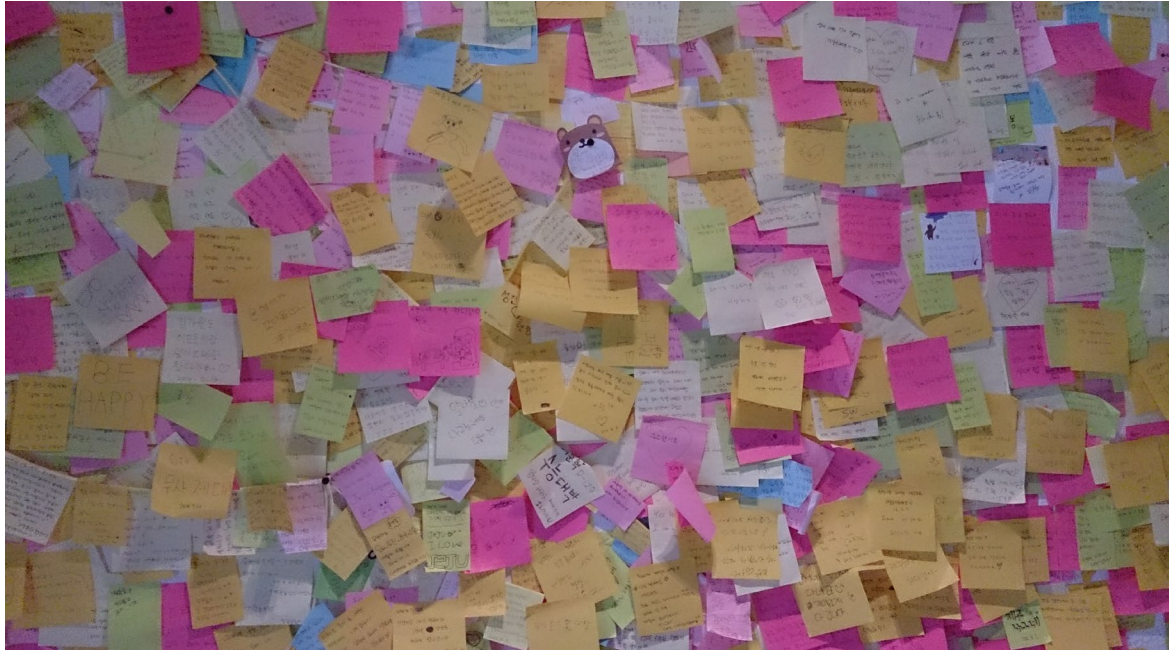


Work Order System

Designed by Ronnie Ragains and Implemented by Steuben County
Highway Department

Need for a Work Order System



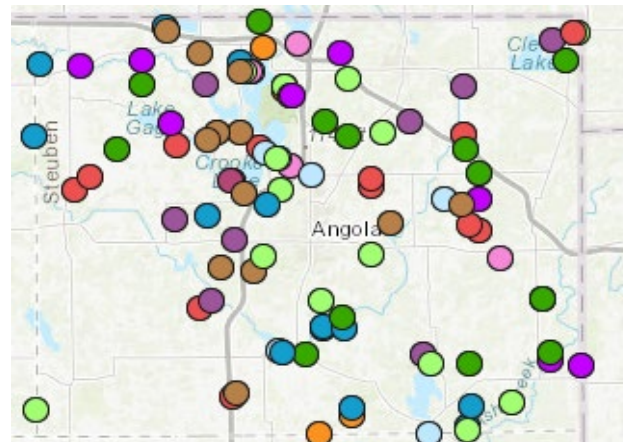
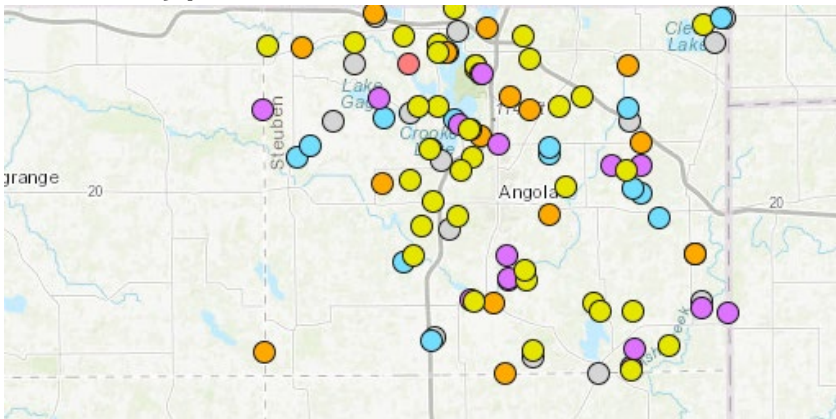
- Sticky note process wasn't working or effective
- Residents making multiple phone calls without clear updates
- Time wasted on same issue
- Scheduling for urgent work
- Ensures everyone is updated on all issues, calls, and complaints

