



SERVICE REQUEST AND WORK ORDER POLICY

The purpose of the Service Request and Work Order Policy is to create a consistent and systematic way of documenting service requests and work orders completed by Augusta, GA.

Regardless of the tracking system utilized by Augusta, GA staff, requests for city provided services are received through the following channels:

- External Entry Methods (phone, email, web, mobile, or in-person)
- Internal Entry Methods (initiated by Augusta, GA staff, Elected Officials, etc.)

SERVICE REQUESTS

When a service request is initiated, the end-user department is responsible for investigating the request. During the initial investigation, the following may occur:

- Communicate with requestor/property owner/complainant
- Inspect property to include city owned/maintained structures
- Obtain pictures and videos
- Obtain locates (Utilities/AEES Department)
- Reassign service request (utilized when service requests are directed to the incorrect department)
- Add comments (where applicable)
- Create work order(s)

WORK ORDERS

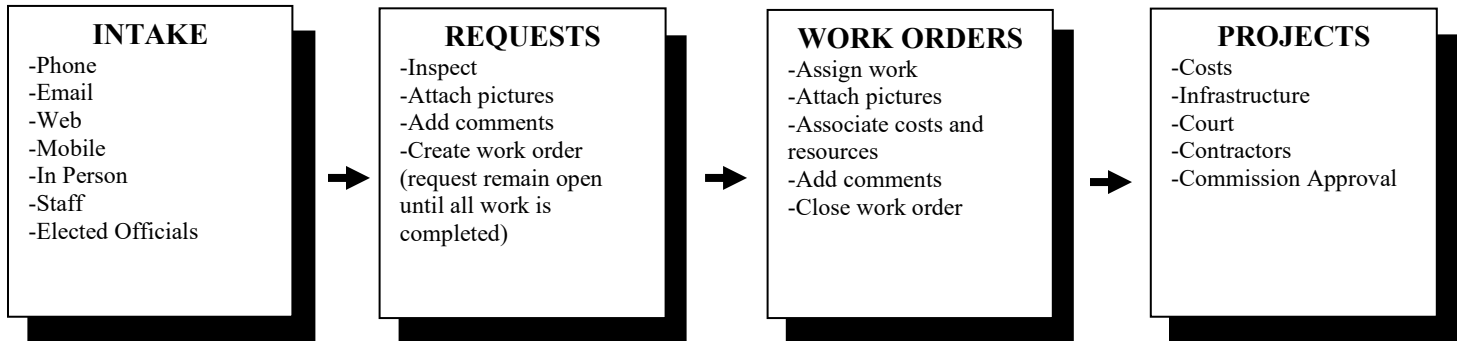
A work order(s) is created once the initial investigation is complete. During this phase, the end user department will complete the following steps:

- Assign associated work order(s) to staff responsible for completing the work
- Attach pictures (before and after pictures are preferred)
- Add comments (where applicable)
- Close work order(s) (once all work orders associated with the service request should be closed)

PROJECTS

Several factors exist which may require a service request to be moved to a 'project' status. Factors to consider are costs, aging infrastructure, 3rd-party entities, court proceedings and Commission approval. In those cases, service requests should be updated to an 'on-hold' status with an on-hold reason. Example of on-hold reasons are awaiting approval, awaiting purchase order, trial, GDOT, etc. Projects will be reported separately and will not affect monthly or annual statistics.

Figure 1: (Breakdown of service request/work order phases and associated tasks that may occur)



1.4 DEPARTMENT SERVICE LEVEL AGREEMENT ADDENDUM

The purpose of the Department Service Level Agreement is to establish timeframes in which service requests for city-related services are created and addressed. This document outlines service level details to include timeframes, roles and responsibilities, escalations, and procedures for handling after-hours and emergency related service requests. This document is reviewed by the Department Head and 311 Manager on an annual basis.



ADDENDUM

DEPARTMENT SERVICE LEVEL AGREEMENT

INTRODUCTION

1.1 PURPOSE OF SERVICE LEVEL AGREEMENT

The purpose of this Service Level Agreement is to establish timeframes in which requests for city-related services are created and addressed by the end-user Department.

1.2 SCOPE

This document outlines a request for services to be rendered by (Department Name). Response times are defined using four categories: Critical (Emergency), High Priority (High), Normal (Medium) and Low Priority (Low).

