

Tyler Munis Work Order Schedule

January 17th to January 20th
Review Work Orders Codes, Assets, and Conversions

March 21th to March 24th
Process and Security Setup and Training

April 25th to 28th
End User Training Sessions

June 6th to June 9th
End User Training Sessions

July 18th to July 21st
Final Go-Live Preparation

Aug 8th to Aug 11th
Go Live

Service Level Agreement (SLA) - Draft

CURRENT OPERATIONS

Town of Vienna Operations

8:00 PM – 4:30 PM Monday thru Friday.

Currently anyone making requests for service after hours would either email or call the appropriate department and leave a message. In the case of an emergency citizens would contact the Police dispatch line (703-255-6366) for items like water main breaks, sewer backups, trees down in the road, etc. Dispatch would contact the on call duty personnel who in turn would evaluate and call in the necessary staff needed to work on the problem.

Complaints that are received in person, by phone, fax, email, or voice messages are currently documented and given to the appropriate department or division for resolution.

Superintendents or Supervisors then evaluate the requests and then assigns and schedules the work to be done. When completed, the work orders are returned to department administrative staff, who closes out the tickets and contacts the requestor that the work has been completed.

ADDITION OF SERVICE REQUESTS with TYLER MUNIS WORK ORDERS

Maintenance Service Desk

Each department who is classified as a servicing department within the work order system will be responsible for evaluating incoming service requests that are routed to them. Service requests will be routed based on departmental categories. A servicing department is one who will be responsible for completing the work for a request. Once a service request has been evaluated by staff, the request will either be converted into a work order, or it can be forwarded to another department for disposition. There may be instances when a citizen makes a request for an item that is not the responsibility of the Town. All work orders will be logged, assigned, tracked, and measured to completion.

The work order management system will send an email response to the requestor notifying them that the request has been received, accepted, rejected, or converted to a work order, and completion of work.

Hours of Operation

Staff will continue to adhere to the hours and guidelines that are currently in use. With the addition of web based and mobile app submissions, items will be created, logged, and routed to the appropriate departments. Any item that is deemed emergency will be escalated and use the appropriate emergency protocols for the departments.

General Complaint \ Work Order \ Service Line \ Hotline

With the addition of the new automated work order system, there is also an opportunity to review other ways that citizens submit requests as well. With the use of phone submissions there are few different options on how a citizen can call in and submit a request. Citizens can call the Town's main line and be forwarded by the Town receptionist to the departments. Citizens can also call each department individually. Certain staff numbers may not be easily found or published. To make phone calls submission easier for the citizens, the following examples are shown to offer available options we currently have to streamline our processes utilizing existing resources.

Option 1:

During normal working hours a citizen calls the main Town line 703-255-6300. The receptionist will transfer them to the appropriate department.

On Holidays or after hours a citizen calls the Town's main line and receives the following automated call tree.

Example

Hello you have reached the Town of Vienna's main line. Our offices are currently now closed. If this is a life threatening emergency, please hang up and dial 911. Our normal business hours are from 8:00am to 4:30pm Monday through Friday.

To submit a Service Request/inquiry press 1

To submit an Emergency Service Request press 1(Transfer to PD Dispatch)

To submit a Construction Inquiry press 2 (Transfers to DPW Main)

To submit a Noise Inquiry press 3 (Transfers to PD)

To submit a Code Enforcement Inquiry press 4 (Transfers to DPZ Main)

To reach the department of Public Works press 2

To reach the department of Planning and Zoning press 3

To reach the department of Human Resources press 4

To reach the department of Finance press 5

To reach the department of Information Technology press 6

To reach the department of Parks and Recreation press 7

To reach the office of the Town Manager press 8

To hear this menu again press 9

To leave a message for Operator press 0

If you have a general question or comment, please leave a message at the tone.

Thank you for calling and have a nice day.

Option 2:

We can create a new separate number specifically for Requests/Complaints/Inquiries and utilize it as a service hotline.

During normal working hours, citizens can call the service hotline and will hear an automated response and not talk to a live receptionist. They will be prompted to make a selection and be forwarded to the appropriate department to speak with a live person. After hours and on holidays the citizen would use the same automated format, but would leave a voicemail message with the appropriate department. Staff would retrieve the voicemails on the following business day and would record contact the citizen about their issue.

Example

Hello you have reached the Town of Vienna's Service Request Hotline. If this is a life threatening emergency, please hang up and dial 911. Our normal business hours are from 8:00am to 4:30pm Monday through Friday.

To submit a request/inquiry press 1

To submit an Emergency Service Request press 1 (Transfer to PD Dispatch)

To submit a Construction Inquiry press 2 (Transfers to DPW Main)

To submit a Noise Inquiry press 3 (Transfers to PD)

To submit a Code Enforcement Inquiry press 4 (Transfers to DPZ Main)

To hear this menu again press 9

To leave a message for Operator press 0

CATEGORIES/ACTIVITIES

Mobile App Categories Examples

The following are examples of categories that could be used with the Mobile App for Citizens to use for submitting issues with the Town. Items can be added or removed from this list.

Animals

- Animal Bite
- Dead Animals
- Insects Concern
- Excessive Animals

General

- Ask a Question
- Complaint or Feedback
- Excessive Noise
- Hazardous Materials

Parks and Recreation

- Tree Down
- Tree Cut
- Parks Maintenance

Property Maintenance

- Construction Concerns
- Graffiti
- Tall Grass or Weeds

Public Safety

- Traffic Concerns
- Vacant Property Watch

Sanitation

- Missed Pickup
- Special Collection

Water and Sewer

- Water Main Break
- Quality Concern