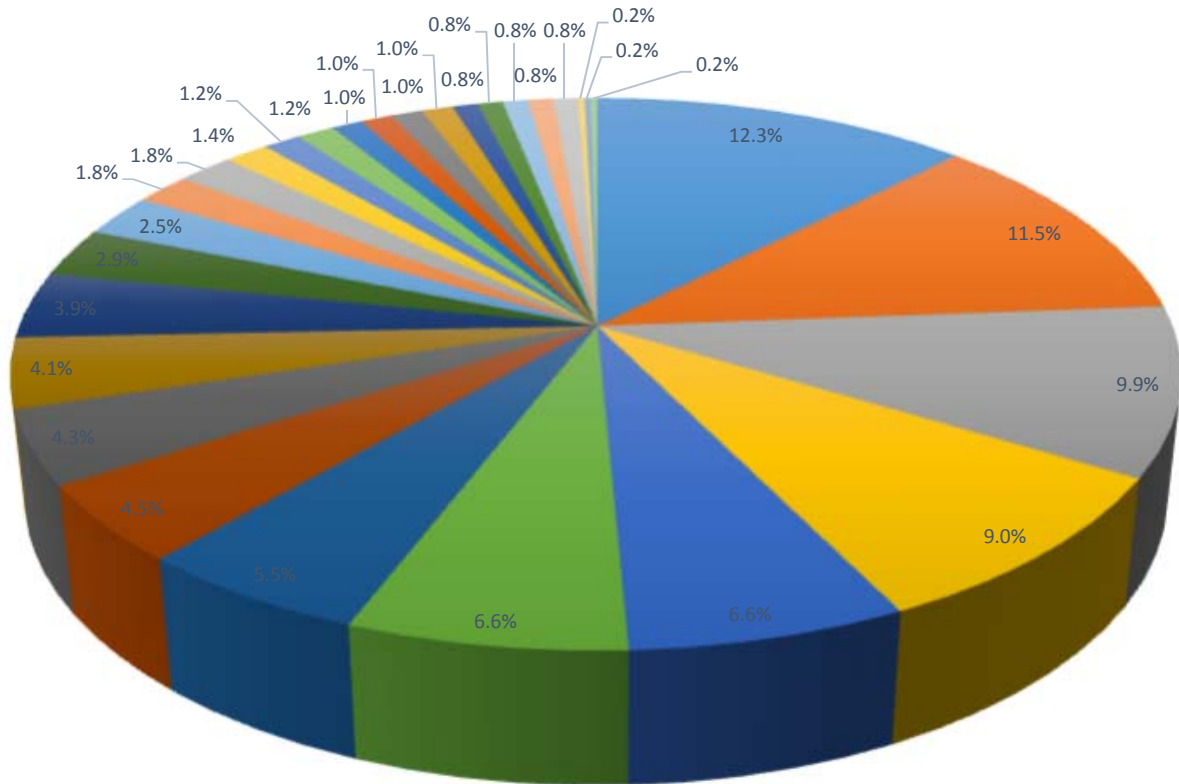


Service Request Summary

1st Quarter - 2018



■ SNOW 12.3%	■ SERVICE 11.5%	■ METER 9.9%	■ MUNICIPAL 9.0%	■ CEMETERY 6.6%
■ ROAD 6.6%	■ BUILDING BY-LAW 5.5%	■ STORM 4.5%	■ STREET 4.3%	■ BUILDING 4.1%
■ TREE 3.9%	■ DISTRIB 2.9%	■ SIGN 2.5%	■ EVENTS 1.8%	■ OTHER 1.8%
■ PERMIT 1.4%	■ MISC. W 1.2%	■ SIGNALS 1.2%	■ HYDRANT 1.0%	■ LOCATES 1.0%
■ PARK 1.0%	■ TRAFFIC 1.0%	■ BILLING 0.8%	■ CONSTR 0.8%	■ EDGE 0.8%
■ PW 0.8%	■ WATER SERVICES 0.8%	■ CLAIMS 0.2%	■ SANIT 0.2%	■ VEGET 0.2%

Service Request By Category

Total# (All Categories): 487

BILLING		Total#	4	0.82%
	METER READING		4	0.82%
BUILDING		Total#	20	4.11%
	INDEMNITY RELEASE		20	4.11%
BUILDING BY-LAW		Total#	27	5.54%
	BUILDING WITHOUT A PERMIT		1	0.21%
	DERELICT VEHICLE		3	0.62%
	DIRTY/UNKEPT YARD		2	0.41%
	JUNK PICKUP		1	0.21%
	MOULD		1	0.21%
	PONDING WATER		1	0.21%
	PROPERTY GENERAL		10	2.05%
	RECREATIONAL VEHICLES		1	0.21%
	RODENTS/PESTS		1	0.21%
	SET BACK/HEIGHT		1	0.21%
	SEWAGE/SEPTIC		3	0.62%
	STORM AND WEATHER RELATED PROBLEMS		1	0.21%
	TREES (DEAD/DECAY)		1	0.21%
CEMETERY		Total#	32	6.57%

