



# Request to Speak before Council

Request to Make a Deputation/Presentation to  
Council/Committee  
City of Kawartha Lakes  
City Clerk's Office  
26 Francis Street, PO Box 9000  
Lindsay, ON K9V 5R8  
705-324-9411

**Name: \***

David Webb

**Address: \***

[Redacted]

**City/Town/Village:**

[Redacted]

**Province: \***

[Redacted]

**Postal Code:**

[Redacted]

**Telephone: \***

[Redacted]

**Email: \***

[Redacted]

There can be a maximum of two speakers for each deputation. Please list the name(s) of the individual(s) who will be speaking. The names that are listed here will be included on the Council Meeting Agenda.

**Deputant One:**

David Webb

**Deputant Two:**

First Name, Last Name

**Please provide details of the matter to which you wish to speak: \***

I have done a detailed analysis of ticketing data provided by CoKL Customer Service and would like to share my findings with council. The analysis primarily looks at performance rather than volume since the number of tickets is very well presented on the city Service Dashboard but performance (time to deliver) is not. I have done the same analysis in previous years and think that council will find the performance trends interesting and informative. I understand that Brandon Clarkson of Customer Service will be presenting a service update at the March 4 COW meeting. My deputation would be a good fit for that meeting.

Please attach any additional supporting documents you wish to provide and submit with this completed form.

**Have you discussed this matter with City Staff?**

☒ Yes

☐ No

**If yes, Which department and staff member(s) have you spoken to?**

**What action are you hoping will result from your presentation/deputation? \***

Continued/greater concentration on Service Enhancement. This should include - setting service levels, measuring performance, holding service providers accountable for meeting targets and publishing results. Including performance data on the service dashboard should be a priority (and would be a relatively easy improvement).

**How would you like to complete your deputation? \***

In Person in Council Chambers

By signing this form you are acknowledging that all of the information you are providing on this form is true, and giving the City permission to collect your personal information for the principal purpose of a request to make a deputation to Committee or Council as outlined below.

**Signature:**

David Webb

**Date:**

2/5/2025



The personal information is being collected by the City of Kawartha Lakes for the principal purpose of a request to make a deputation to Committee or Council pursuant to the City's procedural by-law. This information, including all attachments submitted may be circulated to members of Council, staff, the general public and posted on the City website. Questions about the collection of this information should be directed to the City Clerk or Deputy Clerk at [clerks@kawarthalakes.ca](mailto:clerks@kawarthalakes.ca).

**Do you agree to the publication of your contact information (including your address, telephone number and email) on the City's website as part of a meeting agenda? \***

Please complete this form and return to the City Clerk's Office by submitting it online or:

Fax: 705-324-8110 Email: [agendaitems@kawarthalakes.ca](mailto:agendaitems@kawarthalakes.ca)