

January 17, 1983

Subject: City of Flint Systems Report #1
Flint, Michigan

Date of Meeting: January 7, 1983 (working day 514)

Note: In these reports calendar dates will normally be cross referenced to working days based upon a working day calendar starting with day #1 as January 2, 1981. This calendar is being used in the regular Flint Improvement Program planning and will allow cross referencing to that program.

Actions taken:

- Reviewed basic goals and objectives of a data management system project
- Began establishing data elements for DPW and DCD
- Identified fundamental elements to be used for pilot study evaluation

On Friday, January 7, 1983 (working day 514) Miss Kathy Stoughton, Mr. Ken Collard, and I met to begin discussing methods by which city departments and individual staff members can achieve a constantly improving performance level in future operations.

The objective of our systems work is to provide the tools by which:

- A. The departments and staff can maintain a high credibility of the city government with the citizens of Flint.
- B. The perceived image, as well as the actual image, of Flint city departments and staff can be brought to and maintained at a high level.
- C. A master evaluation system will be established to provide objective, accurate comparison methods of various courses of actions to be taken by the Flint city departments and staff.
- D. Backup data can be provide to city departments and staff with which they can engage in meaningful discussions and reach sound conclusions with a minimum of duplication, backtracking, and omissions.

- E. A method is established by which all pertinent material flowing to and from the city departments and staff can be incorporated into a master filing system from which the information can be retrieved and restored.
- F. A method is provided by which changing elements of the cityscape can be tracked as to their condition and need.
- G. Systems that will allow available resources to be utilized more effectively can be effectively implemented.
- H. Modeling and simulation techniques can be used to permit hands on experience with systems at economical and manageable levels before moving to higher capacity levels.
- I. The actual needs of the community, city, and its staff are brought into focus as to what can be provided by the city and its staff to actually meet and fulfill these needs.
- J. A glossary of terms is prepared dealing with the system described above that will allow optimum communication to occur during sessions in which the systems are generated, reviewed, developed, and put to use.
- K. The findings and the recommendations are presented in such a manner as to insure City of Flint top management acceptance and support.
- L. The current locations of available data comprising generic elements of the data system are found.
- M. A cost containment program is developed as an adjunct to improved effectiveness throughout departments and staff.
- N. Whatever systems are studied and adopted are of such nature that updating is simple and effective.
- O. Statistical data within the system is furnished that will allow the staff to establish and assign priorities based upon objective low or zero bias reasoning.

The above random list emerged from our discussions on January 7, 1983 (working day 514), both with the few early members of the group and with the expanded group

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of DCD and DPW staff members later in the afternoon. The above goals have not been adopted officially nor are they all inclusive. However, they can be used as a starting point from which an ongoing definition of direction is possible. This ongoing planning should allow better unity of action and utilization of available resources.

The task ahead was summed up by a combination of several statements from the meetings saying:

We have a need to study, design, and adopt methods by which city departments and staff are enabled to provide increasingly effective, responsive, credible public services.

Using this idea as a guidepost, we began the analysis by selecting generic elements, used by the city staff in doing their jobs. The people at the session first identified some of the basic data items that might be appropriate for the DCD and the DPW to concern themselves with in their daily professional work. These are listed below as they were mentioned by the participants. Note they are at random:

Basic Data Items

Documents	Demographic units
Land	Planning units
Streets (rights of way)	Drainage districts
Storm sewers	Animal control districts
Sanitary sewers	Sanitary and housekeeping districts
Water mains	Recreation areas
Telephone lines	Housing units
Gas Lines	Employment units
Electric lines	Taxes
Television lines	Market area
Fire alarm lines	Police service
Traffic control lines	Fire service
Intersections	Medical service
Political units	Educational units

As with goal definition this list is not complete, and will be added to as subsequent sessions are held. However, it gives a good starting point for how we might designate as our immediate objective, stated in terms of a unique identifier some of the generic elements to be used in the study. From this list it appears that defining three basic elements would be of fundamental help in better maintaining effective, responsive, credible public services by the DPW and the DCD. These are:

1. Document data
2. Public rights of way data
3. Permanent parcel data

} Basic elements

It was decided we should concentrate upon how we might provide within each of these, the body of knowledge needed to better manage and do the day to day operations of the city.

First, we looked at the document classification system, and as a starting point it was decided that documents themselves belonged to several major classifications. For instance, in planning, design, and construction activities of the DCD and DPW there are several subject sub-classifications that can be assigned to documents as they come into or go out of city hall. Under design, items might include:

1. Field data
2. Design data
3. Administrative records
4. Specifications
5. Drawings

Looking at just one of these, administrative records, we find that there could be a third level of classification which might include:

1. Funding
2. Program planning
3. Budgeting
4. Repairs and replacement
5. Education and training
6. Operating procedures and policies

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Thus, if we are determining how to classify a document we could allow a suffix such as DAR (for design/administrative records/repairs and replacement) to indicate each of the three levels of classification. This could then be followed by a number which would designate the month in which the document is dated and a number assigned in ascending chronological order. Thus, document number DAR 20099 would be the 99th chronological document received or sent in the 20th month from a specified base date and dealing with design/administrative records/ and repair and replacement. The system will have to be studied carefully since obviously, it could get complex, but the above example gives a possible approach to establishing a document number combined with a generic system of documentation.

Additional fields that might be included in classifying information are:

- document type (DCT)
- master classification (MCL)
- document control number (DCN)
- organization from (OFR)
- organization to (OTO)
- individual from (IFR)
- individual to (ITO)
- date (DTE)
- year (YR)
- subjects (SUB)
- summary (SUM)
- location (LOC)
- action to be taken (ABT)
- permanent parcel number (PPN)
- referrals (REF)
- follow up (FUP)

The above ideas are very preliminary and must be reviewed and modified before being adopted. However, they give a

starting point for our initial evaluations of how documentation and data may be most appropriately stored and retrieved within a good technical/professional data base system.

We next moved to a discussion of the generic identifier, permanent parcel number (PPN). It is felt that those elements of interest and classified into a permanent parcel file could include:

- land
- political units
- demographic units
- planning units
- recreation areas
- housing units
- taxes
- market area
- police service
- fire service
- education units

In this system a number would be given each permanent parcel which would include:

- township ① *
 - area map number ② *
 - block number ③ *
 - parcel number ④ *
 - census tract number ⑤ *
 - address of the parcel ⑥ *
- ① ② ③ ④ ⑤ ⑥
11-7-306-011- - - - -
? ?
1 Letter
1 dash
4 numbers
- * unique identifier

Each permanent parcel would have characteristics as described above that could be identified and coded into a master record for that parcel.

Considerable amounts of data already exist about the permanent parcels and over a period of time the additional

information would be gathered and incorporated into a permanent parcel number file. This would permit sizable amounts of data to be available to those who use this information on a daily basis.

Again, as with the document base element, the above is merely a first set of ideas that will have to be carefully reviewed, studied, and analyzed before being put to actual use. It is the intent to do some preliminary modeling of file systems in the immediate future based upon the above components.

The remaining base element we identified in our meeting today was public rights of way. The data items that could be included as a part of the public rights of way file might be:

- water lines
- storm sewers
- sanitary sewers
- gas lines
- electric power lines

- cable TV lines
- telephone lines
- traffic control lines
- fire alarm lines
- electric lighting lines
- landscaping
- curbs and gutters
- street paving
- sidewalks
- manholes
- catch basins
- traffic devices
- fire hydrants
- valve pits

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- road separations
- railroad tracks
- drive approaches
- fences
- structures

For any given public right of way in the city we are always interested in knowing certain information about the above listed items. Some of the information that is of importance to city departments and staff about items within public rights of way include:

- whether it is public or private
- its size
- grade information
- material used in its construction
- its age
- its condition
- its depth
- its location relative to property lines and benchmarks
- its priority of importance in the capital improvements program
- its elevation
- is it above or below grade
- its stationing position

Again, this is a preliminary list and will be studied and modified as needed through our subsequent discussions.

If a data base program composed of the three fundamental elements -

- 1) documents
- 2) public rights of way information
- 3) permanent parcel information

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can be implemented over a period of time it would provide a very helpful ongoing source of information vitally needed by the city so as to provide its service promptly and effectively to the citizens.