1.3 BACKGROUND

The Augusta Commission approved the revision of Service Level Agreements for Departments that utilize work order systems to track service requests. Augusta believes that customers should be treated in a manner which is responsive, courteous, and efficient. Service Level Agreements are being updated with departments that track service requests as a measure of accountability to citizen-initiated concerns. Currently requests for city services are received via phone, email, mobile and web.

SERVICE LEVEL DETAILS

Service Requests covered by this Agreement are outlined in the table shown in (Exhibit A) This table list all service requests to be tracked along with priority levels, timeframes, after hours support and additional information provided by the department. Regardless of where the request originates, all service requests should be tracked using the established work order system for each respective department.

2.1 ESCALATION ACTIONS

When a service request requires immediate action, it should be brought to management's attention. The end-user department will be notified, and the request should be acknowledged the same day. If the escalation occurs outside of normal operating hours Augusta 311's Interactive Voice Response System (IVR) will be utilized to notify the respective department.

2.2 SERVICE HOURS FOR PROBLEM RESOLUTION

Requests for services will be received during normal operating hours. Citizens can access services after hours by using mobile apps or web portal. In the event of an after-hours emergency Augusta 311's IVR will be utilized to notify the respective department.



Takiyah A. Douse
Interim Administrator

2.3 AGREEMENT CHANGE PROCESS

The Agreement Table detailed in Exhibit A is valid from the 'Effective Date' outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The 311 Manager (Document Owner) will coordinate regular reviews of each department's service level agreements. Contents of this document may be amended as required, provided mutual agreement is obtained from the end-user Department and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

DEPARTMENT SERVICE LEVEL AGREEMENT APPROVAL

The undersigned acknowledge that they have reviewed the **Department Service Level Agreement** and agree with the information presented within this document. Changes to this **Agreement** will be coordinated with, and approved by, the undersigned, or their designated representatives.

Signature: _____ Date: _____

Print Name: _____

Title: 311 Manager

Role: Party A

Signature: _____ Date: _____

Print Name: _____

Title: Department Director

Role: Party B

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
AUGUSTA 311 These requests types appear under 311 as they are generic in nature or handled by an external entity				
APP/Web Portal Issues	Normal	2 Days	No	
Customer Complaint	Normal	2 Days	No	
General Information Request	Normal	2 Days	No	This type of request is triaged and changed to the appropriate request upon investigation
GDOT Road Issue	Normal	1 Day	No	These are automatically emailed to GDOT
Internal Request	Normal	2 Days	No	
Railroad Crossing Arm	Normal	1 Day	No	311 will reach out to the railroad company to report these issues and close the request as complete
ANIMAL SERVICES				
Abandonment	Normal	1 Day	No	Full completion can be longer if there is a need for further investigation.
Assist Law Enforcement or Public Agency	High	1 Hour	Yes	This type of call will be dispatched to the first available officer and responded to ASAP. Full completion can be longer if there is a need for further investigation
Attack	High	1 Hour	Yes	This type of call will be dispatched to the first available officer and responded to ASAP. Full completion can be longer if there is a need for further investigation.
Barking	Low	2 Days	No	Full completion can be longer if there is a need for further investigation.
Confined	High	1 Hour	No	This expected timeframe is for stray animals that are confined.
Dead	Low	2 Days	No	
Follow-up	Low	2 Days	No	
Hot Car	High	1 Hour	Yes	This type of call will be dispatched to the first available officer and responded to ASAP. Full completion can be longer if there is a need for further investigation.
Injured (Owned)	Low	2 Days	No	Owner surrendered animals are considered low priority and have to be scheduled. However, depending on the circumstances, the priority level could increase.
Other Issue	Low	2 Days	No	Full completion can be longer if there is a need for further investigation.
Protective Custody	High	1 Hour	Yes	This type of call will be dispatched to the first available officer and responded to ASAP. Full completion can be longer if there is a need for further investigation.
Roaming	Normal	1 Day	No	Full completion can be longer if there is a need for further investigation.
Tethering, Cruelty, or Neglect	Normal	1 Day	Yes	Depending on the specifics of the complaint, this call could be escalated to a high priority which would change the expected completion time to 1 hour. Full completion can be longer if there is a need for further investigation.
Trap Request	Low	2 Days	No	Full completion can be longer if there is high demand and the citizen is placed on a trap list.

