



DRUMHELLER

COUNCIL POLICY



COUNCIL POLICY C-02-20

TOWN APP

THE PURPOSE OF THIS POLICY IS TO:

To ensure effective and consistent response and use of the Mobile App by Town of Drumheller (ToD) staff and document the component elements of the program including users, levels of service, authorities, responses, work procedures and reporting.

DEFINITIONS:

Days: Considered to be work days and not calendar days

Internal Staff: SeeClickFix classification for a type of member that has the ability to access the program and be assigned Service Requests, and work orders within the Town App.

Manager: SeeClickFix classification for a type of member that has the ability to assign Service Requests, create and assign work orders and assign/adjust due dates within the Town App.

Member: log-in and user id for access to the SeeClickFix Town App.

Outgoing Messages: These are messages to inform the public of upcoming work in their area and events taking place. Emergency Alerts will also use this system.

Owner: SeeClickFix classification for a type of member that has full control over settings, messaging, etc., of the Town App.

Service Level Agreement (SLA): The time period in which the Town of Drumheller must address a Service Request. By fully completing the work necessary to resolve the service request.

Service Request (SR): An issue or concern submitted through the Town App for resolution by Town of Drumheller.

Town App: this is the SeeClickFix mobile device application selected by the Town of Drumheller.

Work Order: this is the work task or tasks necessary to address the Service Request as submitted and is created by the Manager within SeeClickFix, it is not visible to the public.

MEMBERS:

Member List:

Schedule A of this policy has a list of the shared email accounts used for logging into the Town App. This list also identifies the Town staff who have access to those accounts and the Town staff who is defined as owner of that shared account.

Shared Email Accounts:

Each shared email account that acts as a member for the Town App has been assigned to specific staff depending upon role and authority needed. Of the staff assigned to a shared email account, one has been defined as “Owner” and will be held responsible for:

- ensuring that the email account is used as per Town of Drumheller IT policy;
- that the Town App is being accessed and monitored every business day, and;
- that the Town App Service Requests and work orders are being responded to and addressed in appropriate fashion

TOWN APP CALENDAR:

Calendar Format:

The SeeClickFix app program uses a non-customizable calendar to calculate start and due dates for requests. Presently, the calendar is US Federal Government format and holidays. As such Canadian federal and provincial statutory holidays are not recognized at this time, however, SeeClickFix are investigating this option for their Canadian customers.

Service Level Tracking:

The SeeClickFix app program tracks service level periods on business days in 24hr blocks.

Example 1: A service request category set with a Service Level Agreement of 2 days that is submitted on Saturday at 1pm will be considered as received on Monday (next business day) at 8am and will be marked as exceeding Service Level Agreement at 8am on Wednesday.

Example 2: A service request category set with a Service Level Agreement of 3 days that is received on Wednesday at 1pm will be considered as received on Wednesday at 1pm and will be marked as exceeding Service Level Agreement on Monday at 1pm.

REQUEST CATEGORIES:

Schedule B of this policy has a list of the Request Categories and details the following parameters:

- Email routing – Town staff who will be emailed the SR submission
- Service Level Agreement (SLA)
- Automatic Assigner (member/staff responsible for assigning work)

- Automatic Assignee (member/staff responsible for resolving SR)
- SLA Escalation – member/staff informed with SLA is exceeded
- Automatic Subscriber – other staff informed of SR
- Due Date Escalation – member/staff informed of escalation requirements
- Response Criteria – details of response criteria (definition of what a response is)
- Reference Policies – ToD Council Policies that are associated with the Service Request type

GUIDELINES:

Response Criteria:

1. General
 - a. Safety
 - i. A Service Request that upon review by Assignee is deemed to be a safety or environmental hazard will be addressed immediately. The hazard will be made safe and secure.
2. Bylaw Services
 - a. Animal Control
 - i. Animal control (wildlife, cats, dogs, gophers, etc.) issues will be deemed addressed once the program to deal with the animal (trap, capture, etc.) is implemented.
 - b. Investigations
 - i. For Bylaw related issues the Service Request will generally be considered responded to once an investigation is commenced. This is due to the variable time needed to carry out an investigation to the legal standard required.
3. Infrastructure Services
 - a. Issues that render a component of infrastructure non-usable
 - i. Issues that render parks and facilities non-usable will be resolved within 7 days.
 - b. Issues that do not disrupt use of park or facility
 - i. Issues that do not disrupt use of a park or facility will allocated to planned work program and addressed in bulk work activities.
 - c. Pavement, curb & gutter and sidewalk issues
 - i. Pavement, curb & gutter and sidewalk issues that are deemed non-hazardous will be allocated to the Street Improvement Program.
 - d. Snow and Ice Removal - Roads
 - i. Snow and Ice Removal – Roads will be carried out as per the Snow Removal Policy.
4. Issues not under Town of Drumheller authority
 - a. Service Requests related to issues not under Town of Drumheller authority will be deemed responded to once Town of Drumheller staff have informed the responsible body.

Conditional Response Criteria:

1. Some Service Requests will have a different response based on the season of the submission. These are primarily service requests for which the response is weather dependent, such as pothole repairs.

COMMUNICATION WITH PUBLIC:**Emergency:**

- 1) There will be two levels of Emergency Alerts
 - a. Information Alert
Which advises the public to be prepared and alert
 - b. Critical Alert
Which advises the public there is imminent life threatening danger
- 2) They will be geo located to people in the affected area
- 3) Once the flood aware system has been implemented this will form part of the alert
- 4) The alerts sent via this system will only be received by people who have signed up for the App.

Routine:

- 1) These alerts will be information pieces for the residents of Drumheller.
- 2) They will inform residents of upcoming routine work in their area. The type of work includes (but is no limited to) hydrant flushing, snow clearance, street cleaning.
- 3) It will be location specific wherever possible

Special Event:

- 1) These will be for significant events such as Festival of Lights, Canada Day, or the half marathon where there could be a significant impact on residents.
- 2) It is both for information that the event is taking place but also to make people aware there may be impact on their day to day activities
- 3) They will generally go out to the whole of Drumheller

WORK FLOW PROCESS:

1. Originator (public party) submits Service Request;
2. Town App automated response goes to originator and interested parties;
3. Town App notifies the shared email account of the member assigned to respond to the new request on the first available business day;
4. Responsible Manager (or delegate) opens Service Request, assesses it and updates SR as necessary:
 - a. Is it in the correct category?;
 - i. Reassign if incorrect;
 - b. Is there sufficient information (location, problem description, etc.)?;

- i. Contact originator by email or phone call for additional information if necessary;
 - c. Carry out site visit if necessary;
5. Responsible Manager (or delegate) either;
 - a. creates applicable work order(s) for staff to carry out tasks necessary to rectify with completion date scheduled;
 - b. assigns to work program (such as Street Improvement Program) with completion date scheduled;
6. Responsible Manager (or delegate) prints work order(s) and assigns to Lead Hand
7. Lead Hand coordinates staff to complete work;
8. Lead Hand notes on work order(s) comments relevant to completion, documents work (including photos if applicable);
9. Lead Hand returns work orders(s) to Administrative Assistant or Utility Clerk;
10. Administrative Assistant or Utility Clerk enters data and completion of work order into Town App;
11. Responsible Manager (or delegate) closes Service Request with response to originator;

REPORTS TO COUNCIL:

As part of the Quarterly Reporting program, administration will report to Council:

- Each calendar quarter as part of the Quarterly reports to Council a report will be made on the Service Requests;
- The report will include:
 - For each Service Request Category;
 - Number Created, in quarter and in total;
 - Number Acknowledged in quarter and in total;
 - Number Closed in quarter and in total for each;
 - Days to Acknowledge (DTA) ;
 - Days to Closed (DTC);
 - SLA Days;
 - % closed within SLA period;
 - Number Overdue;
 - Number Overdue and Open;
 - Total for all Service Request Categories:
 - Number Created, in quarter and in total;
 - Number Acknowledged in quarter and in total;
 - Number Closed in quarter and in total for each;
 - Days to Acknowledge (DTA) ;
 - Days to Closed (DTC);
 - % closed within SLA period;
 - Number Overdue;
 - Number Overdue and Open;

POLICY REVIEW CYCLE:

This policy will be reviewed at the following intervals.

