

6.1 Maintenance Service Requests

6.1.1 Receive Service Request

A. Key Input Information

- Received Service Request
- Received Infor Training

B. Key Output Information

- Updated Infor logs

C. Responsibility

- Technologist II
- Engineering Assistant II
- Asset Management Project Engineer

D. Purpose

A service request is initiated when a public or internal concern is sent into Service Regina. The service request information is entered in the Infor database and forwarded to the department or individual best suited to respond to the request.

E. Procedure

- i. Refer to Infor training resources for task specific steps in Infor, for most up to date resources contact Service Regina or refer to City Connect.
- ii. Ensure service request is correctly addressed to RP and related to maintenance concerns. If not, redirect service request based on information in SR.
- iii. If contact is requested, contact caller within 48 hours to respond to any concerns or questions as per Service Regina callback requirements.
- iv. Councillor requests will come directly from the Director's administrative associate, and require follow-up within 48 hours (or 24 hours for requests from the Mayor), this follow-up should be directed back to the admin. In most cases the admin will make the initial contact with the Councillor or Mayor, and follow-up information from RP is given once inspection is completed. When follow-up information is available it should be reviewed with the Branch Manager and Admin before being sent to the Director's office for final response.
- v. Update log notes with any changes regarding the service request following customer contact, redirect if necessary.

6.1.2 Check Service Request in Database

A. Key Input Information

- Address/Location of Service Request
- Service Request Number

B. Key Output Information

- Service Request forwarded to correct branch (as required)

C. Responsibility

- Technologist II
- Engineering Assistant II
- Project Engineer

D. Purpose

Refer to past inspection data to determine if inspection should be completed and gather information. This informs the inspector of past condition ratings and log notes of the site in order to better respond to the current request.

E. Procedure

- Obtain service request number and location.
- Search service request information for past site inspections.
 - If an inspection has occurred within the current calendar year – forward to Concrete Services or Asphalt Services, depending on the distress type.
 - If location was not inspected within the current calendar year – set inspection date.
- Let customer know the date by which SR will be inspected, which should be within a maximum of one month of the request being made. A calendar will be available indicating anticipated inspection times broken down into bi-weekly periods.
- Input appropriate information into the log notes of the service request.

6.1.3 Schedule Inspections

A. Key Input Information

- Service Request inspection information
 - Location
 - Customer concerns
 - Deadline for the inspection

B. Key Output Information

- Map of Service Request Locations
- Spreadsheet containing all Service Request Information

C. Responsibility

- Project Engineer
- Technologist II
- Engineering Assistant II

D. Purpose

All Service Requests sharing the same inspection deadline are placed in a map and spreadsheet prior to the inspections. This provides the inspector and customer a deadline for which the location will be assessed, and the map assists the inspector in planning an efficient route to complete all inspections.

E. Procedure

- i. Inspections should occur a maximum of one month from service request being received. RP maintains a calendar indicating when inspections are anticipated to occur broken down into bi-weekly periods. As service requests are received inspections are scheduled to occur in the following two-week period.
- ii. Project Engineer or Tech II obtains access from Infor to extract raw data from Infor Production Data Warehouse (Infor SR Database) to produce Excel spreadsheet. Access may require approval from Service Regina and/or supervisor.
- iii. Validate the data and add key numbers for each address manually to ensure that all locations are properly entered. This is done using the GIS Viewer to search locations and copying the key numbers from the Viewer back to the spreadsheet.
- iv. Use ArcGIS to create inspection map. Extracted data is combined with map of City of Regina including key numbers (Centreline_V Layer), using join function to highlight key number segment where inspection will occur. The address number is then displayed overtop of the key segment where the inspection will occur.
- v. Upload Excel spreadsheet to Cloud Storage and inspection map to DropBox using login info provided.
- vi. Use "Avenza Map" to download inspection map from DropBox.

6.1.4 Complete Inspections

A. Key Input Information

- Map of Service Request locations
- Spreadsheet containing all Service Request Information

B. Key Output Information

- Site inspection results including:
 - Distress Type/Attribute
 - Pavement (Cracking, Raveling, Ride, Drainage)
 - Sidewalk (Trip Hazard, Spalling, Excessive Cross Slope, Drainage, and Curb & Gutter)
 - Distress Rating (a rating out of 10)
 - Measurements of vertical or horizontal displacements
 - Comments
 - Pictures

C. Responsibility

- Technologist II
- Engineering Assistant II

D. Purpose

Service Request site inspections collect log notes, ratings and photos of the location allowing for more accurate condition assessments. This involves visiting the site and inputting all relevant information into the Service Request map.

E. Procedure

- i. Download the required Service Request map using “Avenza Map” from Dropbox and open the spreadsheet containing all location information from Cloud Storage. Access to these programs will be made available.
- ii. Arrive on site, drop a pin at the location and design the pin information using the format:
 - Title: Street Name, House Number or Intersection Name (For example: Halifax St, 100 or Halifax St & 13th Ave).
 - Copy/paste SR Number.
 - Add customer comments from Cloud Storage to description.
- iii. Ensure required PPE is worn at all times.
- iv. Locate issue identified in Service Request and thoroughly inspect the area, including taking physical measurements and photos as required.
- v. Use inspection matrix to determine the attribute that best describes the issue identified and assign an appropriate rating based on observed condition.
- vi. Input all information and attributes into the provided map:

- Distress Type and Attribute: Pavement (Cracking, Raveling, Ride, Drainage) or Sidewalk (Trip Hazard, Spalling, Excessive Cross Slope, Drainage, and Curb & Gutter)
 - Distress Rating: A rating out of 10 (1 being worst)
 - Measurements of vertical or horizontal displacements
 - Comments
 - Photos
- vii. Ensure to update the Service Request map with each inspected location.

6.1.5 Process Inspection Results

A. Key Input Information

- Inspection Result Data
- Completed Inspection Map

B. Key Output Information

- Infor Log Notes
- Inspection Period Spreadsheets sent to Concrete Services and Asphalt Services
- Service Request Distress Database Updated

C. Responsibility

- Technologist II
- Engineering Assistant II

D. Purpose

Completed Service Request inspection information must be entered into the Infor database for the accessibility of the public. This serves as an official log of the inspection and the results are forwarded to either Concrete Services or Asphalt Services based on the repair priority.

E. Procedure

- i. Upload the CSV and KML files from the "Avenza Map" to the designated Dropbox folder.
- ii. Open and save the CSV data file as an Excel (.xls) spreadsheet for editing purposes. All the log notes from the iPad will be accessible from a computer in the Asset Management folder I:\Wordpro\RT\Rds Eng\RP\RP SR info\AM Inspections.
- iii. Ensure the spreadsheet containing all inspection data is formatted properly and includes all necessary information. Refer to past spreadsheets as a guide for formatting, include sheet for future projects.
- iv. Add into the spreadsheet any planned future RP projects (SIRP/RRRP) and corresponding key numbers.
- v. Copy all collected data from site into the Infor log notes portion of the service request. This includes all comments, photos, and measurements.
- vi. Send the inspection data spreadsheet to the appropriate department, either Asphalt Services or Concrete Services. These branches are responsible for completing repairs and prioritizing work.
- vii. Resolve the Service Request.