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
<p style="text-align: center;">CENTRAL SERVICES</p> <p>Emergencies: Health, safety and environmental risk will be assessed within 5 business days. Corrective completion dates will vary depending the severity of the circumstance.</p> <p>Projects: Assessment will take place within 15 days. Completion of action plan will vary depending on the complexity of the project.</p> <p>Preventive and Corrective Work: Big Boxes; completion date within 30 days. Construction Shop; streamlined POs, completion date within 45 days and PO request to Departments, completion date within 60 days .</p>				
<p style="text-align: center;">FACILITIES MAINTENANCE</p>				
AC/Heating Issue	Normal	1 - 30 Days	No	
Appliance Issue	Normal	1 - 30 Days	No	Only in contract ice makers.
Augusta Vehicle Compliant	Normal	1 - 30 Days	No	Used to report driver behavior while operating a county vehicle
Beazley Room Reservation	Normal	2 Days	No	Central Services is responsible for the setup and breakdown
Boat Dock Issue	Normal	1 - 30 Days	No	
Brick Damaged	Normal	1 - 30 Days	No	Contracted work
Construction Project	Normal	1 - 30 Days	No	Contracted work
Debris/Trash Removal	Normal	1 - 30 Days	No	
Door Issue	Normal	1 - 30 Days	No	
Drinking Fountain Issue	Normal	1 - 30 Days	No	
Electrical Issue	Normal	1 - 30 Days	No	
Floor Issue	Normal	1 - 30 Days	No	
Furniture Move/Assemble	Normal	1 - 30 Days	No	
Grounds Maintenance	Normal	1 - 30 Days	No	
Gutter Maintenance	Normal	1 - 30 Days	No	Contracted work
Lighting Issue	Normal	1 - 30 Days	No	
Painting Request	Normal	1 - 30 Days	No	
Plumbing Issue	Normal	1 - 30 Days	No	
Roof Issue	Normal	1 - 30 Days	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes		
Vandalism	Normal	1 - 30 Days	No			
Wall Issue	Normal	1 - 30 Days	No			
Window Issue	Normal	1 - 30 Days	No			
CUSTODIAL SERVICES						
Bathroom/Building Odor	Normal	2 Days	No			
Clean Restroom	Normal	1 Day	No			
Covid Notification	Normal	1 Day	No	Used to request office cleaning		
Empty Trash	Normal	2 Days	No			
Refill Rain Bags	Normal	1 Day	No			
Restock Bathroom/Breakroom	Normal	1 Day	No			
Spills	Normal	1 Day	No			
Vacuum Office	Normal	1 Day	No			
COMPLIANCE						
ADA Accessibility Intake Form	High	2 Days	Yes			
EEO Complaint Intake Form	Normal	7 - 10 Days	Yes			
ENGINEERING AND ENVIRONMENTAL SERVICES						
IR: Initial Response (Initial onsite assessment) TR: Transitional Response (Determination of resources needed to perform tasks) FR: Final Response (All phases complete)						
ENGINEERING MAINTENANCE						
		IR	TR	FR		
Curb/Gutter Maintenance Request	Normal	5 Days	3 Months	LR	No	
Ditch Request - Cut/Clean	Normal	5 Days	3 Months	2 Years	No	
Driveway Request - (Maintenance Only)	Normal	5 Days	1 Month	6 Months	No	
Erosion Complaint	Normal	5 Days	N/A	LR	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Flooding	High	2 Days	1 Week	LR	Yes	
Graffiti Removal	Normal	5 Days	1 Month	3 Months	No	
Icy Roads	High	1 Day	1 Month	N/A	Yes	
Litter Complaint	Normal	5 Days	1 Month	3 Months	No	
Low Hanging Limb	Normal	5 Days	3 Months	1 Year	No	If the limb is blocking the roadway or citizen is fearful that personal property may be damaged it is changed to a high priority and dispatched to Engineering Maintenance
Pothole	Normal	5 Days	2 Weeks	1 Year	Yes (on call)	If the pothole presents a road hazard it is changed to a high priority and dispatched to Engineering Maintenance for further investigation
Retention Pond Request	Normal	5 Days	3 Months	1 Year	No	
Road Scrape Request	Normal	5 Days	2 Weeks	1 Year	No	
Road/Street Repair	Normal	5 Days	N/A	LR	No	If the repair presents a road hazard it is changed to a high priority and dispatched to Engineering Maintenance for further investigation
ROW Request - Mowing	Normal	5 Days	1 Month	3 Months	No	
Shoulder Request	Normal	5 Days	1 Week	LR	No	
Sidewalk Repair	Normal	5 Days	3 Months	1 Year	No	If the repair presents a safety hazard it is changed to a high priority and dispatched to Engineering Maintenance for further investigation
Storm Drain Cover Missing/Damaged	High	5 Days	2 Weeks	1 Year	Yes	
Storm Drain Request - Clean	Normal	5 Days	2 Months	1 Year	No	
Street Sweeping	Low	Contract Service		3 Months	No	
Stump Removal Request	Normal	5 Days	6 Months	LR	No	
Tree Removal	Normal	5 Days	1 Month	6 Months	No	If the tree is blocking the roadway or citizen is fearful that personal property may be damaged it is changed to a high priority and dispatched to Engineering Maintenance
Tree/Limb Down - Blocking Road	High	1 Day	2 Months	2 Years	Yes (on call)	If the limb is blocking the roadway or citizen is fearful that personal property may be damaged it is changed to a high priority and dispatched to Engineering Maintenance
Vegetation: Overgrown Near Street (Site Distance)	Normal	5 Days	1 Week	Month	No	If the vegetation is causing visibility issues it is changed to a high priority and dispatched to Engineering Maintenance
ENGINEERING ADMINISTRATION						
		IR	TR	FR		
Credit Applications	Normal	5 Days	N/A	2 Months	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Customer Inquiry	Normal	5 Days	N/A	N/A	No	
Design & Construction Request	Normal	5 Days	N/A	LR	No	Falls under new project
Dirt Road Pave Request	Normal	5 Days	N/A	LR	No	Falls under new project
IA Review	Normal	5 Days	N/A	2 Months	No	
Mud/Water New Construction	Normal	7 Days	1 Month	2 Months	No	
Private Contractor Issue	Normal	5 Days	N/A	2 Months	No	
Research Request	Normal	5 Days	N/A	2 Months	No	
Road Repave/Resurface Request	Normal	5 Days	N/A	LR	No	Falls under new project
Street Widen Request	Normal	5 Days	N/A	LR	No	Falls under new project
ENVIRONMENTAL WASTE COLLECTION ISSUES						
		IR	TR	FR		
Administrative Review	Normal	2 Days	N/A	N/A	No	
Billing Inquiry	Normal	14 Days	N/A	N/A	No	
Care & Diligence - Waste Litter Cleanup	High	2 Days	N/A	N/A	No	
Cart-New Request	Normal	2 Days	N/A	N/A	No	
Cart-Remove Extra	Normal	2 Days	N/A	N/A	No	
Cart- Request	Normal	2 Days	N/A	N/A	No	
Waste Collection Issues	Normal	2 Days	N/A	N/A	No	
Waste Collection Courtesy Request	Normal	2 Days	N/A	N/A	No	
Due Care - Cart Placement	Normal	2 Days	N/A	N/A	No	
Waste pickup-Collection Issue	Normal	2 Days	N/A	N/A	No	
Waste Collection-out of compliance Removal	Normal	5 Days	N/A	N/A	No	
Waste Collection - Property Damage	Normal	14 Days	N/A	N/A	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Waste Collection - Vehicle Leaks & Spills	High	2 Days	N/A	N/A	No	
Ordinance Compliance- Cart at the Road	Normal	2 Days	N/A	N/A	No	
Site Visit	Normal	2 Days	N/A	N/A	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion		After Hours Support	Notes	
ENVIRONMENTAL ISSUES						
		IR	TR	FR		
Illegal Dump - Investigation	Normal	5 Days	1 Month	3 Months	No	
Illegal Dump Cleanup	Normal	5 Days	1 Month	3 Months	No	
Illegal Dump Tires	Normal	5 Days	1 Month	3 Months	No	
Landfill Inquiry	Normal	2 Days	1 Month	1 Month	No	
Neighborhood Cleanup	Case by Case Basis				No	
Vacant Lot Cut & Clean	Normal	5 Days	2 Months	LR	No	
Vacant Lot Inspection	Normal	14 Days	N/A	N/A	No	
Vehicle leaks and spills	High	2 Days	1 Month	N/A	No	
STORMWATER AND LAND DEVELOPMENT						
		IR	TR	FR		
Construction Complaint	Normal	7 Days	1 Month	2 Months	No	
Illicit Discharge Invest - Improper Disposal	Normal	5 Days	N/A	2 Months	No	
Illicit Discharge Investigation - Direct Discharge	Normal	5 Days	N/A	2 Months	No	
ROW						
		IR	TR	FR		
Encroachment Permit	Normal	5 Days	N/A	45 Days	No	
Encroachment Permit - Traffic Engineering	Normal	5 Days	N/A	45 Days	No	
Small Cell Tower Permit	Normal	5 Days	N/A	45 Days	No	
Survey Request	Normal	5 Days	N/A	45 Days	No	
TRAFFIC ADMINISTRATION						
		IR	TR	FR		
Sidewalk New Request	Normal	5 Days	N/A	LR	No	Falls under new project

