



### **CCC INTERNAL SERVICE REQUEST PROCESS**

Citizens have two primary methods to communicate their concerns. They include calling (918) 596-2100 Customer Care Center (CCC) and speaking with a representative or going to the [www.cityoftulsa.org](http://www.cityoftulsa.org) website to complete a web form report. Once received, the CCC representative applies the proper id code to route the service request to the appropriate department to address. Each department has their own internal process for resolving issues, but each code has a default processing time (agreed to by CCC and the department) which is the time CCC can expect a response from the department regarding the action taken to resolve or address the citizen's concern. This can range from two to thirty days. Departments receive service requests through a formatted email to the designated individual or group email address responsible for administering the service request process. Below describes the standardized manner the CCC request response emails be sent from the department administrator.

### **TULSA PARKS IQ RESPONSE TO CCC SERVICE REQUEST PROCEDURE**

The email Tulsa Parks receives will have the unique service request number and the words "Internet Quorum" (IQ) in the subject line. The words "Internet Quorum" and the service request number must remain in the subject line for all responses. All responses must be emailed or replied to [MayorsActionCenter@cityoftulsa.org](mailto:MayorsActionCenter@cityoftulsa.org). These two requirements will insure that the response feeds into the service request that is housed in the IQ system and will send an alert to the responsible customer care agent that a response has been sent. The CCC opens the email with Tulsa Parks' response and copies it into the comments section of the service request.

In order to ensure consistency in the CCC process, Tulsa Parks responds to CCC service requests in the same format. This will allow for any reader to easily identify the message and what department work has been done on each service request.

#### **Example:**

**5/19/2014 – Please close. Crew 972 checked and found no leak at this location. (L. Dawes – Distribution Systems)**

### **CLOSING SERVICE REQUESTS**

The Tulsa Parks email response will link the response to the service request in the CCC system. It also sends an alert to the CCC representative responsible for the service request that a response has been received. If Tulsa Parks requests that CCC close the service request, it will be closed. If Tulsa Parks asks us to forward to another department or take another action, the responsible customer care representative will be responsible for fulfilling the action unless it is deemed that it is outside of the CCC's realm of responsibility. In which case, they will resend to the original responder with additional information, request for clarification, or redirect for completion of request.

## 2.4.4

After Tulsa Parks receives the CCC service request, it is directed to the appropriate staff to resolve the service issue/concern. There are 26 Workflow Codes in Parks which are:

1. Playground equipment Maintenance
2. Tree (Trimming/Down/Damaged
3. Request New items (benches, tables, etc.)
4. Trash (Inside Park Building)
5. Trail Maintenance (Park)
6. Plumbing (park facilities)
7. Ball Field
8. Custodial Recreation Center (Interior)
9. Graffiti (Tulsa Park)
10. Inquiry/Complaint Parks (Personnel or Procedures)
11. Mowing (Park)
12. Electrical (shelters, sports facilities, trails)
13. Signage (current or request for new)
14. Inquiry (Recreation Centers, Facilities, Trails, etc.
15. Resurfacing (parking lots, basketball/tennis courts)
16. Restrooms (cleanliness, supplies)
17. Pond/Lake Issue
18. Golf Course Concern/Inquiry
19. Dog Park
20. Park Maintenance
21. Trash & Debris/Park Facility (outside)
22. Volunteer Mowing (Park)
23. Damage Claim (Parks)
24. Service Issue/Concern
25. Shelter Rental
26. Special Event

After Tulsa Parks staff resolves the service issue/concern, they email the response to the designated individual responsible for administering the service request process.