

# Town of Sudbury, MA

## DPW Service Requests

*"Management wanted accountability in the DPW. Now, through PeopleForms, we have the ability to track requests, special projects, weather related events, man hours spent and so much more."*

- William Place, Director of Public Works

*"Our goal of creating a system which centralizes our workflow, streamlines processes, and increases efficiency has been realized. We were able to create a system using feedback from our employees to shape the final product. This approach resulted in highly successful staff training and product implementation."*

- Mark Thompson, Technology Administrator

### The Need

Sudbury's town management wanted the ability to document the time required to provide public works services by division and task. This need required the tracking of work orders, which were often initiated by incoming phone calls for service requests either from other departments or the general public. Sudbury Public Works needed a system to help track service requests.

### The Solution

The Town implemented PeopleForms to enable the office staff to track incoming service requests. The simple web form enables the office staff to select appropriate divisions, categorize the request, enter comments, and forward the information via email to the respective foremen. Often, the office staff initiates work orders as well (also managed in PeopleForms).

### The Result

The Sudbury DPW documented over 150 service requests in the first two months of using the new system. Seventy-five percent of these service requests initiated work order records.

### Benefits

DPW's efforts are now being documented as originally desired and the department is now on a new path for the use of computer tools in the field. The new system has replaced a spreadsheet-based approach which had failed to achieve a uniform level of documentation. Public Works is now far more confident in the level of information available regarding in-coming calls.

The image displays two screenshots of the PeopleForms web application. The top screenshot shows the 'DPW Service Requests' form with fields for Service Request ID (SP-2), Call Taker (Genke Schubert), Date of Service Request (October 4, 2013), Time of Service Request (pm), Select Division (ENGINEERING), and Select Task (Property Boundary Survey). The bottom screenshot shows the 'DPW Work Orders' form with fields for Work Order Number (000), Date Work Order Issued (January 17, 2013), Nearest Street Address (JAMES RD, 25, UNIT 200), and Special Project (optional). Below the screenshots is a photo of a woman wearing a headset, and a legend for Priority (Low, Medium, High) and Status (Assigned, In Progress, Completed).

For More Information:  
PeopleGIS Inc.  
22 Mill Street, Suite 102  
Arlington, MA 02476

617.625.3608  
[www.peoplegis.com](http://www.peoplegis.com)  
[info@peoplegis.com](mailto:info@peoplegis.com)