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Street Light Petition	Normal	5 Days	N/A	3 Months	No	
New Streetlight (Subdivision)	Normal	5 Days	N/A	1 Year	No	Falls under new project
TRAFFIC - PAVEMENT						
		IR	TR	FR		
Striping / Marking Request	Normal	5 Days	4 Months	LR	No	
Speed Hump Request	Normal	5 Days	N/A	LR	No	Falls under new project
TRAFFIC - SIGNALS						
		IR	TR	FR		
Flasher Malfunctioning	High	5 Days	N/A	3 Months	No	
Traffic Signal Malfunctioning	High	5 Days	N/A	3 Months	No	
School Flashers Malfunctioning	High	5 Days	N/A	3 Months	No	
TRAFFIC - SIGNS						
		IR	TR	FR		
Sign Down	High	5 Days	N/A	1 Month	No	
Sign Issue: Traffic Sign	Normal	5 Days	N/A	3 Months	No	
New Sign Request	Normal	5 Days	N/A	3 Months	No	
Speed Limit Issue	Normal	5 Days	N/A	1 Year	No	
TRAFFIC - LIGHTS						
		IR	TR	FR		
Streetlight Issue	Normal	5 Days	1 Month	1 Year	No	
New Streetlight Request	Normal	5 Days	N/A	LR	No	Falls under new project
TRAFFIC						
		IR	TR	FR		