There should be established a cross referencing system between the basic elements so that the relations between them can be easily identified. For example, there certainly would be value in knowing what parcel numbers are served by certain storm sewer lines, or to be able to identify the relation between a complaint letter re a traffic control device and the position and nature of that device in the public rights of way bounding that parcel.

The challenge of achieving the goals we have set out is great and exciting. However, if the goals are to be achieved we must make a start toward it now, when the time is optimum for improving management.

In the DCD a step has already been taken toward modest implementation of such a program by the acquisition and use of a 64K IBM microprocessor. This equipment is already seeing extensive use in real estate analysis application. Miss Stoughton has offered the use of this computer to the DPW for some of the simulations that might be desirable to experiment with in bringing the information system on line. We are presently studying the data base program for the microprocessor and expect to use it to begin the modeling.

It was emphasized by Miss Stoughton and others at the session that for many of the planning programs being considered, census tracts are the fundamental land unit used. Therefore, as we work with the permanent parcel number, census tract identification should be kept an important part of that number.

Since it is desired to gain as broad a support base as possible within the DCD and DPW it is planned to have additional staff sessions at which ideas can be brought forth for how to achieve the goals discussed earlier in this report. I recommend that we, in our next session, address the goals set out and see if they are adequate and are stated properly. I also suggest we begin preparation of a glossary of terms based upon words used in the meeting. I shall begin doing this at an early point in our discussions.

It was pointed out by the staff members during the discussion that the availability of collected data is going to play a large part in determining how useful it will be. Thus, our systems design should proceed

on the basis that accessibility by key staff members should be simple, easy, and prompt. For instance on complaints there are four response classifications presently used by the DPW - same day, short term, medium term, and long term. Thus, it is important to improving service that the promises made be maintained, and critical items be given highest priority.

Also mentioned by the staff was the importance of improving labor productivity. There must be developed methods and standards studies that will allow control mechanisms to be put in place to constantly improve productivity. Without a good base data this becomes difficult if not impossible. Part of the systems study should include methods by which activities of the staff can be classified to help study and improve productivity.

Other of the staff mentioned that in some departments primarily the water and sewer department, and in the assessor's department that large amounts of very useful data is already classified and available. Naturally, optimum use should be made of this information where possible. Miss Stoughton mentioned that the county has attempted to set down some data base criteria in a system entitled DIME. However, it does not appear presently that there is much use being made of the data since it is not being tended and updated as originally planned. Perhaps it would be wise to investigate the basic purpose of the DIME system and see if the city's needs might be filled by its components.

There was general agreement that it would be desirable to use data base methods that are completely compatible with existing systems within the city. Therefore, our efforts should be aimed to the greatest extent possible at evolving final recommendations within the city equipment framework for maximum accessibility. There is little doubt that terminals must be available in key departments. How data is transmitted to and from these terminals and where the data is kept, and what form it is kept in, is a part of the ongoing study about to be implemented. For the time being, our main concern is to generate models that can be used for developing the larger scale systems at a later date.

I shall plan to spend a portion of my sessions in Flint, as appropriate, working on this program with Mr. Collard and Miss Stoughton. Therefore, I shall leave the scheduling of our work in their hands for now. I shall begin some preliminary records definition of the various

RALPH J. STEPHENSON, P. E., P. C.
CONSULTING ENGINEER

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topics discussed at our meeting today and bring them
for examples at our next planning and discussion
session.

Ralph J. Stephenson, P.E.

RJS:sps

to: Ken Collard, P.E.

cc: Miss Kathy Stoughton

February 28, 1983

Subject: City of Flint Systems Report #2
Flint, Michigan

Date of Meeting: February 18, 1983 (working day 544)

Actions taken:

- Reviewed content of report #1 dated January 17, 1983 with Mr. Ken Wright
- Reviewed system being used at DPW yard for tracking various elements of the DPW street operation

General

On Friday, February 18, 1983 (working day 544) I met with Mr. Ken Wright, street and garage superintendent for the Department of Public Works, to review the progress made to date on the analysis of Flint systems. We decided that we would work with the elements identified in systems report #1 and see how the reports, records, and statistics kept by the DPW street and garage group fitted to our initial concepts of document control.

To do this, Mr. Wright very courteously reviewed with me at his office the various documents that he uses to:

1. Make work assignments
2. Prepare and submit periodic reports to his management and the city management
3. Analyze frequency of certain types of DPW activity
4. To maintain records that will help the city avoid claims and losses
5. Track complaints received by the street and garage group from citizens.

Mr. Wright's records are well kept and the documentation is apparently complete. At present major document groupings are by subject such as:

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- street name sign replacement
- catch basins
- weed control
- potholes
- graveled streets and shoulders
- scattered site work

Within each of these there is a set of recordkeeping and tracking documents prepared from various information sources. The documents provide a base from which the work of the street and garage department can be carried out.

I shall further analyze the material provided to me by Mr. Wright in respect to our overall considerations for a master systems program. This program is to be reviewed, modeled, and tested on a modest basis as we experiment with various methods of improving the effectiveness of DPW operations.

It should be emphasized that the work being done here is always targeted for achieving the objectives of the system work defined on pages 1 and 2 of systems report #1 dated January 17, 1983. I shall do some preliminary data base analysis of Mr. Wright's information and at subsequent meetings it would be well to review how these street and garage records might assist us to study and better implement a comprehensive system for city departments. We shall continue discussions at our next session.

Ralph J. Stephenson, P.E.

RJS:sp

To: Ken Collard, P.E.

cc: Miss Kathy Stoughton

March 7, 1983

Subject: City of Flint Systems Report #3

Flint, Michigan

Date of Meeting: March 3, 1983 (working day 553)

Actions taken:

- Reviewed previous monitoring reports with Mr. Ray Vyvyan
- Set pilot course of action with Mr. Vyvyan and Mr. Collard
- Evaluated approach to pilot data base program for city

General Summary

As part of our overall analysis of the systems work now being carried out, we reviewed the material covered with Mr. Ken Wright of the street and garage department of the DPW and decided that if possible it should be used as a pilot set of ideas to indicate how we might ultimately achieve the objectives outlined in the systems report #1 dated January 17, 1983.

Reviewing the subjects appropriate for the DPW as a pilot consideration, two or three generic subjects emerged. For our present considerations we are considering that they might be right of way work and non right of way work. In systems report #1 on page four the basic elements have been defined as document data, public right of way data, and permanent parcel data. There is a direct correlation between right of way and non right of way work, with public rights of way data and permanent parcel data. Therefore, it was felt that this right of way and non right of way is a safe major class group to use in starting our analysis.

Within these two categories are several subject categories some of which are already being used by the streets and garage department. Subjects discussed in our meeting today were:

- water
- sewer

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- waste collection*
- street signs*
- building inspection
- catch basins*
- weed control*
- potholes*
- gravel streets and shoulders*
- scattered site work*

These are capable of being broken into further sub-classifications. For example, under water there could be identified distribution and treatment. For sewer there could be collection and treatment. However, for the time being we will limit ourselves to those asterisked activities since they deal with the pilot study for streets and garage.

The next hierarchy of classification addressed was that of the activities demanded by the subject. The activities that Mr. Vyvyan and I listed at random were:

- install*
- construct*
- maintain*
- operate*
- service*
- design
- abandon
- deactivate
- merge
- combine
- inspect*
- dispose*
- improve*

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- update*
- modernize*
- retrofit*
- store*
- warehouse*
- manufacture*

Those items with the asterisk indicate activities done within certain subject categories by the street and garage department. Some of these we will address in our pilot study, focusing primarily on activities that deal with install, maintain, service, and improve. The purpose in limiting the categories of classification is to keep the pilot study within reason so that we can check out ideas for validity without going into excessive detail early in the study. Again, the major effort will be to arrive at a system that will allow us to achieve the objectives outlined in Systems Report #1, dated January 17, 1983.

At our next session it is hoped we can address the findings and processes in some detail with those staff members actually involved. In the interim I shall do some preliminary work establishing data base fields and character lengths as we have discussed earlier. The numbers and data used will be fictitious; however, as we generate a pilot study it would be well to identify real situations and begin inputting actual data from past and current activities.

Ralph J. Stephenson, P.E.