Work Order Goals

- The goal was to create a system that we could use as a guide year after year
- Needed a system that allowed us to be able to track complaints received and track what work orders were completed or in progress
- Gathered the most common types of complaints that we receive on a daily basis
- Input from Jenn and Derek
- Reason for tracking over time and location
- Scheduling crews to take care of concerns

Creation Process

- Zoom meeting with Ronnie Ragains
- Ronnie talking point on first work order system presented and on going updating process
- Sent Ronnie the most common complaints and list of employees
- Since October the program has developed from basic tracking to detailed tracking to show the number of each call we get and a great visual display of types of calls



Is the Work Order System Working?

- Yes!
- Decreased number of return calls
- Everyone is able to see what is completed and what needs done
- We have a guide to some solutions for recurring issues
- Hard data that represents the percentage of work completed and number of calls for a specific issues
- We can take care and schedule for emergent issues as the need arises the same day or next day
- We can schedule daily tasks based on calls

reporting

Area Of Interest

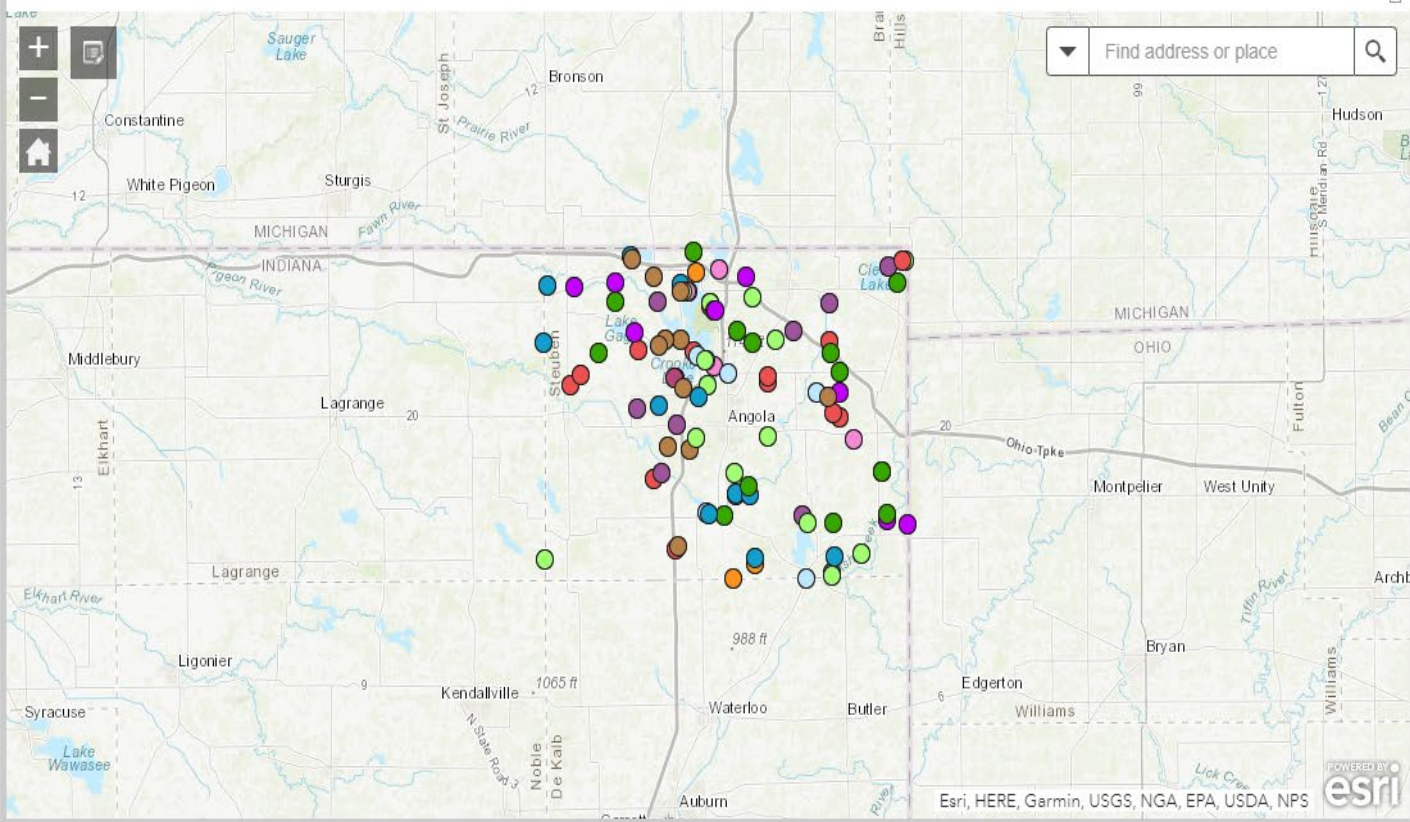
Select draw mode

Buffer distance (optional)

Show results within

0 Miles

Report Start Over



reports by week, month, or fieldworker

Tasks	Results
Weekly	
Monthly	
Between Dates	
By Fieldworker	
Office Work Orders	
By Completed Date	

Layer List

Layers

- Work Orders by Type
- Work Orders by Status

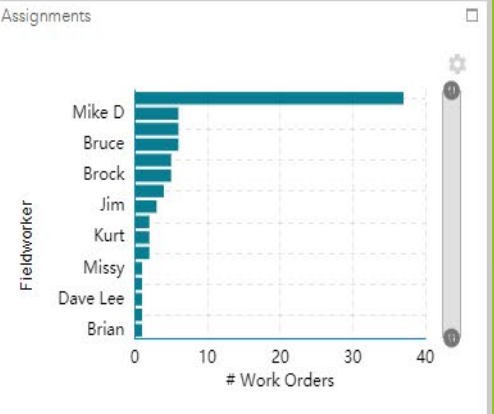
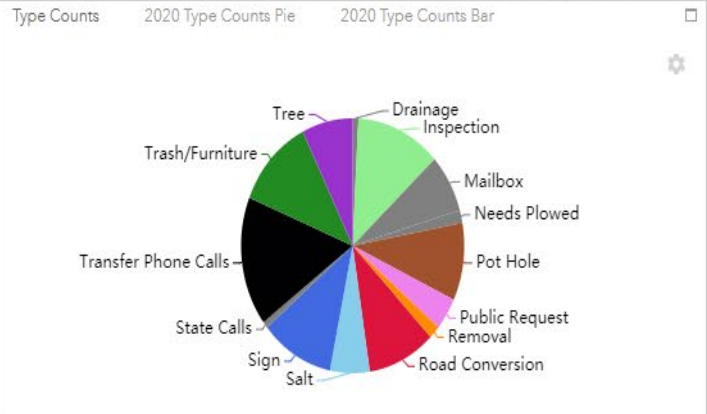
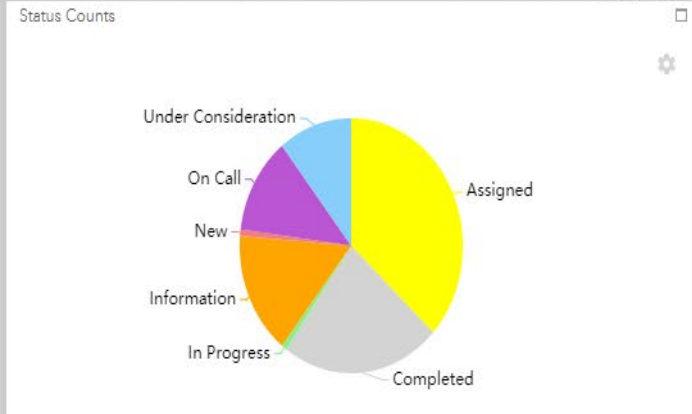
Filters