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion			After Hours Support	Notes
Traffic Study Request	Normal	5 Days	N/A	LR	No	
New Traffic Signal Request	Normal	5 Days	N/A	LR	No	Falls under new project

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
PLANNING & DEVELOPMENT - CODE ENFORCEMENT				
Accessory Building Setback	Low	30 Days	No	
Building Disrepair	Low - Emergency	30 Days - 6+ Months	No	A dilapidated BLDG which is abandoned and boarded up = Low; but the same BLDG having a family living in the BLDG = Emergency
Commercial Truck/Equipment Storage	Normal	30 Days	No	
Fence Height	Low	30 Days	No	
Illegal Business Operation	Normal	30 Days	No	
Living in Camper	Low	30 Days	No	
Odors	Low - High	10 Days	No	Odors from a pet waste = Low; Odors from a deceased body = High
Overgrown Vegetation	Normal	10 Days	No	
Raw Sewage	High - Emergency	10 - 30 Days	No	Septic tank clogged = High; Broken sewer pipe = Emergency
Trash and Debris	Normal	10 Days	No	
Tree on Private Property	Low - Emergency	10 - 30 Days	No	Downed tree on a private lawn = Low; but downed tree that takes down active power lines with it = Emergency
Scrap Tires on Commercial Property	Low	10 - 30 Days	No	
Sign Issue: Sign on Private Property	Normal	30 Days	No	
Tenant Complaint	Low - High	10 Days - 6+ Months	No	A tenant complaint can vary from overgrowth to a dilapidated structure
Unsanitary Conditions	Normal - Emergency	30 Days	No	A BLDG which is abandoned that has unsanitary conditions present = Normal; but the same BLDG having a family living in the BLDG = Emergency
Unsecured Building	Low	30 days	No	
Visibility Issues	Low - High	10 Days	No	Visibility issues due to overgrowth that restricts the vision of seeing a BLDG from the street = Low; overgrowth that creates a blind spot for motorists driving by = High
FIRE DEPARTMENT				
Ambulance Service Complaint	High	5 Days	Yes	Complaints regarding Ambulance Services would be forwarded to the vendor, Central EMS, for processing and response relayed to Chief Rockwell within the timeframe indicated in this chart.
INFORMATION TECHNOLOGY-GIS				
Street Name Issue	Normal	10 Days	No	Timeframe relevant to issue. Could be taken care of in a day or two, or it could take weeks if extensive research is required.