- 3 months from activation of the Town App for public use;
- 6 months from activation of the Town App for public use;
- 12 months from activation of the Town App for public use, and;
- Annually.

DISCLAIMER:

1. Nothing in this policy is intended to over rule or modify current Town of Drumheller Bylaws.
2. Nothing in this policy is intended to over rule or modify current Town of Drumheller Council Policies.

REFERENCE POLICIES:

1. C-02-17 Purchasing Policy
2. C-03-04 Roadway Inspection and Maintenance Policy
3. C-03-07 Playground Maintenance
4. C-01-07 Sidewalk/Curb and Gutter Management
5. C-02-02 Sidewalk Maintenance Policy
6. C-01-02 Snow Removal Policy
7. C-01-07 Sidewalk/Curb and Gutter Management
8. C-02-07 Boulevard Tree Policy

Date: February 3, 2020



Mayor Heather Colberg



CAO Darryl Drohomerski

SCHEDULE A: MEMBERS

Request Category	Email Routing	Criteria in SeeClickFix App							Response				Reference Policies
		Service Level Agreement		Automatic Assignment		Escalation		Due Date Escalation	All Year	Summer	Winter		
		Period	Units	Assigned By	Assign to	SIA Escalation	Automatic Subscribers						
Abandoned Vehicle - Private Property		3	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Assess b) Follow up with originator c) Commence investigation	April 1st to Sept. 30	Oct 1st to March 31st		
Abandoned Vehicle - On Street		2	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Assess b) Follow up with originator c) Commence investigation				
Animal Control - Dog		2	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Follow up with originator b) begin search for animal				
Animal Control - Wildlife		3	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Follow up with originator b) begin search for animal				
Animal Control - Cat		2	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Follow up with originator b) begin search for animal				
Bylaw - Weed Control		2	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Investigate b) If private property; contact property owner c) If Town property; remove, cut or spray as appropriate				
Bylaw - Graffiti		3	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Investigate b) If private property; contact property owner c) If Town property; remove or cover graffiti				
Bylaw - Illegal Dumping		2	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Investigate b) If private property; contact property owner c) If Town property; remove material				
Bylaw - Unightly Property		3	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Investigate b) If private property; contact property owner c) If Town property; address issues				
Bylaw - Vegetation		3	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Investigate b) If private property; contact property owner c) If Town property; address issues				
Cemetery - Graffiti		3	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Investigate b) If private property; contact property owner c) If Town property; remove or cover graffiti				
Cemetery - Gophers		3	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) Begin gopher management process				
Cemetery - Locating a Plot	ghormcon@drumheller.ca	3	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Utility Clerk contacts originator and supply plot location b) If necessary; mark plot at site				
Garbage Collection - Commercial		1	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Log location b) supply to GFL c) collect garbage on next day garbage is collected (next GFL working day)				
Garbage Collection - Residential		1	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Log location b) supply to GFL c) collect garbage on next day garbage is collected (next GFL working day)				
Litter - Street Garbage Bin Overflowing		1	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) PW staff collect garbage				
Litter - Street Garbage Bin Damaged		2	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) Repair or replace garbage can				
Parks - Ball Diamond		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program (SR deemed complete) c) conduct planned program				
Parks - Dog Park		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program (SR deemed complete) c) conduct planned program				
Parks - Skatepark		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program (SR deemed complete) c) conduct planned program				
Parks - Splash Park		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program (SR deemed complete) c) conduct planned program				
Parks - Washrooms		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program (SR deemed complete) c) conduct planned program				
Parks - Landscape Issue		5	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program (SR deemed complete) c) conduct planned program				
Parks - Garbage		1	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) PW staff to collect garbage				
Parks - Playground		7	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program (SR deemed complete) c) conduct planned program			C-03-07 Playground Maintenance	
Roads - Back Alleys		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program (SR deemed complete) c) conduct planned program			C-03-04 Roadway Inspection and Maintenance Policy	
Roads - Catch Basin		260	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) conduct work or add to planned program c) conduct planned program			C-03-04 Roadway Inspection and Maintenance Policy	
Roads - Dust Control		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) conduct work or add to planned program c) conduct planned program			C-03-04 Roadway Inspection and Maintenance Policy	