RJS:eps

cc: Ken Collard, P.E.

cc: Miss Kathy Stoughton
Mr. Ray Vyvyan

April 7, 1983

Subject: City of Flint Systems Report #4

Flint, Michigan

Date of Meeting: March 31, 1983 (working day 573)

Actions taken:

- Reviewed previously done work with Mr. Ray Vyvyan and Mr. Ken Wright
- Discussed overall objectives and goals with Mr. Wright and Mr. Vyvyan
- Prepared sample file on DCD's IBM VisiFile program
- Revised complaint file format with Mr. Vyvyan

General Summary

Mr. Ray Vyvyan, Mr. Ken Wright, and I met to continue work on the implementation of a pilot systems program within the DPW operation. It appears that setting up a model pilot run with the street and garage department of DPW would be a satisfactory way of beginning implementation of a division wide program. There are mixed emotions as to the method of proceeding, but overall it was agreed that if top management support can be gained early, and maintained as the system evolves, that this would help greatly in assuring success of the work.

We are proceeding presently on the basis that there is such support available and that our primary responsibility is to produce an excellent enough pilot program to fully justify such confidence and support.

With that in mind I described two files prepared for samples - one on potholes and another on complaints. We then critiqued these briefly, and Mr. Wright said that he would study them further, and prepare an analysis and report evaluating the content and arrangement of each of the two. To illustrate how these files were defined and inputted we visited the DCD and they very kindly allowed us to use their IBM microprocessor for a sample run. This was done primarily to give those concerned a feel of how the file was established and how items were added to it.

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Upon completion of the file inputting Mr. Vyvyan and I critiqued in depth the format of the complaint file and evolved a revised format which I will test over the next two or three weeks for discussion at our future meetings. This work will be done concurrently with Mr. Wright's evaluation, since it is fairly simple to make revisions to the early file formats.

The fields and their length for the complaint file were set for now as follows:

<u>Description of field</u>	<u>Number of characters</u>	
Date of complaint	5 ✓	CMP/LNT DTE ✓
Who complained	15 ✓	WHO CMLPD ✓
Address of complainant	20 ✓	CMP/LNANT ADDR ✓
Phone number of complainant	8 ✓	CMP/LNANT PHN ✓
	426 P724	
How complaint was reported (use abbreviation)	3 ✓	HOW REPTD ✓
Location of complaint	20 ✓	CMP/LNT LCN ✓
Description of complaint	40 ✓	CMP/LNT DES ✓
Apparent prime responsibility for complaint (use abbreviations)	7 ✓	APPRRT PRM RESP ✓
Complaint received by	7 ✓	CMP/LNT REC BY ✓
Actions taken	37 ✓	ACTN TKN ✓
Date of action taken	5 ✓	DTE ACTN TKN ✓
Additional action required	30 ✓	ADPL ACTN REQD ✓
Remarks	28 28 ✓	REM ✓
Action priority (define for follow up purposes)	1 ✓	ACTN PRIORITY ✓
Complaint number (number should use year as the first number and allow 5 digits for numbering consecutively as received (i.e., 300215 says that this is the 215th complaint received in 1983)	6 ✓	CMP/LNT NO ✓

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It should be noted that special attention will have to be given to certain of the fields. The complaint number system, for instance, will require that complaints be logged in through one department or source so that the complaint number assigned can be truly consecutive. Another item to be watched with care is the action priority. One of the main purposes of the file is to insure that if there is no action taken (0 shown in action taken space, and meaning open) that this file should then be brought up every time a search is made on undone activities. The priorities should identify the turnaround time or doing time for the corrective action. We will study this set of fields in more depth. *

Abbreviations will generally be three letters long from which a sizable variety of identifications can be made. I shall define this file and prepare a sample input with 20 or 30 entries. I shall also do some selective sorting to indicate how the system might be used under actual conditions.

Meanwhile, it would be appreciated if the other members of this systems task force would review the other types of files that might be appropriate for the street and garage department. We have already set up a pothole file which will be addressed next in the same fashion as was the complaint file.

Others that could be used and have been identified earlier include:

- waste collection
- street signs
- catch basins
- weed control
- gravel street, alleys, and shoulders
- scattered site work

Mr. Vyvyan will allocate an appropriate amount of time at our next meeting, and it would be appreciated if all involved were requested to attend.

Ralph J. Stephenson, P.E.

RJS:sps

to: Ken Collard, P.E.
cc: Miss Kathy Stoughton
Mr. Ray Vyvyan

April 19, 1983

Subject: City of Flint Systems Report #5

Flint, Michigan

Project: 83:14

Date of Meeting: April 15, 1983 (working day 584)

Actions taken:

- Continued discussion of file formats with Mr. Ray Vyvyan and Mr. Ken Wright
- Did rough flow chart on complaint movement through city departments
- Discussed early recommendations with Mr. Wright, Mr. Vyvyan, and Mr. Collard

General Summary

Our discussion today centered on the role of the Streets Department in processing complaints submitted to the city by the citizens of the community. To better understand the nature of this flow we prepared a chart showing the various avenues by which a citizen complaint is introduced into the city activity structure. There are presently several points of entry, although it has been the intent in the past to try to center this entry point in a few departments. The large number of possible entry points makes it presently difficult to fully track complaints, and it appears there is considerable overlap and occasionally gaps in the processing of complaints.

Once the various departments and groups within the city review the complaint it is referred one or more of several groups for processing. These include police, fire, DPW, DCD, and others. From there, particularly in DPW, the complaint must be routed to the proper division within the department.

Thus, a complaint travels a great distance from its conception to its resolution. Our efforts in our present work are concentrated upon making the resolution more timely, and more effective, while still building a record keeping file that can provide both historical and statistical data as required.

The number of complaints processed by the DPW were discussed in brief, and it appears that the majority of DPW complaints tend to flow toward the Street Department.

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These complaints arrive by various methods including phone calls, memos, letters, personal visits, and other such transmission methods. There is no immediately available statistical data about how many complaints a year might be processed by Streets or the DPW. It appears that the volume could range upwards to as many as 20 complaints received per day in the Street Department only.

The end result of our meeting was a flow chart which will now be used by the DPW management to study the problem, and identify the best current course of action.

It was stressed again by all parties in our meeting today that of prime importance to implementing a good system is the full backing and support of city management. At the department level particularly in the DPW, it appears that this support is available; therefore, we will continue to move ahead with development of the system.

Meanwhile, I shall take the format outline in the systems report #4, dated April 7, 1983 and prepare several file entries for a sample complaint tracking system. It will then be used for further discussion of file format and use.

Ralph J. Stephenson, P.E.

RJS:gmj
To: Ray Vyvyan
CC: Kathy Stoughton
Ken Collard, P.E.

May 9, 1983

Subject: City of Flint Systems Report #6
Flint, Michigan

Project: 83-146

Date of meeting: May 6, 1983 (working day 599)


Actions taken:

- Discussed complaint file format
- established basic scope of work for pilot study
- Continued planning implementation of early pilot work with DPW Streets Department

General Summary

We first discussed the complaint #2 file format prepared as the result of our discussions on March 31, 1983 (working day 573) and outlined on page 2 of that report. This file format was tested on eight records and appears to be close to what would be a useful information source for several types of operations done by the DPW.

As we discussed the file format, Mr. Collard suggested we concentrate our present efforts on a system for the DPW Streets department, and that we concentrate on a few selected items such as:

- sanitary sewer cleaning
 - waste collection
 - pothole patching
 - street lighting
 - snowplowing
- 

It appears presently that overlying the routine efforts engaged in by the city in these activities with those that are specially called for through the complaint system, will account for most of the streets department activities in these items.

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~~We also reviewed methods of developing standard city geographical units by which activities performed could be located, and statistics about such activities by well defined areas or districts could be assembled.~~
We will continue the definition of geographic location at our next session. Meanwhile, Mr. Vyvyan will provide me with some sample aerial photo maps from which I can make further evaluations of possible methods of establishing the geographic units. The interest in the location of a complaint stems from a need for a system, that with minimal difficulty, gives the exact geographic unit location of that complaint, and of the complainant. It was generally agreed that the identification of the units can be on a separate dictionary file and that cross referencing need not be done by the individual entering the complaint in the master complaint file.

~~So far as the complaint file is concerned we decided it should be designed presently for complaints that are received by the DPW street department only. As the pilot study moves along, the intent is to expand into the other groups, but it was felt we must test it and prove it within the streets department first. There apparently is adequate complaint volume in the street department so it should prove to be an adequate pilot test area. It was further decided that the complaint number would be assigned by one of Mr. Wright's staff members who will be receiving the complaints and tabulating them into the complaint file.~~ *

To fully implement the system we will need ultimately to have EDP capabilities within the DPW street department. Therefore, at some early date we should plan how this can be done.

