

MISCELLANEOUS REQUESTS AND WORK ORDERS POLICY

Subject: Miscellaneous Requests Ref: Public Works Code: 32

Date Approved: September 25, 2012 Motion No: 449/25/09/12 Replaces: 832/12/12/06

The County of Northern Lights
believes in providing cost effective
services to its ratepayers.

The County, through its Transportation
Department, shall endeavor to provide and
maintain an effective and safe road system with
the resources reasonably available, in order to
promote the growth and prosperity of the
municipality and its residents.

Signed: _____

Chief Elected Official

Signed: _____

Chief Administrative Officer

PROCEDURE:

1. The Public Works Department will accept and maintain a register of written requests. Requests will be recorded through the use of a "Work Order Form" (see copy attached as 'Schedule A'), from County residents accompanied by an accurate sketch plan. [Forms are available from the County office.]
2. Each request will be entered into the GIS system and forwarded to the area Road Supervisor. The area Road Supervisor will analyze the request to determine whether or not it could fit into an existing County program and determine if the work should be conducted.
3. The area Road Supervisor will draft a letter to the complainant for requests that are found to not fit into the County programs or which for other reasons cannot be completed in a reasonable amount of time. The letter will clearly state the reasons the request will not be completed in a polite and professional manner. The letter and request will then be reviewed by the Director of Public Works (DPW) and sent to the complainant.
4. Requests which the area Road Supervisor determine will be carried out, will be tracked through the use of the "Work Order Form". When the work has been completed, the form will be given to the DPW for review. After review, all pertinent information will be recorded into the GIS software system by the Public Works Administrative Assistant.



County of Northern Lights

MISCELLANEOUS REQUEST WORK ORDER

REPORTED PROBLEM:

N

W

E

S

(Show Location Above)

Date Reported: _____

Person Reporting:

Land Location: _____

Name: _____

RR: _____ TWP: _____

Address: _____

Ward # _____

Phone: _____

ASSIGNMENT

Special Instruction:

Alberta One Call Ticket # _____ Date Called: _____

Worker Assigned: _____

Supervisor: _____

Assigned Request ID#: _____

COMPLETED INFORMATION

Description of Work Done:

GPS Co-Ordinates: _____

Date Completed: _____

Supervisor: _____

GIS INFORMATION

Assigned Request ID: _____

Asset ID: _____

When

Complete:

Reviewed By: _____

DPW/CAO