SCHEDULE B: REQUEST CATEGORIES

Request Category	Email Routing	Service Level Agreement		Automatic Assignment		Escalation	Automatic Subscribers	Due Date Escalation	All Year	Summer April 1st to Sep. 30	Winter Oct 1st to March 31st	
		Period	Units	Assigned By	Assign to							
Roads - Grading		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) conduct work or add to planned program c) conduct planned program			C-03-04 Roadway Inspection and Maintenance Policy
Roads - Sidewalks		260	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program c) conduct planned program			C-01-07 Sidewalk/Curb and Gutter Management C-02-02 Sidewalk Maintenance Policy
Roads - Manhole		2	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair c) add to planned program			C-03-04 Roadway Inspection and Maintenance Policy
Roads - Street Lights		1	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Pass to ATCO Electric.			
Roads - Town Owned Parking Lots		260	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program c) conduct planned program			
Roads - Traffic Signal		1	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Pass to Albernia Transportation - Emcon Services at 1-800-390-2242 b) If not addressed pass to Gordon Wilton or Craig Stewart			
Roads - Curbs and Gutters		260	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program c) conduct planned program			C-01-07 Sidewalk/Curb and Gutter Management
Roads - Pothole		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair, or temporary patch and add to planned program (SR deemed complete) c) conduct planned program	a) Assess b) Temporary Patch c) add to planned program (SR deemed complete) d) conduct planned program		C-03-04 Roadway Inspection and Maintenance Policy
Roads - Street Sign		13	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program c) conduct planned program			
Snow and Ice Removal - Sidewalk		3	Day	Town	Bylaw-Director	Bylaw-Director		Bylaw-Director	a) Investigate b) If private property owner responsibility; property owner will be contacted c) If Town responsibility, will be removed in 2 days			C-06-06 Sidewalk Snow and Ice Removal Policy C-01-02 Snow Removal Policy
Snow and Ice Removal - Road		7	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) locations on Snow Clearing Policy will be addressed as per Snow Clearing Policy c) locations not on Snow Clearing Policy, will be addressed in order of submission following completion of Snow Clearing Policy			C-01-02 Snow Removal Policy
Town Building - Aquaplex		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program			
Town Building - Arena		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program			
Town Building - Badlands Community Facility		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program			
Town Facility - Plaza		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program			
Town Building - Town Hall		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program			
Vegetation - Flowers		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) address or replace if prior to Aug 1			
Vegetation - Grass		5	Day	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) repair or add to planned program c) conduct planned program			
Vegetation - Trees		52	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) address or add to planned program c) conduct planned program			C-02-07 Boulevard Tree Policy
Vegetation - Bushes and Hedges		52	Weeks	PW-Director	PW-Ops	PW-Director		PW-Director	a) Assess b) address or add to planned program c) conduct planned program			
Water/Sewer - Water Quality	badams@drumheller.ca	1	Day	PW-Director	PW-Utilities	PW-Director		PW-Director	a) Assess b) Investigate by PW staff c) Book a visit to property (Utility Clerk contacts originator and books appointment) (SR is complete) d) Carry out sampling at property e) PW staff or Utility Clerk follow up with originator			
Water/Sewer - Odour		3	Day	PW-Director	PW-Utilities	PW-Director		PW-Director	a) Assess b) Investigate (SR is complete) c) If on private property; contact property owner/resident d) If on Town property; implement repair or add to work program			
Water/Sewer - Water Break	badams@drumheller.ca	1	Day	PW-Director	PW-Utilities	PW-Director		PW-Director	a) Assess b) Investigate (SR is complete) c) If on private property; contact property owner/resident d) If on Town property; implement repair			
Water/Sewer - Water Pressure		1	Day	PW-Director	PW-Utilities	PW-Director		PW-Director	a) Assess (Utility Clerk contacts originator and trouble shoots) b) Book a pressure test (SR is complete) c) Carry out pressure test (dependent on originators schedule) d) PW staff or Utility Clerk follow up with originator			
Z - Other	dbrett@drumheller.ca	2	Day	Town	PW-Director	PW-Director	Bylaw-Director	PW-Director	a) Assess b) determine appropriate ToD Department c) assign to ToD staff d) delegated staff contact originator or resolve issue (SR is complete)			