It was tentatively decided that we would run a sample tabulation from time to time on certain defined geographic areas of the city. Which quadrant will be selected to use in this set of pilot runs will be decided upon at a later date.

I shall continue to refine the complaint file for ongoing discussions at our next few sessions. I suggest we identify how routinely scheduled activities can be incorporated into the master tabulation systems. For instance, it would be desirable to provide a method by which snowplowing statistics can be incorporated into a master record of operations for easy recall and checking within the master operational information system.

We reaffirmed that the three basic elements for which information should be tabulated are right of way information,

RALPH J. STEPHENSON, P. E., P. O.
CONSULTING ENGINEER

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non right of way information, and document information.
We will still maintain these three generic classifications
of subjects in our pilot work.

Following our systems meeting on April 15, 1983 (working
day 584) further discussions were held within the DFW
regarding the city-wide method of processing complaints.
There was enough ongoing interest in this subject that it
is felt by top management of the DFW the program should
be studied in depth, and that as soon as possible the
operation be brought on line within the streets department
to give it adequate testing leading toward further
refinement and continuing improvement.

Ralph J. Stephenson, P.E.

RJS:spc

To: Mr. Ray Vyvyan

cc: Miss Kathy Stoughton
Ken Collard, P.E.

August 2, 1983

Subject: City of Flint Systems Report #7
Flint, Michigan

Project: 83:14S

Date of Meeting: July 22, 1983 (working day 652)

Actions taken:

- Reviewed complaint file format with Mr. Vyvyan and Mr. Wright
- Established near future scope of activities

General Summary

We first reviewed the current work status, and it was decided that the present Flint system complaint report format was the one that should be used in the initial pilot study work. This format is shown on the accompanying enclosure, Attachment A.

The complaint report can be printed out in any desired arrangement. For illustrative purposes, the sample material has been arranged in _____ different ways illustrating how reports can be generated using either all or part of the information contained in each record. Attachment B is a printout in record number order containing all of the data. Attachments C and D show the data ~~open/closed~~ order but containing only selected records for special types of reports. It should be kept in mind that the basic file can also be sorted in any manner desired on any of the fields available. Special runs can also be prepared based on selected fields. For instance, attachment E is a run grouping open and closed items in the action taken field.

Attachment F is the abbreviation file arranged in ascending abbreviation order.

Thus, the complete documentation although consisting of relatively simple components can be used in a variety of combinations to provide data that might be of interest.

Mr. Wright, Mr. Vyvyan and I next turned our attention to identifying the activity categories to incorporate into the pilot system. After considerable discussion it was decided that the following activities preceded by their identifying abbreviation would be used for this early work.

*
PP~~/~~ - pothole patching

MS Major street repairs

*
SP~~/~~ - snow plowing

*
WM~~/~~ - weed mowing

*
SR~~/~~ - sidewalk repairs

*
NC~~/~~ - non-scheduled collections

*
CB~~/~~ - catch basin repairs

*
SN~~/~~ - street name sign replacement

RF* - Refer to other department ~~division~~

The abbreviation is to be put directly in front of the complaint description. Thus, it is possible to sort or print selectively on whichever activity item is of interest. We initially tried to use one letter for the activity but due to code duplication it became necessary to extend this to two spaces plus the slash.

The next item of discussion during our session was to assign definitions for the priorities to be placed on each of the complaints. The following list ranging from priority #1 which is immediate and of high demand, through to priority #5 which is to be done as resources permit is given in the list below:

- 1 Hazard or emergency - Demands immediate attention. Street ~~Department~~ *Division* is to drop what they are doing and go now.
- 2 To be done as soon as practicable, normally within one working day.
- 3 Normally to be done within 5 working days (one week)
- 4 Normally to be done within 22 working days (one month)
- 5 Activity to be added to the to do list and accomplished as resources permit.

Assignment of priorities is important, and the criteria by which these assignments are to be made should be studied carefully, and clearly understood so that they can be consistently assigned. This matter will be discussed in more depth as the system design evolves.

At our next session we should plan to review this material and the attachments with Mr. Ken Collard, director of the DPW and to decide the most appropriate method of proceeding in the near and moderate distant future. The question which will be of main concern, aside from how the information is to be inputted, will be the method by which the data is to be processed. We should plan to discuss equipment and other resource needs to bring the technique on line.

Initial input might be possible on the DCD's personal computer configuration. I shall prepare the program within the VisiFile program format which is available to the DCD. However, it is also possible that a different configuration, compatible with the City of Flint's mainframe computer system would be most appropriate. We shall keep this in mind while designing the system.



Ralph J. Stephenson, P.E.

RJS:sps

To: Mr. Ray Vyvyan

Attachments

(A)

AUG - 1 1983

FILE=CPLNT 2

FIELD NAME	TYPE	START	LENGTH
✓ CPLNT DTE.....	A.....	6.....	5 ✓
✓ WHO CMPLD.....	A.....	11.....	15 ✓
✓ CMPLNANT ADDR.....	A.....	26.....	20 ✓
✓ CMPLNANT PHN.....	A.....	46.....	8 ✓
✓ HOW REPTD.....	A.....	54.....	3 ✓
✓ CMPLNT LCN.....	A.....	57.....	20 ✓
✓ CMPLNT DESC.....	A.....	77.....	40 38 ✓
✓ APPRT PRM RESP.....	A.....	117.....	7 ✓
✓ CMPLNT REC BY.....	A.....	124.....	7 ✓
✓ ACTN TKN.....	A.....	131.....	37 ✓
✓ DTE ACTN TKN.....	A.....	168.....	5 ✓
ADDL ACTN RECD.....	A.....	173.....	30 ✓
REM.....	A.....	203.....	28 ✓
✓ ACTN PRIORITY.....	A.....	231.....	1 ✓
✓ CMPLNT NO.....	A.....	232.....	6 ✓

✓ ACTN TYPE 2
 ✓ 57.3741 1

FLINT SYSTEM COMPLAINT REPORT
INPUT ORDER - RALPH J. STEPHENSON PE PC

ⓑ
 AUG - 1 1983

REC# CMLPNT NO CMLPNT DTE HOW REPTD CMLPNT REC ACTN PRIORITY
 CMLPNT LCN CMLPNT DESC
 WHO CMLPD CMLPNANT ADDR CMLPNANT PHN APPRT PRM RESP
 ACTN TKN DTE ACTN TKN
 ADDL ACTN REQD
 REM

1 300001 30103 PV RRD 2
 DORT AND COURT RR*SE CURB DETERIORATED-CMLPNT STUMBLD
 SMOULIN, DELARRS 22345 COURT 224 9888 CMP
 (X) TEMP ASPHALT PATCH MADE . 30103
 PERM PATCH TO BE MADE IN SPRG
 ASPLT PTCH MAY NEED REPAIR

2 300002 30103 TP DPW 2
 DELASTEN AND TROY PP*LARGE POTHOLE IN STREET
 THOMAS, FRANCIS 228 DELASTEN 335 8734 WW
 (O) CREW ASSGND FOR 30104
 PATCH POTHOLE
 FOLLOW UP 30104

3 300003 30103 TP SD-KLT 2
 FRONT OF CMLPNT HOME NC*LARGE PIECES OF ASPHLT IN ROAD
 INGERSOL, HUGH S 2238 FRANKLIN DR 334 5342 NC
 (X) RCD-CREW TO INSPECT 30104 30103
 CLEAN UP WHERE NEEDED
 CHECK ON POSS VANDALISM

4 300004 30103 MYD MYD-TLT 1
 3354 ELM ST RF*CITY TREE HANGING OVER HOUSE
 HAHGEY, ESTHER 3352 ELM ST 235 9973 WW
 (X) REFD TO PARKS & RECREATION 30103
 CHECK AND REPORT TO MYD
 RECENT ICE STORM RESULT

5 300005 30103 DPW DPW-TDD 1
 ALLEY AT BACK OF HSE CB*CATCH BASIN COVER OFF
 KATZ, MELVIN 3350 PIEDMONT 334 0087 UNP
 (X) INSTALLED NEW COVER 30103
 LOCATE MISSING COVER IF POSS
 3RD CVT MISSING HERE IN YR

