

Metro Water Services
Stormwater Routine Maintenance Division

Workflow/Customer Service: Ten (10) step “Process flow for service requests and work orders”: Every stormwater complaint is documented, investigated, and action taken..

1. Receive Service Request (External/Internal)
 - a. If a complaint was made to anyone other than RoM, office staff calls the customer to glean additional information.
 - b. RoM Customer Service Representative interviews the caller to determine the problem and thoroughly documents the complaint in Cityworks.
2. Enter/schedule SR into City Works buckets (manual? Auto?)
 - a. Currently, RoM’s Scheduler manually schedules Service Requests in Cityworks with the goal of completing the investigation within ten working days; however, it is the intent of RoM to utilize Cityworks to schedule Service Requests.
3. M & R Leader investigate Service Request.
 - a. Investigator is given a hard copy of the service request. Every service request is now geo-located and a map printed for use of the investigator.
 - b. Investigator takes pictures on site, makes notations on the map, documents labor and investigation findings. Taking pictures to document findings (SR) and work (WO) is now mandatory.
 - c. Investigator gives the service request to a Customer Service Representative.
 - d. Pictures are downloaded each day and attached to service requests or work order.
4. Enter results of investigation of SR in Cityworks.
 - a. Customer Service Representative enters investigation findings, documents labor and attaches investigator’s pictures.
5. No action? Close SR? Action? Plan Work?
 - a. If no further action is warranted, the service request is closed in Cityworks. If corrective action is warranted, a work order is generated in Cityworks.
 - b. Customer Service Representative contacts the customer who made the complaint to let them know the investigator’s findings and documents the contact in Cityworks.
 - c. If planned work will be performed at an address that is different than the complainants, the investigator leaves a door hanger/s at the affected property informing residents of upcoming work.
6. Schedule work order in Cityworks work order bucket.
 - a. Work Orders are scheduled by the Scheduler and entered in Cityworks by either a Customer Service Representative or the Scheduler.
7. Request TN One Call (one week prior)
 - a. If a work order requires TN One Call, either a Customer Service Representative or Scheduler submits an electronic request. Changed from a paper process to an electronic process.
8. Perform work as scheduled.
 - a. Crew Leader strives to perform the work order as scheduled.
 - b. Scheduler monitors work orders to ensure that work is completed as scheduled.
 - c. Field Supervisor, Scheduler and Leaders meet each Friday to discuss previously scheduled work and to distribute new work orders.
9. Report work data on Daily Shift Report.
 - a. Crew leader notes labor, equipment, and material on the Daily Shift Report and gives paperwork and photographs to Customer Service Representatives at the end of the business day.
 - b. The information is then entered in Cityworks the next business day.

10. Close service requests and work orders.
 - a. As soon as the investigation findings are submitted to the Customer Service Representative, the Service Requests is closed in Cityworks.
 - b. If a work order is generated, the work order is closed when the work is completed.