



COUNCIL POLICY C-03-21

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: Login 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 the 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 in to the Town App. This list also identifies the Town staff who have access to those accounts and the Town staff member 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 is investigating this option for their Canadian customers.

Service Level Tracking:

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

Example 1: A service request category set with a Service Level Agreement of two days that is submitted on Saturday at 1:00 pm will be considered as received on Monday (next business day) at 8:00 am and will be marked as exceeding Service Level Agreement at 8:00 am on Wednesday.

Example 2: A service request category set with a Service Level Agreement of three days that is received on Wednesday at 1:00 pm will be considered as received on Wednesday at 1:00 pm and will be marked as exceeding Service Level Agreement on Monday at 1:00 pm.

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
- *Privacy Category* – indicates whether the submission category is Public or Private
- 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 seven 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 and gutter, and sidewalk issues
 - i. Pavement, curb and 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, and 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; or
 - 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.

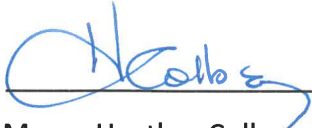
DISCLAIMER:

1. Nothing in this policy is intended to overrule or modify current Town of Drumheller Bylaws.
2. Nothing in this policy is intended to overrule 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-01-21 Snow Removal Policy*
7. C-01-07 Sidewalk/Curb and Gutter Management
8. C-02-07 Boulevard Tree Policy

Approved: February 8, 2021



Mayor Heather Colberg



CAO Darryl Drohomerski

SCHEDULE A: MEMBERS

Name	Handle	Level	Email	Owner	Others		
Bylaw-Director	bylaw_director	Owner	Bylaw-Director@drumheller.ca	Greg Peters	Denise Lines	Corri Bitner	
Bylaw-Officer	bylaw_officer	Internal-Staff	Bylaw-Officer@drumheller.ca	Jessica Currie	Tom Pozzolo		
PW-Director	pw_director	Owner	PW-Director@drumheller.ca	Dave Brett	Julia Fielding	Libby Vant	Erica Crocker
PW-Ops	pw_ops	Manager	PW-Ops@drumheller.ca	Kevin Blanchett	Reg Bennett	Janice Armstrong	
PW-Utilities	pw_utilities	Manager	PW-Utilities@drumheller.ca	Bill Adams	Samantha Thomson		
PW-Facilities	pw_facilities	Manager	PW-Facilities@drumheller.ca	Reg Bennett	Janice Armstrong		

SCHEDULE B: REQUEST CATEGORIES

Criteria in SeeClickFix App											Response			Reference Policies
Request Category	Email Routing	Privacy Setting	Service Level Agreement		Automatic Assignment		Escalation		Automatic Subscribers	Due Date Escalation	All Year	Summer April 1st to Sept. 30	Winter Oct 1st to March 31st	
			Period	Units	Assigned By	Assign to	SLA Escalation	SLA Escalation						
A- Am In need of Assistance - COVID-19		PRIVATE	1	Day	Town	Bylaw-Director, PW-Director, PW-Ops	Bylaw-Director				a) Assess b) Follow up with originator c) Commence Investigation			
Abandoned Vehicle		PRIVATE	2	Day	Town	Bylaw-Director	Bylaw-Director				a) Assess b) Follow up with originator c) Commence Investigation			
Animal Control		PUBLIC	2	Day	Town	Bylaw-Director	Bylaw-Director				a) Follow up with originator b) Sight search for animal c) Commence Investigation			
Bylaw		PRIVATE	3	Day	Town	Bylaw-Director	Bylaw-Director				a) Investigate b) If private property, contact property owner c) If Town property, address issues			
Bylaw - Graffiti		PRIVATE	3	Day	Town	Bylaw-Director	Bylaw-Director				a) Investigate b) If private property, contact property owner c) If Town property, remove or cover graffiti			
Cemetery Questions	tkimpton@drumheller.ca	PRIVATE	3	Day	Town	Bylaw-Director	Bylaw-Director				a) Assess b) Follow up with originator c) Commence Investigation			
Facilities and Buildings owned by the Town of Drumheller		PUBLIC	5	Day	PW-Director	PW-Facilities	PW-Director				a) Assess b) repair or add to planned program			
Garbage Collection - Commercial		PUBLIC	1	Day	PW-Director	PW-Ops	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		PUBLIC	1	Day	PW-Director	PW-Ops	PW-Director				a) Log location b) supply to GFL c) collect garbage on next day garbage is collected (next GFL working day)			
Parks Issues		PUBLIC	5	Day	PW-Director	PW-Ops	PW-Director				a) Assess b) repair or add to planned program (SR deemed complete) c) conduct planned program			
Roads - Gravel Surface		PUBLIC	5	Day	PW-Director	PW-Ops	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 - Paved Surface		PUBLIC	360	Weeks	PW-Director	PW-Ops	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 - Pothole		PUBLIC	5	Day	PW-Director	PW-Ops	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 - Sidewalk Issues		PUBLIC	5	Day	PW-Director	PW-Ops	PW-Director				a) Assess b) conduct work or add to planned program c) conduct planned program			C-03-04 Roadway Inspection and Maintenance Policy
Snow and Ice Removal - Road		PUBLIC	7	Day	PW-Director	PW-Ops	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-01-21 Snow Removal Policy
Snow and Ice Removal - Sidewalk		PUBLIC	3	Day	Town	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-01-21 Snow Removal Policy
Street Garbage Bin		PUBLIC	1	Day	PW-Director	PW-Ops	PW-Director				a) Log location b) supply to GFL c) collect garbage on next day garbage is collected (next GFL working day)			
Vegetation		PUBLIC	52	Weeks	PW-Director	PW-Ops	PW-Director				a) Assess b) address or add to planned program c) conduct planned program			C-02-07 Boulevard Tree Policy
Water/Sewer - Water Quality	hsakima@drumheller.ca	PRIVATE	1	Day	PW-Director	PW-Utilities	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			

Request Category	Email Routing	Privacy Setting	Criteria to Set/Close Age							Response			Reference Policies	
			Service Level Agreement		Automatic Assignment		Escalation		Automatic Subscribers	Due Date Escalation	All Year	Summer		Winter
			Period	Units	Assigned By	Assign to	SLA Escalation	April 1st to Sept. 30			Oct 1st to March 31st			
Water/Sewer - Odour	bedoms@townofshumbelee.ca	PRIVATE	1	Day	PW-Director	PW-Utilities	PW-Director			PW-Director	a) Assess b) Investigate (ER 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 Pressure	bedoms@townofshumbelee.ca	PRIVATE	1	Day	PW-Director	PW-Utilities	PW-Director			PW-Director	a) Assess (Utility Clerk contacts originator and trouble shooter) b) Book a pressure test (ER is complete) c) Carry out pressure test (dependent on originators schedule) d) PW staff or Utility Clerk follow up with originator			
Water/Sewer - Water Break	bedoms@townofshumbelee.ca	PRIVATE	1	Day	PW-Director	PW-Utilities	PW-Director			PW-Director	a) Assess b) Investigate (ER is complete) c) If on private property, contact property owner/resident d) If on Town property, implement repair			
2 - Other	gloratt@townofshumbelee.ca	PRIVATE	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 (ER is complete)			