6 300006 30104 PV DPW-KTW 5
 99437 STEETH SR*BROKEN CONC IN SIDEWALK
 JOHNSON, THOMAS 99437 STEETH 110 3394 TRR
 (O) TO BE INSPECTED
 DECIDE REPAIR METHOD AFTER INS
 MAY DEFER REPAIR TO SPRING

7 300007 30104 PV OMB-DLS 1
 RALSTON & FRENCH RF*BROKEN WATER MAIN
 TODD, MICHAEL 231 RALSTON ROAD 763 8732 WW
 (X) REFD TO WATER DEPT IMMEDIATELY 30104
 FOLLOW UP WITH WATER DEPT

FLINT SYSTEM COMPLAINT REPORT
 INPUT ORDER - RALPH J. STEPHENSON PE PC

REC# CMLPNT NO CMLPNT DTE HOW REPTD CMLPNT REC ACTN PRIORITY
 CMLPNT LCN CMLPNT DESC
 WHO CMLPD CMLPNANT ADDR CMLPNANT PHN APPRT PRM RESP
 ACTN TKN DTE ACTN TKN
 ADDL ACTN REQD
 REM

8 300008 30104 TP DPW 2
 3221 FOURTH RF*SINKHOLE IN PAVEMENT
 TILLSON, CAROL 3221 FOURTH 333 9882 UGUB
 (X) INSPCTD HOLE-REFRD TO CONS PWR 30104
 PATCH HOLE AFTER CONS PWR REPR
 CHECK CONS PWR 30104

9 300160 30306 TP DPW 2
 IN FRONT OF HSI HOME NC*MANHOLE COVER ON COF SIDEWALK
 INGERSOL, HUGH S 2238 FRANKLIN DR 334 5343 UNP
 (X) CREW PICKED UP COVER 30306 30306
 FIND OUT HOW COVER GOT THERE
 CHECK #300003

10 300184 30308 MYD MYD-TLT 4
 DRICKSON & KNIGHT SN*STREET NAME SIGN DAMAGED
 TEMLINSA, JOHN T 342 DRICKCON AVE 332 9848 UNP
 (O) REQUISITIONED REPAIRS 30309
 FOLLOW UP 30331
 APPARENTLY VANDALISM

11 300262 30320 PV DPW-JJJ 3
 22886 HICKORY AVE PP*FIVE LARGE POTHOLES IN STREET
 PRINCETON, MAX 22834 HICKORY AVE. 335 9321 WW
 (O) TO BE INSPECTED
 PATCH POTHOLES IF NEEDED
 ST TO BE PAVED THIS SPRING

12 300303 30323 PV DPW-KTW 3
 33800 RALSTIN SP*SNOW PILE BLOCKING ALLEY
 DETROIS, BRETT 33753 THOMPSON 338 0985 DPW
 (O) SCHEDULED REMOVAL FOR 30325
 FOLLOW UP ON 30331
 SNOW DUMPED TEMPORARILY

(C)

FLINT SYSTEM COMPLAINT REPORT PAGE 1
LIST BY WHO & ACTION TAKEN

AUG - 1 1983

REC# CMLPLNT NO CMLPLNT DT
WHO CMLPLD
ACTN TKN

1 300001 30103
SMOULIN, DELARRS
(X) TEMP ASPHALT PATCH MADE .

2 300002 30103
THOMAS, FRANCIS
(O) CREW ASSGND FOR 30104

3 300003 30103
INGERSOL, HUGH S
(X) RCD-CREW TO INSPECT 30104

4 300004 30103
HAGGEY, ESTHER
(X) REFD TO PARKS & RECREATION

5 300005 30103
KATZ, MELVIN
(X) INSTALLED NEW COVER

6 300006 30104
JOHNSON, THOMAS
(O) TO BE INSPECTED

7 300007 30104
TODD, MICHAEL
(X) REFD TO WATER DEPT IMMEDIATELY

8 300008 30104
TILLSON, CAROL
(X) INSPCTD HOLE-REFRD TO CONS FWR

9 300160 30306
INGERSOL, HUGH S
(X) CREW PICKED UP COVER 30306

10 300184 30308
TEMLINSA, JOHN T
(O) REQUISITIONED REPAIRS 30309

11 300262 30320
PRINCETON, MAX
(O) TO BE INSPECTED

12 300303 30323
DETROIS, BRETT
(O) SCHEDULED REMOVAL FOR 30325



AUG - 1 1983

FLINT SYSTEM COMPLAINT REPORT PAGE 1
LIST BY LOCATION, DESC, & ACTION TAKEN

REC# CMLPLNT NO CMLPLNT DTE
CMLPLNT LCN
CMLPLNT DESC
ACTN TKN

1 300001 30103
DORT AND COURT
RR*SE CURB DETERIORATED-CMLPLNT STUMBLED
(X) TEMP ASPHALT PATCH MADE .

2 300002 30103
DELASTEN AND TROY
FP*LARGE POTHOLE IN STREET
(O) CREW ASSGND FOR 30104

3 300003 30103
FRONT OF CMLPLNT HOME
NC*LARGE PIECES OF ASPHLT IN ROAD
(X) RCD-CREW TO INSPECT 30104

4 300004 30103
3354 ELM ST
RF*CITY TREE HANGING OVER HOUSE
(X) REFD TO PARKS & RECREATION

5 300005 30103
ALLEY AT BACK OF HSE
CB*CATCH BASIN COVER OFF
(X) INSTALLED NEW COVER

6 300006 30104
99437 STEETH
SR*BROKEN CONC IN SIDEWALK
(O) TO BE INSPECTED

7 300007 30104
RALSTON & FRENCH
RF*BROKEN WATER MAIN
(X) REFD TO WATER DEPT IMMEDIATELY

8 300008 30104
3221 FOURTH
RF*SINKHOLE IN PAVEMENT
(X) INSPCTD HOLE-REFRD TO CONS FWR

9 300160 30306
IN FRONT OF HSI HOME
NC*MANHOLE COVER ON COF SIDEWALK
(X)CREW PICKED UP COVER 30306

10 300184 30308
DRICKSON & KNIGHT
SN*STREET NAME SIGN DAMAGED
(O)REQUISITIONED REPAIRS 30309

FLINT SYSTEM COMPLAINT REPORT PAGE 2
LIST BY LOCATION, DESC, & ACTION TAKEN

REC# CMLPNT NO CMLPNT DTE
CMLPNT LCN
CMLPNT DESC
ACTN TKN

11 300262 30320
22886 HICKORY AVE
PP*FIVE LARGE POTHOLE IN STREET
(0) TO BE INSPECTED

12 300303 30323
33800 RALSTIN
SP*SNOW PILE BLOCKING ALLEY
(0) SCHEDULED REMOVAL FOR 30325

(E)

FLINT SYSTEMS COMPLAINT REPORT

(O) OPEN - (X) CLOSED ORDER - RALPH J. STEPHENSON FE PC

REC# CMLPNT NO CMLPNT DTE HOW REPTD CMLPNT REC BY ACTN PRIO
 CMLPNT LCN CMLPNT DESC
 WHO CMLPD CMLPNANT ADDR CMLPNANT PHN APPRT PRM RESP
 ACTN TKN DTE A
 ADDL ACTN REQD
 REM

2 300002 30103 TP DPW 2
 DELASTEN AND TROY PP*LARGE POTHOLE IN STREET
 THOMAS, FRANCIS 228 DELASTEN 335 8734 WW
 (O) CREW ASSGND FOR 30104
 PATCH POTHOLE
 FOLLOW UP 30104

6 300006 30104 PV DPW-KTW 5
 99437 STEETH SR*BROKEN CONC IN SIDEWALK
 JOHNSON, THOMAS 99437 STEETH 110 3394 TRR
 (O) TO BE INSPECTED
 DECIDE REPAIR METHOD AFTER INS
 MAY DEFER REPAIR TO SPRING

10 300184 30308 MYO MYO-TLT 4
 DRICKSON & KNIGHT SN*STREET NAME SIGN DAMAGED
 TEMLINSA, JOHN T 342 DRICKCON AVE 332 9848 UNP
 (O) REQUISITIONED REPAIRS 30309
 FOLLOW UP 30331
 APPARENTLY VANDALISM

