

Appendix A

Payments at ServiceOakville Counter	Parking Tickets, Fines	Business Licences, Permits	Transit	Property Tax	Payments (Total)	Counter Visits	Total Payment + Counter
2023 (248 Working Days)	1,887	1,086	4,659	2,968	10,600	2,616	13,216
% of Total Counter Visits	15%	8%	35%	22%	80%	20%	
Average Visits per Day	8	4	19	12	43	12	55
2024 (March, 62 Working Days)	469	155	363	893	1,880	694	2,574
% of Total Counter Visits	18%	6%	14%	35%	73%	27%	
Average Visits per Day	8	3	6	14	30	11	42

Figure 1: Breakdown of Counter Visits from January 1, 2023, to March 31, 2024

Top Reasons	2023		2024 (Mar)		Details
	Total Cases per Reason	Percentage of Top Reason	Total Cases per Reason	Percentage of Top Reason	
Property Taxes	444	26%	166	31%	Property Tax statements, payment info
Counter Activity	340	20%	179	34%	Drop off, pick up material, documents
Parking Tickets & Permits	220	13%	63	12%	Request a hearing, explain ticket/permit
Halton Region	159	9%	52	10%	Bins, waste related inquiries
Business Licences	109	6%	16	3%	Application inquiries
General Inquiry	99	6%	13	2%	General information
Development Engineering Permit	97	6%	13	2%	Permit deposit or status

Building Permit	91	5%	19	4%	Permit or application inquiry
Recreation & Culture	64	4%	5	1%	Program and account information
Tree Removal	58	3%	3	1%	Permit, general information
Total	1681		529		

Figure 2: Top 10 Counter Visit Reasons from January 1, 2024, to March 31, 2024