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
MARSHAL				
Abandoned/Junk Vehicle	Normal	1 - 60 Days	No	Possible Court
Augusta Vehicle Complaint	Normal	1 - 30 Days	No	Possible Court
Burning (3-3-6)	High	1 Day	No	
Citation Request	Normal	1 - 14 Days	No	
Community Service (Probation)	Low	10 Days	No	This is an internal request that occurs every 2 weeks on Wednesday's
Disorderly Conduct (3-7-1)	High	1 - 45 Days	Yes	After hours support is available during specials, Possible Court
Eviction	High	60 Days	No	Possible Court, after hours support is decided on a case by case basis
Felony Dumping (16-7-53)	High	1-30 Days	No	Upon investigation after hours support is decided on a case by case basis
Garbage Storage Areas Kept Clean (4-2-21)	Normal	1 - 60 Days	No	Possible Court
General Assistance	Normal	1 Day	No	
Grass, Leaves and Trees (4-2-17)	Normal	1 - 60 Days	No	Possible Court
Illegal Dumping	High	1 - 30 Days	No	Upon investigation after hours support is decided on a case by case basis
Litter Complaint	Normal	1 - 60 Days	No	Possible Court
Littering Streets & Sidewalks (4-2-9)	Normal	1 - 30 Days	No	Possible Court
Nuisance Property	Normal	1 - 60 Days	No	Possible Court
Operating Without License (2-1-1)	Low	1 - 60 Days	No	Possible Court, Code Enforcement is involved with this process
Panhandling (3-7-1(s))	Normal	1 Day		
Property Inspection	Normal	1 - 60 Days	No	Possible Court
Scrap Tires (4-2-74)	Normal	1 Day	No	This type of case remains open until investigation is complete
Sign Issue: Sign On/Near Roadway	Normal	1 Day	No	
Subpoenas	Normal	1 - 7 Days	No	
Time Limit on Trucks (3-5-131)	High	1 Day	No	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Traffic Violation	Normal	60 Days	No	Possible Court
Transporting Refuse (4-2-14(a)(1))	Normal	1 - 60 Days	No	Possible Court
Unauth. Interference w/Trash Receptacle (4-2-46)	Normal	1 - 60 Days	No	This type of request involves the Engineering and Environmental Services Department and may end up in court
VIN Verification	Normal	1 - 10 Days	No	
RCCI				
Cemetery	Normal	30 Days	No	RCCI is responsible for grounds maintenance at Cedar Grove, Magnolia, Westview, Summerville, Gracewood, Sandridge Estate and Pauper's Cemeteries
PARKS AND RECREATION				
Athletic Equipment	Normal	2 - 7 Days	Yes	
Athletic Fields	Normal	2 - 7 Days	Yes	
Boat Ramps	High	2 - 5 Days	Yes	
Campground	Normal	2 - 5 Days	Yes	
Courts/Basketball-Tennis	Normal	10 - 30 Days	No	
Facility Painting/Centers	Normal	10 - 30 Days	No	
Fence Issue	Normal	10 - 20 Days	No	
Fitness Equipment	Normal	10 - 30 Days	No	
Flooding/Facilities	Emergency	1 - 2 Days	Yes	
Janitorial Request	Normal	2 - 3 Days	Yes	
Marina	Normal	10 - 20 Days	No	
Mowing/Ground Maintenance	Normal	2 - 4 Days	No	
Park Amenities (Restrooms/Shelters/Trash)	Normal	2 - 7 Days	Yes	
Park Maintenance	Normal	1 - 2 Days	No	
Parking Lots	Normal	30 Days	Yes	
Playgrounds	High	10 - 30 Days	Yes	