	BURIALS		19	3.90%
	DAMAGE		2	0.41%
	MAINTENANCE		10	2.05%
	REPAIR STONE		1	0.21%
CLAIMS		Total#	1	0.21%
	SLIPS AND FALLS		1	0.21%
CONSTR		Total#	4	0.82%
	DAMAGE TO PROPERTY		1	0.21%
	MUD ON ROAD		2	0.41%
	SIGNAGE		1	0.21%
DISTRIB		Total#	14	2.87%
	ADVERSE WATER CONDITIONS		1	0.21%
	FROZEN PIPES		2	0.41%
	LOW WATER PRESSURE		1	0.21%
	WATER LEAKS		6	1.23%
	WATER QUALITY		2	0.41%
	WATER RESTRICTIONS		1	0.21%
	WATERMAIN COMMISSION		1	0.21%
EDGE		Total#	4	0.82%
	ROAD EDGE DROP-OFF		4	0.82%
EVENTS		Total#	9	1.85%
	BARRICADES		4	0.82%
	MISCELLANEOUS		5	1.03%
HYDRANT		Total#	5	1.03%
	HYDRANT MAINTENANCE		3	0.62%
	HYDRANT METER INSTALL		2	0.41%
LOCATES		Total#	5	1.03%
	LOCATES & INSTALLATION		5	1.03%
METER		Total#	48	9.86%
	FROZEN METER		4	0.82%
	LEAKING METER		3	0.62%
	METER CHANGE OUT		12	2.46%
	METER READING		1	0.21%
	METER REMOTE		28	5.75%
MISC. W		Total#	6	1.23%
	MISCELLANEOUS WATER		6	1.23%
MUNICIPAL		Total#	44	9.03%
	GARBAGE		19	3.90%
	GARBAGE COLLECTION COMPLAINTS		3	0.62%
	REQUESTS FOR INFORMATION		6	1.23%
	SEWAGE/SEPTIC		1	0.21%
	SIGN		10	2.05%
	VEHICLE MAINTENANCE		5	1.03%
OTHER		Total#	9	1.85%
	MISCELLANEOUS		1	0.21%
	MISCELLANEOUS STREET		8	1.64%
PARK		Total#	5	1.03%
	FACILITIES		5	1.03%
PERMIT		Total#	7	1.44%
	PERMITS		7	1.44%
PW		Total#	4	0.82%
	GARBAGE		3	0.62%
	SIGHT VISIBILITY PW		1	0.21%
ROAD		Total#	32	6.57%
	BUMP IN ROAD		2	0.41%
	CAVE-INS		4	0.82%
	DUST CONTROL		1	0.21%
	POTHOLE		22	4.52%
	ROAD GRADING		3	0.62%
SANIT		Total#	1	0.21%
	SEWAGE/SEPTIC		1	0.21%
SERVICE		Total#	56	11.50%
	JUNK PICKUP		5	1.03%
	LEAF PICKUP		1	0.21%
	SANITARY SEWER		6	1.23%
	SERVICE RESTORATION		1	0.21%
	SERVICE SHUTOFF		16	3.29%
	SHUT OFF REPAIR		16	3.29%
	TURN ON WATER SERVICE CONNECTION		7	1.44%
	WATERMAIN BREAKS		4	0.82%

SIGN		Total#	12	2.46%
	SIGN REQUEST		12	2.46%
SIGNALS		Total#	6	1.23%
	SIGNAL MALFUNCTION (FLASHING/ENTIRE SIGNAL OFF)		1	0.21%
	SIGNAL TIMING (SHORT/LONG/OUT OF SYNCH)		3	0.62%
	TRAFFIC SIGNAL OUT		2	0.41%
SNOW		Total#	60	12.32%
	ICY MUNICIPAL PARKING LOT		1	0.21%
	ICY ROAD		3	0.62%
	ICY SIDEWALK		5	1.03%
	MAILBOX DAMAGE		8	1.64%
	MISSED PLOWING		22	4.52%
	PARKING LOT PROBLEM		11	2.26%
	SENIOR DRIVEWAY CLEANING		1	0.21%
	TURF DAMAGE FROM SNOWPLOW		9	1.85%
STORM		Total#	22	4.52%
	CATCH BASIN		6	1.23%
	DRAINAGE OBSTRUCTION		11	2.26%
	MUNICIPAL DRAINAGE		1	0.21%
	ROAD SIDE DRAIN		1	0.21%
	STORMWATER		3	0.62%
STREET		Total#	21	4.31%
	SIDEWALK		4	0.82%
	STREET LIGHT OUTAGE		17	3.49%
TRAFFIC		Total#	5	1.03%
	PARKING ON RIGHT-OF-WAY		1	0.21%
	SPEEDING COMPLAINTS		3	0.62%
	VISIBILITY PROBLEM		1	0.21%
TREE		Total#	19	3.90%
	OTHER		3	0.62%
	TREE BRANCHES		8	1.64%
	TREE REMOVAL		8	1.64%
VEGET		Total#	1	0.21%
	YARD REPAIR		1	0.21%
WATER SERVICES		Total#	4	0.82%
	SERVICE PROBLEM		2	0.41%
	WATER SERVICE INSTALLATION		1	0.21%
	WATERMAIN BREAKS		1	0.21%