- In Progress
- Completed
- Under Consideration
- On Call
- Information

Legend

Work Orders by Type

- Road Conversion
- Sign
- Trash/Furniture
- Tree
- Removal
- Salt
- Inspection



Reporting

Area Of Interest

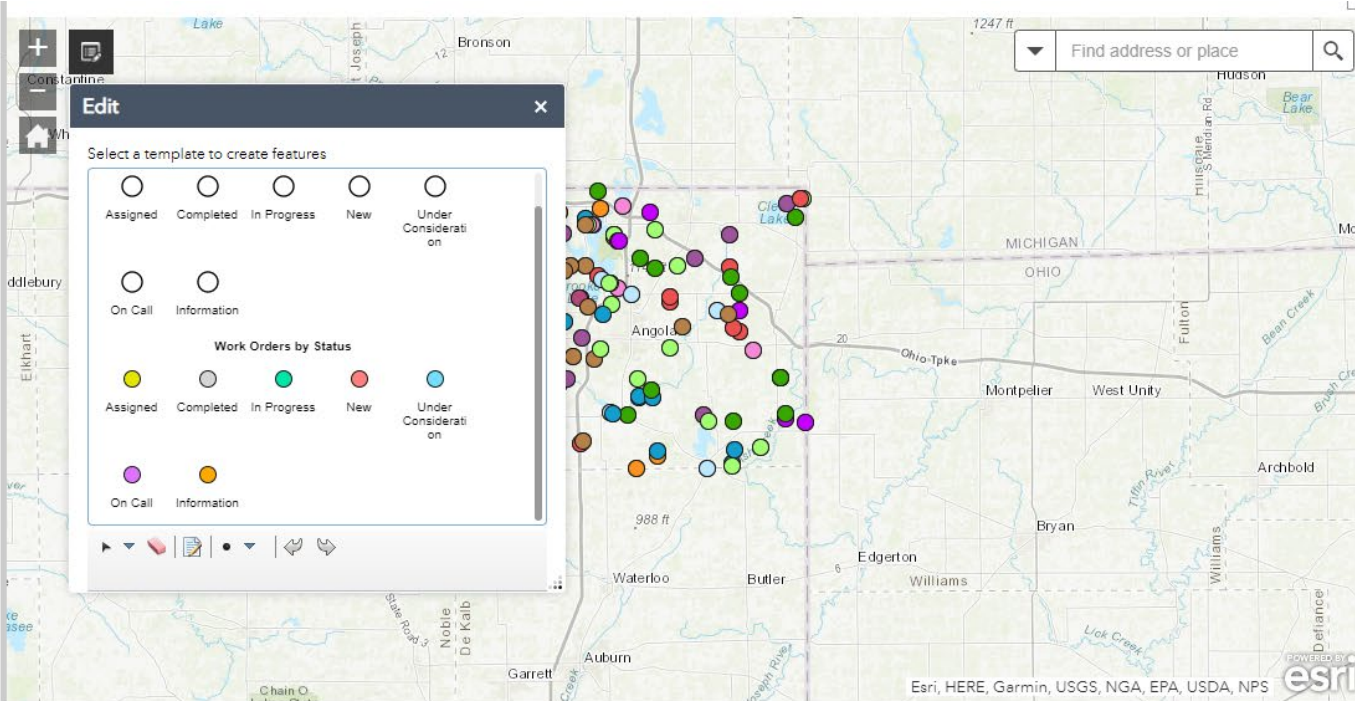
Select draw mode

Buffer distance (optional)

Show results within

0 Miles

Report Start Over



Reports by Week, Month, or Fieldworker

Tasks	Results
Weekly	
Monthly	
Between Dates	
By Fieldworker	
Office Work Orders	
By Completed Date	

Layer List

Layers

- Work Orders by Type
- Work Orders by Status

Filters

- New
- Assigned
- In Progress
- Completed
- Under Consideration

Legend

Work Orders by Type

- Road Conversion
- Sign
- Trash/Furniture
- Tree
- Removal
- Salt
- Inspection

