RESEARCH NEEDS FOR OPERATIONS TAG

EFFECTIVE/UPDATED 7/2/2018

ISSUE

Reporting/Tracking public maintenance needs/requests.

SUMMARY OF PROBLEM

Webmails are a poor way of submitting and tracking customer issues. Webmails often have to touch multiple hands before finding the correct person to answer an inquiry and the answers are not always consistent for the same questions throughout the department. A better way of distributing and tracking accomplishments is needed. For example, the city of Chicago has a nice tool that tracks public requests (https://data.cityofchicago.org/Service-Requests/311-Service-Requests-Pot-Holes-Reported/7as2-ds3y). This would eliminate the need to “reply” to each individual, reduce wasted time in directing webmails, and move towards performance-based transparent activities. The public issue would reach the correct yard or contact and an online status tracking system would allow the public to view accomplishments.

DESIRED RESULTS/OUTCOME

The desired results of this study are:

- To provide investigation into what other states or cities are using to address the issue.
- To determine key factors in deciding which product to buy as well as the availability of off the shelf solutions vs. a customized solution.
- To provide recommendations as to what should be considered to include in an RFP.
- To provide information on staffing needed to provide oversight of the system.
- To determine areas of high inquiry so that canned responses/websites info can be established to promote consistency and accuracy.
- To decrease response time and increase transparency.