12 300303 30323 PV DPW-KTW 3
 33800 RALSTIN SP*SNOW PILE BLOCKING ALLEY
 DETROIS, BRETT 33753 THOMPSON 338 0985 DPW
 (O) SCHEDULED REMOVAL FOR 30325
 FOLLOW UP ON 30331
 SNOW DUMPED TEMPORARILY

11 300262 30320 FV DPW-JJJ 3
 22886 HICKORY AVE PP*FIVE LARGE POTHOLES IN STREET
 PRINCETON, MAX 22834 HICKORY AVE. 335 9321 WW
 (O) TO BE INSPECTED
 PATCH POTHOLES IF NEEDED
 ST TO BE PAVED THIS SPRING

8 300008 30104 TP DPW 2
 3221 FOURTH RF*SINKHOLE IN PAVEMENT
 TILLSON, CAROL 3221 FOURTH 333 9882 UGUB
 (X) INSPCTD HOLE-REFRD TO CONS PWR 30104
 PATCH HOLE AFTER CONS PWR REPR
 CHECK CONS PWR 30104

5 300005 30103 DPW DPW-TDD 1
 ALLEY AT BACK OF HSE CB*CATCH BASIN COVER OFF
 KATZ, MELVIN 3350 PIEDMONT 334 0087 UNP
 (X) INSTALLED NEW COVER 30103
 LOCATE MISSING COVER IF POSS
 3RD CVT MISSING HERE IN YR

FLINT SYSTEMS COMPLAINT REPORT

PAGE 2

(0) OPEN - (X) CLOSED ORDER - RALPH J. STEPHENSON PE PC

REC# CMLPNT NO CMLPNT DTE HOW REPTD CMLPNT REC BY ACTN PRIO
 CMLPNT LCN CMLPNT DESC
 WHO CMLPD CMLPNANT ADDR CMLPNANT PHN APPRT FRM RESP
 ACTN TKN DTE A
 ADDL ACTN REQD
 REM

3 300003 30103 TP SD-KLT 2
 FRONT OF CMLPNT HOME NC*LARGE PIECES OF ASPHLT IN ROAD
 INGERSOL, HUGH S 2238 FRANKLIN DR 334 5342 NC
 (X) RCD-CREW TO INSPECT 30104 30103
 CLEAN UP WHERE NEEDED
 CHECK ON POSS VANDALISM

4 300004 30103 MYQ MYQ-TLT 1
 3354 ELM ST RF*CITY TREE HANGING OVER HOUSE
 HANBEY, ESTHER 3352 ELM ST 235 9973 WW
 (X) REFD TO PARKS & RECREATION 30103
 CHECK AND REPORT TO MYQ
 RECENT ICE STORM RESULT

7 300007 30104 PV OMB-DLS 1
 RALSTON & FRENCH RF*BROKEN WATER MAIN
 TODD, MICHAEL 231 RALSTON ROAD 763 8732 WW
 (X) REFD TO WATER DEPT IMMEDIATELY 30104
 FOLLOW UP WITH WATER DEPT

1 300001 30103 PV RRD 2
 DORT AND COURT RR*SE CURB DETERIORATED-CMLPNT STUMBLED
 SMOULIN, DELARRS 22345 COURT 224 9888 CMP
 (X) TEMP ASPHALT PATCH MADE . 30103
 PERM PATCH TO BE MADE IN SPRG
 ASPLT PTCH MAY NEED REPAIR

9 300160 30306 TP DFW 2
 IN FRONT OF HSI HOME NC*MANHOLE COVER ON COF SIDEWALK
 INGERSOL, HUGH S 2238 FRANKLIN DR 334 5343 UNP
 (X) CREW PICKED UP COVER 30306 30306
 FIND OUT HOW COVER GOT THERE
 CHECK #300003

FLINT SYSTEM ABBREVIATIONS
IN ABBREVIATION ORDER

83:145 - RALPH J. STEPHENSON PE FC

AUG - 1 1983

REC#	ABBREVIATION	MEANING
39	(O)	ITEM OPEN - ADDITIONAL ACTION TO BE TAKEN
40	(X)	ACTION TAKEN & COMPLAINT CLOSED
21	ACTN PRIORITY	ACTION PRIORITY
27	ADDL ACTN REQD	ADDITIONAL ACTION REQUIRED
17	ADDTNL ACT REQD	ADDITIONAL ACTION REQUIRED
26	APPRT PRM RESP	APPARENT PRIME RESPONSIBILITY FOR COMPLAINT
5	AR LO	AREA LOCATION
46	CB	CATCH BASIN REPAIRS
25	CMPLNANT PHN	COMPLAINANT PHONE NO
48	CMPLNT	COMPLAINANT
12	CMPLNT ADDRESS	COMPLAINANT ADDRESS
19	CMPLNT DTE	COMPLAINT DATE
22	CMPLNT LCN	COMPLAINT LOCATION
18	CMPLNT NO	COMPLAINT NUMBER
20	CMPLNT REC BY	COMPLAINT RECEIVED BY
24	COMPLANT ADDR	COMPLAINANT ADDRESS
16	COMPLNT DESC	COMPLAINT DESCRIPTION
14	COMPLNT LOCTN	COMPLAINT LOCATION
13	COMPLNT PHN	COMPLAINANT PHONE NUMBER
15	COMPLNT RCD BY	COMPLAINT RECEIVED BY
9	DCD	DEPARTMENT OF COMMUNITY DEVELOPMENT
10	DPW	DEPARTMENT OF PUBLIC WORKS
7	DT RPD	DATE REPAIRED
28	DTE ACTN TKN	DATE ACTION TAKEN
2	DTE RPT	DATE REPORTED
4	HOW REPTD	HOW REPORTED
32	MYO	MAYOR'S OFFICE
35	NC	NEIGHBORHOOD CHILDREN
45	NC	NON SCHEDULED COLLECTIONS
33	OMB	OMBUDSMAN
41	PP	POTHOLE PATCHING
6	PRI	PRIORITY
30	PV	PERSONAL VISIT
1	REC#	RECORD NUMBER
29	REM	REMARKS
38	SD	STREET DEPARTMENT
47	SN	STREET NAME SIGN REPLACEMENT
42	SP	SNOW PLOWING
44	SR	SIDEWALK REPAIRS
8	TM	TIME REPAIRED
31	TP	TELEPHONE
37	UGUB	UNDERGROUND UTILITY BREAK
36	UNP	UNKNOWN PERSONS
23	WHO CMPLD	WHO COMPLAINED
11	WHO COMPLND	WHO COMPLAINED
3	WHO REPTD	WHO REPORTED
43	WM	WEED MOWING
34	WW	WINTER WEATHER

NOT SENT
TO RAVV

FLINT SYSTEM ABBREVIATIONS

IN MEANING ORDER

83:14S - RALPH J. STEPHENSON PE PC

AUG - 1 1983

REC#	MEANING	ABBREVIATION
21	ACTION PRIORITY	ACTN PRIORITY
40	ACTION TAKEN & COMPLAINT CLOSED	(X)
27	ADDITIONAL ACTION REQUIRED	ADDL ACTN REQD
17	ADDITIONAL ACTION REQUIRED	ADDTNL ACT REQD
26	APPARENT PRIME RESPONSIBILITY FOR COMPLAINT	APPRT PRM RESP
5	AREA LOCATION	AR LO
46	CATCH BASIN REPAIRS	CB
48	COMPLAINANT	CMPLNT
12	COMPLAINANT ADDRESS	CMPLNT ADDRESS
24	COMPLAINANT ADDRESS	COMPLANT ADDR
25	COMPLAINANT PHONE NO	CMPLNANT PHN
13	COMPLAINANT PHONE NUMBER	COMPLNT PHN
19	COMPLAINT DATE	CMPLNT DTE
16	COMPLAINT DESCRIPTION	COMPLNT DESC
22	COMPLAINT LOCATION	CMPLNT LCN
14	COMPLAINT LOCATION	COMPLNT LOCTN
18	COMPLAINT NUMBER	CMPLNT NO
20	COMPLAINT RECEIVED BY	CMPLNT REC BY
15	COMPLAINT RECEIVED BY	COMPLNT RCD BY
28	DATE ACTION TAKEN	DTE ACTN TKN
7	DATE REPAIRED	DT RFD
2	DATE REPORTED	DTE RPT
9	DEPARTMENT OF COMMUNITY DEVELOPMENT	DCD
10	DEPARTMENT OF PUBLIC WORKS	DPW
4	HOW REPORTED	HOW REPTD
39	ITEM OPEN - ADDITIONAL ACTION TO BE TAKEN	(O)
32	MAYOR'S OFFICE	MYO
35	NEIGHBORHOOD CHILDREN	NC
45	NON SCHEDULED COLLECTIONS	NC
33	OMBUDSMAN	OMB
30	PERSONAL VISIT	PV
41	POTHOLE PATCHING	PP
6	PRIORITY	FRI
1	RECORD NUMBER	REC#
29	REMARKS	REM
44	SIDEWALK REPAIRS	SR
42	SNOW PLOWING	SP
38	STREET DEPARTMENT	SD
47	STREET NAME SIGN REPLACEMENT	SN
31	TELEPHONE	TP
8	TIME REPAIRED	TM
37	UNDERGROUND UTILITY BREAK	UGUB
36	UNKNOWN PERSONS	UNP
43	WEED MOWING	WM
23	WHO COMPLAINED	WHO CMPLD
11	WHO COMPLAINED	WHO COMPLND
3	WHO REPORTED	WHO REPTD
34	WINTER WEATHER	WW