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Pool	High	10 - 30 Days	Yes	
Pool Deck	Normal	10 - 30 Days	No	
Pool Locker Rooms	Normal	2 - 3 Days	No	
Pool Public Areas	Normal	2 - 3 Days	No	
Recreation Center Issue	Normal	5 - 10 Days	Yes	
Special Event	Normal	5 - 10 Days	No	
Splash Pads	High	1 - 5 Days	Yes	
Sprinkler - Parks & Medians	Emergency	1 - 2 Days	Yes	
Tennis Issue	Normal	10 - 30 Days	No	
Trails/Boardwalks	Normal	5 - 10 Days	No	
Tree Limbs Down	High	1 - 2 Days	Yes	
Tree Removal/Emergency (Safety Concern)	High	1 - 2 Days	Yes	
Vandalism/Parks & Facilities	High	1 - 2 Days	Yes	
RISK MANAGEMENT Property damage claims. Investigation Phase is controlled by Risk. Resolution of Claims and or Settlement for Damages time frame is affected by numerous factors outside the control of Risk. This includes coordination with insurance companies, determination of liability, and the willingness or lack thereof on behalf of the claimant to accept proposed resolution.				
Bodily Injuries Related to Slips/Trips/Falls	Normal	7 - 30 Days	No	Timeframe provided is in regards to investigation period. Completion date varies per claim and is dependent on liability, receipt of medical bills, attorney involvement, etc.
Fallen Trees	Normal	7 - 10 Days	No	Must determine if county tree or on private property, if tree is dead or alive and if there are prior complaints
Flooding	High	7 - 30 Days	Yes	Timeframe is determined on a case by case basis. Must determine liability, extent of damages
Guard Rail Damage	Normal	7 - 10 Days	No	County guardrail? If so, determine from accident report if there is insurance and subrogate.
Landscaping	Normal	5 - 7 Days	No	Must determine if county or contractor caused damage
Manhole Covers/Water Valves Missing	Normal	5 - 7 Days	No	
Potholes	Normal	5 - 7 Days	No	
Sewer Back-Up	High	7 - 30 Days	Yes	Severity of damage dictates completion time frame

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Utility Cuts	Normal	5 - 7 Days	No	
SHERIFF'S OFFICE				
Abandoned Vehicle	Low	5 - 7 Days	Yes	
Homeless Activity	Normal	3 - 4 Days	Yes	
More Coverage	Low	3 - 4 Days	Yes	
Noise Complaint	Normal	3 - 4 Days	Yes	
Obstruction on Street	Normal	3 - 4 Days	Yes	
Speeding	Normal	3 - 4 Days	Yes	
TRANSIT				
Bus Driver Complaint	Normal	3 Days	No	
Bus Malfunction	High	3 Days	No	
Bus Stop/Shelter Maintenance	Normal	3 Days	No	
Paratransit Issue	Normal	3 Days	No	
Reckless Driving/Accident	Emergency	1 Day	No	
Request A Ride - Storm Transport	Emergency	1 Day	Yes	
Rural Transit Issue	Normal	3 Days	No	
Scheduling/Route Change Request	Low	10 Days	No	
Stop Complaint: Early/Late/Missed	Normal	3 Days	No	
Terminal Facility Issue	Normal	10 Days	No	
Transit Complaint	Normal	3 Days	No	
UTILITIES				
AUD - GIS				

GIS Survey Request	Normal	14 Days	No	Internal
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SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
AUD - METERING				
Meter Box/Lid Trouble	Normal	14 Days	No	Internal / External
Meter Leak	Normal	1 Day	Yes	Internal / External
Water Pressure Issue	High	1 Day	Yes	Internal / External
Water Turn Off Request	Normal	1 Day	Yes	Internal / External
Water Turn On Request	Normal	1 Day	Yes	Internal / External
LOCATES				
Locate Utilities - FG	High	14 Days	Yes	Internal, time varies depending on severity and location
Locate Utilities - Central	Normal	14 Days	Yes	Internal, time varies depending on severity and location
Locate Utilities - North	Normal	14 Days	Yes	Internal, time varies depending on severity and location
Locate Utilities - South	Normal	14 Days	Yes	Internal, time varies depending on severity and location
Locate Utilities - Large Project	Normal	14 Days	Yes	Internal, time varies depending on severity and location
SEWER				
CCTV Request	Normal	14 Days	No	Internal
Cleanout Issue	Normal	1 Day	Yes	External
CMOM Training	Normal	14 Days	No	Internal
Coordinator Time Entry	Normal	14 Days	No	Internal
Demolition Cap	Normal	14 Days	No	Internal
Equipment Maintenance	Normal	14 Days	No	Internal
Inspect for Cross Connection	Normal	14 Days	No	Internal
Lift Station Issue	High	14 Days	No	Internal
Line/Tap Locate	Normal	14 Days	No	Internal
Manhole Issue	Normal	1 Day	Yes	External

