b>	<b>2.87 %</b>
SIDEWALK	#	26	0.96%
SIGNAL / STREETLIGHT	#	15	0.55%
STREET LIGHT OUTAGE	#	37	1.36%
<b>TRAFFIC</b>	<b>Total #</b>	<b>30</b>	<b>1.10 %</b>
ALL-WAY STOP REQUEST	#	1	0.04%
CALMING MEASURES	#	9	0.33%
INVESTIGATION	#	4	0.15%
PARKING ON RIGHT-OF-WAY	#	1	0.04%
SPEEDING COMPLAINTS	#	4	0.15%
VISIBILITY PROBLEM	#	11	0.40%
<b>TREE</b>	<b>Total #</b>	<b>125</b>	<b>4.59 %</b>
COMMEMORATIVE TREE	#	6	0.22%
OTHER	#	31	1.14%
TREE BRANCHES	#	44	1.62%
TREE PLANTING	#	3	0.11%
TREE REMOVAL	#	41	1.51%

**Total # (All Categories): 2,721**

**VEGET**

<b>Total #</b>	<b>75</b>	<b>2.76 %</b>
#	20	0.74%
#	1	0.04%
#	18	0.66%
#	35	1.29%
#	1	0.04%

GRASS CUTTING  
LONG GRASS/WOOD  
NOXIOUS WEEDS  
TREE / VEGETATION  
YARD REPAIR

**WATER SERVICES**

<b>Total #</b>	<b>71</b>	<b>2.61 %</b>
#	7	0.26%
#	4	0.15%
#	36	1.32%
#	16	0.59%
#	8	0.29%

FROZEN SERVICE  
SERVICE PROBLEM  
WATER SERVICE INSTALLATI  
WATER SERVICES  
WATER VALVES