

REQUEST FOR DECISION



Meeting Date: March 22, 2022
Staff Contact: Andrew Phillips, Director of Public Works
Department: Public Works

Subject: Public Works Service Requests Status Report – January 1, 2022 – February 28, 2022

STRATEGIC ALIGNMENT:



Goal 1: New businesses are partners in our growing community



Goal 2: The community feels safe and is afforded a good quality of life



Goal 3: Council is driven by accountability and transparency to the community



Goal 4: Community assets achieve their maximum useful life and support growth



Goal 5: We are recognized as a leader in sustainable growth and holistic decision making



Goal 6: We are committed to genuine relationships

Recommendation(s):

THAT the Committee of the Whole accept the Service Requests status report as information.

Purpose:

To provide a status report on Service Requests received from January 1, 2022 through to February 28, 2022, for council information purposes.

Background Information:

Public Works administration has committed to providing bi-monthly updates to Council on the volume, nature (or category), and status of service requests. The information provided in this report is representative from January 1, 2022 to February 28, 2022.

The service requests tracking is based on emails, phone calls, website portal access, verbal, and social media, which identify concerns and or complaints. You will notice subtle changes to the formatting from the previously issued service tracking RFD presented to council on February 8, 2022. As the parameters of this document are fluid to ensure accuracy, simplicity, and accountability, this new version now tracks “*Service Delivery Shortfalls*”. The service delivery short falls column tracks “misses”. An example of this would be where a grader beat operator receives a request to go back and clean-out an approach where a snow windrow had been left from a previous pass.

For the abovementioned time-period, the service requests indicates that overall, 92% of concerns and or complaints have been closed.

As mentioned, administration encourages both members of Council and Public to utilize the service request portal located on the Lamont County website or servicerequests@lamontcounty.ca.

Financial Impact:

None currently

Previous Council / Committee Directions:

Council received the last Service Request Status report on February 8, 2022 that reported statistics on the year 2021.

Stakeholder Engagement / Communication:

None

Alternatives:

That Council refer the report back to Administration with specific information requested.

Attachments:

[Jan - Feb 2022](#)

Andrew Phillips, Director of Public Works

Approved
- 18 Mar
2022

Jessica Post, Executive Assistant

Approved
- 18 Mar
2022

Peter Tarnawsky, Chief Administrative Officer

Approved
- 18 Mar
2022

2022 Service Requests - Jan 1 - Feb 28
County Overall

	Total Requests (Includes Calls, Emails, Social Media)	Completed	Currently in Progress	Service Delivery Shortfalls	Success %	Comments
Winter Maintenance Activities						
- Winter Grading	158	145	0	13	92%	8 calls are not assigned to a specific division
- Flag Driveway	57	54	2	1	95%	
- Medical/Senior Driveways	51	51	0	0	100%	
- Church/Hall	20	18	0	2	90%	
Approach	1	0	1	0	0%	This is Top Yield Fertilizer from 2021
Culvert Issues	3	1	2	0	33%	
Road Washout	3	3	0	0	100%	
Misc. (trees, garbage, signs, etc)	22	17	5	0	77%	3 calls are not assigned to a specific division. In progress are signs to be installed in spring
Administrative	1	1	0	0	100%	This is Bruce Anthony situation
TOTAL	316	290	10	16	92%	

2022 Service Requests - Jan 1 - Feb 28

Division 1

	Total Requests (Includes Calls, Emails, Social Media)	Completed	Currently in Progress	Service Delivery Shortfalls	Success %	Comments
Winter Maintenance Activities						
- Winter Grading	33	31	0	2	94%	
- Flag Driveway	8	8	0	0	100%	
- Medical/Senior Driveways	11	11	0	0	100%	
- Church/Hall	3	3	0	0	100%	
Approach	0	0	0	0	0%	
Culvert Issues	0	0	0	0	0%	
Road Washout	0	0	0	0	0%	
Misc. (trees, garbage, signs, etc)	4	2	2	0	50%	in progress are signs to be installed in Spring
Administrative	0	0	0	0	0%	
TOTAL	59	55	2	2	93%	

2022 Service Requests - Jan 1 - Feb 28

Division 2

	Total Requests (Includes Calls, Emails, Social Media)	Completed	Currently in Progress	Service Delivery Shortfalls	Success %	Comments
Winter Maintenance Activities						
- Winter Grading	33	30	0	3	91%	
- Flag Driveway	29	28	1	0	97%	
- Medical/Senior Driveways	10	10	0	0	100%	
- Church/Hall	2	1	0	1	50%	
Approach	0	0	0	0	0%	
Culvert Issues	1	1	0	0	100%	
Road Washout	1	1	0	0	100%	
Misc. (trees, garbage, signs, etc)	3	2	1	0	67%	in progress are signs to be installed in spring
Administrative	0	0	0	0	0%	
TOTAL	79	73	2	4	92%	

2022 Service Requests - Jan 1 - Feb 28

Division 3

	Total Requests (Includes Calls, Emails, Social Media)	Completed	Currently in Progress	Service Delivery Shortfalls	Success %	Comments
Winter Maintenance Activities						
- Winter Grading	34	31	0	3	91%	
- Flag Driveway	7	7	0	0	100%	
- Medical/Senior Driveways	14	14	0	0	100%	
- Church/Hall	6	6	0	0	100%	
Approach	0	0	0	0	0%	
Culvert Issues	2	0	2	0	0%	
Road Washout	0	0	0	0	0%	
Misc. (trees, garbage, signs, etc)	6	5	1	0	83%	in progress are signs to be installed in spring
Administrative	1	1	0	0	100%	This is Bruce Anthony situation
TOTAL	70	64	3	3	91%	

2022 Service Requests - Jan 1 - Feb 28
 Division 4

	Total Requests (Includes Calls, Emails, Social Media)	Completed	Currently in Progress	Service Delivery Shortfalls	Success %	Comments
Winter Maintenance Activities						
- Winter Grading	27	25	0	2	93%	
- Flag Driveway	3	3	0	0	100%	
- Medical/Senior Driveways	13	13	0	0	100%	
- Church/Hall	3	3	0	0	100%	
Approach	1	0	1	0	0%	This is Top Yield Fertilizer from 2021
Culvert Issues	0	0	0	0	0%	
Road Washout	0	0	0	0	0%	
Misc. (trees, garbage, signs, etc)	0	0	0	0	0%	
Administrative	0	0	0	0	0%	
TOTAL	47	44	1	2	94%	

2022 Service Requests - Jan 1 - Feb 28

Division 5

	Total Requests (Includes Calls, Emails, Social Media)	Completed	Currently in Progress	Service Delivery Shortfalls	Success %	Comments
Winter Maintenance Activities						
- Winter Grading	23	20	0	3	87%	
- Flag Driveway	10	8	1	1	80%	
- Medical/Senior Driveways	3	3	0	0	100%	
- Church/Hall	6	5	0	1	83%	
Approach	0	0	0	0	0%	
Culvert Issues	0	0	0	0	0%	
Road Washout	2	2	0	0	100%	
Misc. (trees, garbage, signs, etc)	6	5	1	0	83%	
Administrative	0	0	0	0	0%	
TOTAL	50	43	2	5	86%	