

# CLARK COUNTY STAFF REPORT



**DEPARTMENT:** Public Works / Administration & Finance Division

**DATE:** March 29, 2016

**REQUESTED ACTION:** Approve the Public Works Policy on Customer Service regarding Road Complaints.

\_\_X\_\_ Consent    \_\_\_ Hearing    \_\_\_ County Manager

**PUBLIC WORKS GOALS:**

- Provide safe and efficient transportation systems in Clark County
- Create and maintain a vibrant system of parks, trails and green spaces
- Continue responsible stewardship of public funds
- Promote family-wage job creation and economic development to support a thriving community
- Maintain a healthy, desirable quality of life
- Increase partnerships and foster an engaged, informed community
- Cultivate a nimble, responsive work force
- Make Public Works a great place to work

**BACKGROUND**

Public Works provides an annual report to the County Road Administration Board (CRAB), stating compliance with various policies. The policy on handling public complaints is out-of-date and does not reflect current practices. CRAB requires approval of the policy by our county's legislative authority. Additionally, Public Works is seeking accreditation through the American Public Works Association (APWA), which requires that all policies and procedures are updated every three to four years.

**COUNCIL POLICY IMPLICATIONS**

This action assists the Department of Public Works with certification through the APWA and adherence to the CRAB Standards of Good Practice.

**ADMINISTRATIVE POLICY IMPLICATIONS**

This action approves a legislative policy that reflects Public Works' actual practices and procedures for responding to customer service calls concerning departmental activities, and adheres to CRAB's Standards of Good Practice.

**COMMUNITY OUTREACH**

None

**BUDGET IMPLICATIONS**

YES	NO	
X		Action falls within existing budget capacity.
	X	Action falls within existing budget capacity but requires a change of purpose within existing appropriation
	X	Additional budget capacity is necessary and will be requested at the next supplemental. If YES, please complete the budget impact statement. If YES, this action will be referred to the county council with a recommendation from the county manager.

*mgm  
01c*

PW16-033

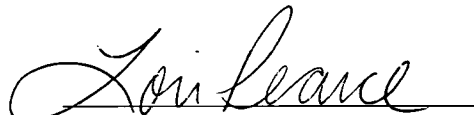
**BUDGET DETAILS**

Local Fund Dollar Amount	n/a
Grant Fund Dollar Amount	\$0
Account	Road Fund
Company Name	n/a

**DISTRIBUTION:**

Board staff will post all staff reports to The Grid. <http://www.clark.wa.gov/thegrid/>  
cc: Lori Pearce, Linda O'Leary and Anita Temme in Public Works


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Lori Pearce, Division Manager  
Administration & Finance Division

  
Heath H. Henderson, PE  
Public Works Director/County Engineer

APPROVED:   
CLARK COUNTY, WASHINGTON  
BOARD OF COUNTY COUNCILORS

DATE: March 29, 2016  
SR# 066-16

APPROVED: ~~~~ RLT  
Mark McCauley, Acting County Manager

DATE: ~~3/24/16~~ RLT

# CLARK COUNTY PUBLIC WORKS POLICY



## 4.2.1. POL – Road Complaints

*Methodology for handling complaints, service requests*

**Sponsor:** Public Information and Outreach

**Approved by:** Heath Henderson, P.E.  
Public Works Director/County Engineer

**Effective Date:** March 29, 2016

**Cancel:** n/a

**Next review:** March 29, 2019

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1. Responding promptly to road complaints is an essential part of providing superior service that is responsive and cost justified.
  2. This policy applies to road complaints and all other service requests submitted to Public Works.
  3. Public Works receives road complaints and other service requests in several ways, including:
    - a) Telephone calls made to Public Works Customer Service line, (360) 397-2446, or to other employees.
    - b) Emails sent to Customer Service, [pubwks.cservice@clark.wa.gov](mailto:pubwks.cservice@clark.wa.gov), or to other employees.
    - c) Information submitted via the online form on the Public Works' website, [www.clark.wa.gov/public-works/report-park-road](http://www.clark.wa.gov/public-works/report-park-road).
    - d) Verbal complaints received by employees.
    - e) Road complaints or service requests forwarded by partner agencies, such as the Vancouver Public Works Department, the Washington State Department of Transportation and Clark Regional Emergency Services Agency (911 dispatch).
  4. Customer Service employees will record the following information about a road complaint or service request:
    - a) Name of person making the road complaint or service request.
    - b) The person's address and phone number.
    - c) Date and time when the road complaint or service request was made.
    - d) Location of the road complaint or service request.
    - e) A complete description of the road complaint or service request.
  5. Customer Service employees will evaluate road complaints and service requests for urgent hazards that require an immediate callout to a Crew Chief or other employee.

6. For other road complaints and service requests that come into other departments or employees in the field, employees will submit information via email to [pubwks.cservice@clark.wa.gov](mailto:pubwks.cservice@clark.wa.gov) and not to a specific employee.
7. When a road complaint comes into another department, the call will be transferred to the Public Works Customer Service line, (360) 397-2446.
8. Customer Service employees will enter road complaints and service requests into the Public Works Call Center, **except:**
  - a) Complaints or requests that can be addressed by providing information about a project or ongoing program.
  - b) Complaints or requests about roads under the jurisdiction of another agency, such as the Vancouver Public Works Department or Washington State Department of Transportation.
  - c) Complaints or requests about relatively minor road issues, such as small dead animals, that do not pose an immediate hazard or require a substantial amount of labor, equipment or supplies to resolve.
9. For road complaints and service requests that require a more significant response, employees will generate work orders by entering information into the Maintenance Management System (MMS) and the Public Works Call Center.
10. Crew Chiefs and other employees, after resolving a road complaint or service request, will close out the work order in MMS, which automatically closes the assigned customer service call identification number in the Public Works Call Center.
11. Public Works does not have specific deadlines for resolving road complaints. Generally speaking, road complaints that are not urgent hazards will be added to the crews' open work order list and be prioritized and closed within a reasonable timeframe or as quickly as possible. However, non-urgent complaints, such as roadside ditches, may not be resolved for some time because that work is done during dry summer months.

**See also:**

- 4.2.1 PRO – Service Requests
- xx.xx.x POL – Customer Service
- WAC 136-50-053, Policy regarding handling of complaints