

Town of Meredith - Administrative Regulation

Effective Date: 3-3-2010

Regulation No: 04

Revision Date: 2-17-2010

Supersedes: 1-1-2007

Approved By: Phillip L. Warren, Jr.

SUBJECT: PUBLIC WORKS REQUEST FOR SERVICE PROCEDURE

I. PURPOSE

This Administrative Regulation is to ensure that all requests for work to be performed by any Public Works crew are put on a Public Works work order form in order to track work orders, assigned task and ensure the work is completed in a timely manner. The work order enables the department to provide all necessary information to complete the task, track the labor time and costs of the work performed. It also provides the crew supervisor with the ability to review all information and determine which employee(s) are to complete the job, amount of time and date(s) necessary for completion in a satisfactory manner.

II. PROCEDURE

The procedure for requesting any work or task will be as follows:

Submit a completed Public Works Service Request Form via email to the Public Works Office – the email address is mbennett@meredithnh.org. A blank Service Request form is located on the town's shared (G) drive.

The Work Order will be distributed to the proper supervisor to assign the work to a crew member(s) to complete. Once complete, the employee(s) and supervisor will complete the lower portion of the form indicating all work performed, date work completed, labor time to complete and costs involved. The form is then returned to the Public Works Office to be filed electronically.

If verification that the work was completed is required, please indicate this when you file the request and you will then be notified when the work is completed.

Emergency requests for service may be submitted initially by telephone to the Public Works Office at 279-6352, followed by a completed Public Works Service Request form filed when time permits.

All service requests will be issued only through the Public Works Office, where they will be logged in and tracked by date and issued a tracking number. No service requests are to be processed without going through this tracking process and issued the tracking number.

III. CALL IN REQUESTS

Requests for service called in to the Public Works Office by taxpayers will require a completed Service Request form to be submitted by the call taker, in accordance with the aforementioned procedure.

IV. PROBLEM RESOLUTION

If a concern exists with a task requested not being performed in a timely manner or the quality of services received, please email the Public Works Office (mbennett@meredithnh.org). The Public Works Director and the appropriate supervisor will then be advised of the complaint and will then try to rectify the problem. You will be contacted to make certain that the solution is satisfactory.

Phillip L. Warren, Jr.
Town Manager
2-17-2010