NOT SENT
TO RAY V

FLINT SYSTEM ABBREVIATIONS
IN MEANING ORDER

83:14S - RALPH J. STEPHENSON PE PC

AUG - 1 1983

REC#	MEANING	ABBREVIATION
21	ACTION PRIORITY	ACTN PRIORITY
40	ACTION TAKEN & COMPLAINT CLOSED	(X)
27	ADDITIONAL ACTION REQUIRED	ADDL ACTN REQD
17	ADDITIONAL ACTION REQUIRED	ADDTNL ACT REQD
26	APPARENT PRIME RESPONSIBILITY FOR COMPLAINT	APPRT PRM RESP
5	AREA LOCATION	AR LO
46	CATCH BASIN REPAIRS	CB
48	COMPLAINANT	CMLPNT
12	COMPLAINANT ADDRESS	CMLPNT ADDRESS
24	COMPLAINANT ADDRESS	COMPLANT ADDR
25	COMPLAINANT PHONE NO	CMLPNANT PHN
13	COMPLAINANT PHONE NUMBER	COMPLNT PHN
19	COMPLAINT DATE	CMLPNT DTE
16	COMPLAINT DESCRIPTION	COMPLNT DESC
22	COMPLAINT LOCATION	CMLPNT LCN
14	COMPLAINT LOCATION	COMPLNT LOCTN
18	COMPLAINT NUMBER	CMLPNT NO
20	COMPLAINT RECEIVED BY	CMLPNT REC BY
15	COMPLAINT RECEIVED BY	COMPLNT RCD BY
28	DATE ACTION TAKEN	DTE ACTN TKN
7	DATE REPAIRED	DT RPD
2	DATE REPORTED	DTE RPT
9	DEPARTMENT OF COMMUNITY DEVELOPMENT	DCD
10	DEPARTMENT OF PUBLIC WORKS	DPW
4	HOW REPORTED	HOW REPTD
39	ITEM OPEN - ADDITIONAL ACTION TO BE TAKEN	(O)
32	MAYOR'S OFFICE	MYO
35	NEIGHBORHOOD CHILDREN	NC
45	NON SCHEDULED COLLECTIONS	NC
33	OMBUDSMAN	OMB
30	PERSONAL VISIT	PV
41	POTHOLE PATCHING	PP
6	PRIORITY	PRI
1	RECORD NUMBER	REC#
29	REMARKS	REM
44	SIDEWALK REPAIRS	SR
42	SNOW PLOWING	SP
38	STREET DEPARTMENT	SD
47	STREET NAME SIGN REPLACEMENT	SN
31	TELEPHONE	TP
8	TIME REPAIRED	TM
37	UNDERGROUND UTILITY BREAK	UGUB
36	UNKNOWN PERSONS	UNP
43	WEED MOWING	WM
23	WHO COMPLAINED	WHO CMPLD
11	WHO COMPLAINED	WHO COMPLND
3	WHO REPORTED	WHO REPTD
34	WINTER WEATHER	WW

August 9, 1983

Subject: City of Flint Systems Report #8
Flint, Michigan

Project: 83:14S

Date of Meeting: August 4, 1983 (working day 661)

Actions taken:

- Reviewed revised complaint file format with Mr. Collard, Mr. Wright, and Mr. Vyvyan
- Established course of action for next few weeks

General Summary

We first reviewed the format for the Flint systems complaint report file attachments A through F dated August 1, 1983. This format incorporated the material generated as a result of the meeting held on July 22, 1983 (working day 652) and reported in the City of Flint Systems Report #7. The format is now close to being acceptable and with minor changes will be assembled as an example of the arrangement to be adopted in the pilot study. Changes and additions to be made are:

- A. Revise the action taken field name to action to be taken. This states the action that is planned to be taken. The status field will be used to describe whether or not that action to be taken has actually been taken.
- B. The action priority field is to be increased to three digits. The first digit of 1 through 5 will describe the priority related to time as described on pages two and three of Report #7 dated August 7, 1983. The second digit also from 1 through 5 will describe the magnitude of the complaint. To resolve any given complaint requires money expended on manpower, using equipment and material. An example of highest and lowest orders of magnitude would be, for instance, a job that could be done immediately with resources available now, compared to those items that would have to be budgeted for future work and utilizing resources not currently available but to be specially allocated. This second number definition will require some study, but should be reasonably easy to define.

In discussing this matter in more depth later in the day, it was thought possible that three digits should be used, or in any event reserved in case a further definition of priority was to be used. I shall leave space in the program for the use of a three digit number. We shall also consider that where the number is not applicable that a zero could be used in that space. I shall study this item in more depth and prepare a field item that should accommodate our desire in this matter.

- C. The activity type will be kept as a separate field of two characters. We added an additional activity to our list today, MS, for major street repairs. The program will allow the addition of any activity desired so we shall consider at present that the list described on page two of the report #7 dated August 2, 1983 is a starter list and leave the program open to receive whatever additional activity designations are desired.
- D. The status field should be kept separate with one character either opened (O) or closed (X). Status designation is presently to be considered applicable to the actions to be taken field.

I shall redo the sample master file to take into account the changes above and to give us a sample to follow as we implement the system.

In our discussions it was recommended that we put the complaint system into operation for a specified period of time in order to observe it and to determine its usefulness and worth. In addition, we want to insure it is molded into a form that will give us the best output potential possible since the information contained in it will be of value in tracking the city's performance on complaints. Generally, it is expected that implementing such a complaint tracking system would:

1. Encourage city staff to follow up on pending items in accordance with a priority system.
2. Provide an easily accessible statistical source for information requested frequently by various departments and divisions both internally and externally.
3. Permit quantified evaluation of city's response to complaints.

City of Flint Systems Report #8
Page three

4. Allow accurate historical records to be maintained in the event defense is needed against disputed claims.
5. Encourage careful follow up of all claims based upon multiple and specially fitted criteria.
6. Permit more accurate projections of workloads than possible at present.
7. Help identify future potential trouble areas based upon historical data. These trouble areas can be by area, by type of complaint, by individual, or by any other other criteria inputted to the complaint report system.
8. Permit implementation of management by exception reports to the upper management of the DPW.
9. Provide easily referenced material for staff conferences and performance reviews of operating personnel.
10. Encourage and permit parallel development of management systems utilizing similar information, and storage and retrieval techniques.

During our session it was mentioned that corrective action on such items as potholes, non-schedules collections, and other activities is often generated by management inspections or reviews carried out by the street division and DPW staff. These are reflected in staff instructions to carry out certain types of corrective action. Such reports are not normally classified as a complaint and therefore we should consider generation of a parallel information system that will accommodate these managerial observations. It should be capable of being related to the complaint file by cross referencing, although it is possible it would be best kept separate from the complaint file so it can be searched and analyzed as a separate entity. We shall study this matter further since whichever course of action is followed the current file format can be adapted to additional storage use.

I recommended that the master document which will be the unit record into which the record is tabulated be kept in ascending order of complaint number. It is, in my experience, easiest to find numerically ordered documents and then perform whatever special sorting is needed. With this system then it would be possible to make stapled attachments to the unit record entry for cross referencing purposes.