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Rodent Infestation	High	1 Day	Yes	External
ROW Clearing - Sewer	Normal	14 Days	No	Internal
Service Lateral Issue	Normal	1 Day	Yes	External
Sewer Back Up	High	1 Day	Yes	External
Sewer Collections Inspect	Normal	14 Days	No	Internal
Sewer Main Issue	Normal	1 Day	Yes	External
Sewer Odor	High	1 Day	Yes	External
SL RAT	Normal	14 Days	No	Internal
Tap Issue	Normal	1 Day	Yes	External
Time Entry	Normal	14 Days	No	Internal
Utility Cut Issue	Normal	14 Days	No	Internal
TAP SALES				
Water / Sewer Install Tap	Normal	14 Days	No	Internal
Water / Sewer New Service Quote	Normal	14 Days	No	Internal
Water / Sewer Pre Tap	Normal	14 Days	No	Internal
Water Install Offset Meter	Normal	14 Days	No	Internal
Water Install Tap	Normal	14 Days	No	Internal
WATER				
Curb Stop Issue	Normal	14 Days	No	Internal
Decorative Fountain Issue	Normal	14 Days	No	External
Discolored Water	High	1 Day	Yes	External
Dress Up	Normal	14 Days	No	Internal
Fire Flow Request Form	Normal	7 Days	No	External

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Hydrant Troubles	High	7 Days	No	External
New Water Service Quote	Normal	14 Days	No	Internal
Relocate Meter	Normal	14 Days	No	Internal
ROW Clearing - Water	Normal	14 Days	No	Internal
Sand In Line	High	1 Day	Yes	External
Soil Testing	Normal	14 Days	No	Internal
Valve Box Trouble	Normal	7 Days	No	External
Water Distribution Inspect	Normal	14 Days	No	Internal
Water Leak	High	1 Day	Yes	External
Water Line Locate	Normal	14 Days	No	Internal
Water Relocate Service	Normal	14 Days	No	Internal
Water Valve Locate	Normal	14 Days	No	Internal
WATER QUALITY				
Water Quality	Normal	14 Days	No	Internal
WATER TREATMENT PLANT				
Accumulator Trouble	Normal	14 Days	No	Internal
Actuator Trouble	Normal	14 Days	No	Internal
Air Compressor Tank Trouble	Normal	14 Days	No	Internal
Analyzer Trouble	Normal	14 Days	No	Internal
Bar Screen Trouble	Normal	14 Days	No	Internal
Blower Trouble	Normal	14 Days	No	Internal
Control Panel Trouble	Normal	14 Days	No	Internal
Crane Trouble	Normal	14 Days	No	Internal

SERVICE REQUEST AGREEMENT TABLE (EXHIBIT A)

Service Request Type	Priority (Emergency, High, Normal, Low)	Estimated Timeframe for Completion	After Hours Support	Notes
Dam Levee Trouble	Normal	14 Days	No	Internal
Feeder Trouble	Normal	14 Days	No	Internal
Filter Trouble	Normal	14 Days	No	Internal
Flood Control Structure Trouble	Normal	14 Days	No	Internal
Flood Control Valve Trouble	Normal	14 Days	No	Internal
Generator Trouble	Normal	14 Days	No	Internal
Grounds Trouble	Normal	14 Days	No	Internal
Instrumentation Trouble	Normal	14 Days	No	Internal
Lift Station Trouble	Normal	14 Days	No	Internal
Mixer Trouble	Normal	14 Days	No	Internal
Motor Trouble	Normal	14 Days	No	Internal
Piping Trouble	Normal	14 Days	No	Internal
Plant Valve Trouble	Normal	14 Days	No	Internal
Pressure Regulator Trouble	Normal	14 Days	No	Internal
Pump Trouble	Normal	14 Days	No	Internal
SCADA Trouble	Normal	14 Days	No	Internal
Scale Trouble	Normal	14 Days	No	Internal
Security Fence Trouble	Normal	14 Days	No	Internal
Security Trouble	Normal	14 Days	No	Internal
Structure Trouble	Normal	14 Days	No	Internal
Tank Trouble	Normal	14 Days	No	Internal
Unit Heater Trouble	Normal	14 Days	No	Internal
Well Trouble	Normal	14 Days	No	Internal