

City of Presidio Policy & Procedures On Any Type of Work Orders

The City of Presidio and its staff will prioritize and attend to any type of work order chronologically in order to provide just service to its citizens. Urgent orders (those that require immediate attention in order to provide basic services) that arise will be taken care of first and then staff will return to attending pending work orders in the order they were received.

Procedures for Any Type of Work Order (Water, Sewer, Streets)

1. Customer Requests/Complaints will be filled out by customer
 - A. In person
 - B. By phone (Taken by front desk or any other staff)
 - C. Placed by our own staff
2. This will create an automatic work order
3. PW Assistant will receive created work orders and:
 - A. Make copy to give to respective department to perform the required tasks.
 - B. Have department head provide a time estimate to begin work.
 - C. File work orders in a binder by chronological order.
 - D. Make phone calls to customer to keep informed of:
 - a. Estimated time to complete
 - b. When work begins
 - c. When job is completed
4. Department head will provide Public Works Assistant
 - A. Estimated time to complete
 - B. When work begins
 - C. When job is completed
5. PW Assistant will report completed jobs to Public Works Director and City Administrator.
6. PW Assistant will provide list of pending jobs to her Director and City Administrator.