City of Flint Systems Report #8
Page four

As part of our discussion Mr. Collard also asked the question as to whether it would be better to have the data terminal at the streets division yard or whether it might be wiser to have it located at DPW headquarters where staff would be available most of the time to prepare the input. This matter will be reviewed in conjunction with the equipment availability, and a decision made on this matter internally between the top and middle management of the DPW.

Meanwhile, I shall make the suggested revisions to the systems sample and mail it out to the parties involved in the near future. The report will probably precede the revised attachments so the attachments will be referenced separately as they are mailed.

Ralph J. Stephenson, P.E.

RJS:sps

To: Mr. Ray Vyvyan

- CRITICAL PATH PLANNING
- LAND PLANNING
- MANAGEMENT CONSULTING
- PLANT LOCATION

RALPH J. STEPHENSON, P.E., P.C.
CONSULTING ENGINEER

15064 WARWICK ROAD

DET ~~September 10, 1983~~

PHONE 273-5026

Subject: City of Flint Systems Report #9
Flint, Michigan

Project: 8314S

Date of Meeting: August 26, 1983 (working day 677)

Actions taken:

- Reviewed complaint file format dated August 26, 1983 with Mr. Collard, Mr. Wright, and Mr. Vyvyan
- Established file format to be used for initial pilot study

General Summary

The revised format and sample input dated August 26, 1983 were evaluated, and it was decided that it would form the basis for the pilot study. A sample set of runs is attached to this report. These runs are labeled A through G and contain the following information:

Run A - The file makeup including the field name, field type, start of the entry in the file and the length of the field

Run B - A listing of the full complaint in record number order. Record number order is the order in which the complaint information is entered into the file.

Run C - A run showing only the open items. The primary sort here is on status with a secondary sort on complaint number.

Run D - A list of abbreviations in record number order as they were entered into the file.

Run E - A list of abbreviations in alphabetic order according to abbreviations.

Run F - A list of abbreviations in alphabetic order by meaning.

Run G - A list of abbreviations in ascending order of type. AT is action type, G is general, N is name (names are shown with last names first to allow a directory to be built) OR is organization.

City of Flint Systems Report #9

Page two

15064 WARWICK ROAD
DETROIT, MICHIGAN 48223

PHONE 273-5026

It is expected one of the major problems we will have in the system is proper selection of a priority to be assigned. Everyone's perception of how important a complaint is certain to vary, and thus, assignment of the priority will have to be done at a high management level to insure credibility. Initially in the pilot system, Mr. Wright will probably do most of the entry, much as he does now with the existing system. This should help minimize conflict about the correctness of a priority. However, it is expected that one of the benefits of this data base program will be an improvement in the understanding of high priority items and a sharpening of the assignments to reflect the true needs of the complaint system.

We also must address the complaint intake system since the present system of receiving and entering complaints is random, and expectations sometimes are less than actuality. It is hoped that by the use of the complaint number that a better organization of the approach to processing the complaints can be identified.

It was stressed in the session by Mr. Collard that what we are building initially is a data base which ultimately can be used as a management tool. In essence, what we are attempting to do is to collect information that will allow us to improve the methods by which we input complaints, assign priorities, and process the actions necessary to resolve the problem. If we are missing the high priority items repeatedly, then the study system will indicate this to us and help us find out why the items are being missed.

Benefits of the system in addition to the ten outlined on pages 2 and 3 of Monitoring Report #8 dated August 9, 1983 include:

- promotes increasing accuracy of priority assignments
- encourages closer tracking of each item and eliminates overlapping on similar items
- permits collection of data to be used for improving the complaint input system

Apparently the idea of better complaint processing has gained general acceptance within the major city departments that will be involved in the implementation. Therefore, we are planning to move ahead with the program in the immediate future. A new complaint form which can be used as the input sample for the pilot run is attached to

• CRITICAL PATH PLANNING

RALPH J. STEPHENSON, P.E., P.C.
CONSULTING ENGINEER

• LAND PLANNING **City of Flint Systems Report #9**

83:14 S

• MANAGEMENT **Page three**

15064 WARWICK ROAD
DETROIT, MICHIGAN 48223
PHONE 273-5026

• PLANT LOCATION

this memo. Mr. Wright should make whatever revisions he feels appropriate, and can have it printed for standard use within the department.

Ralph J. Stephenson, P.E.

RJS:sps

To: Mr. Ray Vyvyan

Attachments

FILE=CMPLNT E.H.

SEP 11 1983

(A)

FIELD NAME	TYPE	START	LENGTH
CMPLNT NO.....	A.....	6.....	6
CMPLNT DTE.....	A.....	12.....	5
CMPLNT REC BY.....	A.....	17.....	3
HOW REPTD.....	A.....	20.....	3
WHO COMPLD.....	A.....	23.....	15
CMPLNANT ADDR.....	A.....	38.....	20
CMPLNANT PHN.....	A.....	58.....	8
CMPLNT LCN.....	A.....	66.....	20
CMPLNT DESC.....	A.....	86.....	38
APPRT FRM RESP.....	A.....	124.....	3
ACTN TYPE.....	A.....	127.....	2
ACTN TO BE TKN.....	A.....	129.....	36
ACTN PRIORITY.....	A.....	165.....	3
STATUS.....	A.....	168.....	1
DTE ACTN TKN.....	A.....	169.....	5
REMARKS.....	A.....	174.....	64

REPORT FORMAT,
SPACE ALLOCATED

9
10
13
9
15
20
12
20
37
14
9
36
13
6
12
64

DISK 58

FILE=FL SY ABB

FIELD NAME	TYPE	START	LENGTH
ABBREVIATIONS.....	A.....	6.....	15
MEANING.....	A.....	21.....	45
ORGANIZATION.....	A.....	66.....	3
TYPE.....	A.....	69.....	2



FLINT SYSTEM COMPLAINT REPORT
 INPUT ORDER - RALPH J. STEPHENSON, PE PC

PAGE 1

REC# CMLPNT NO CMLPNT DTE CMLPNT REC BY HOW REPTD
 WHO COMFLD CMLPNANT ADDR CMLPNANT PHN
 CMLPNT LCN CMLPNT DESC
 APPRT PRM RESP ACTN TYPE ACTN TO BE TKN
 ACTN PRIORITY STATUS DTE ACTN TKN
 REMARKS

1 300001 30103 RRD PV
 SMOULIN, DELARRS 22345 COURT 224 9888
 DORT AND COURT CURB DETERIORATED-CPNLNANT STUMBLD
 CMP SR MAKE TEMP ASPHALT PATCH
 2 X 30103
 ASPHALT PATCH MAY NEED REPAIR IN SPRING

2 300002 30103 TP
 THOMAS, FRANCIS 228 DELASTEN 335 8734
 DELASTEN AND TROY LARGE POTHOLE IN STREET
 WW PP PATCH POTHOLE
 3 0
 CREW ASSIGNED FOR 30104

3 300003 30103 KLT TP
 INGERSOL, HUGH S 2238 FRANKLIN DR 334 5342
 FRONT OF CMLPNANT HM LARGE PIECE ASPHALT IN ROAD
 NC NC CREW TO INSPECT AND REMOVE
 2 X 30104
 CHECK ON POSSIBLE VANDALISM

4 300004 30103 MYO TLT
 HANBEY, ESTHER 3352 ELM ST 235 9973
 3354 ELM ST CITY TREE HANGING OVER ROOF
 WW RF REFER TO PARKS AND REC
 1 X 30103
 PARKS & REC REMOVED 30104-REPORTED TO MYO 30104-ICE STORM DAMAGE

5 300005 30103 TDD PH
 KATZ, MELVIN 3350 PIEDMONT 334 0087
 ALLEY AT BK OF HSE CATCH BASIN COVER OFF SEWER
 UNP CB INSTALL NEW COVER
 1 X 30103
 3RD COVER MISSING HERE IN YR-CHECK VANDALISM & FIND CVR

6 300006 30104 KTW PV
 JOHNSON, THOMAS 99437 STEETH 310 3944
 99437 STEETH BROKEN CONC IN SIDEWALK
 TRR SR INSPECT SIDEWALK
 5 0
 DECIDE REPAIR METHOD AFTER INS.-MAY DEFER TO SPRING.

7 300007 30104 DLS PV
 TODD, MICHAEL 231 RALSTON ROAD 763 8732
 RALSTON & FRENCH BROKEN WATER MAIN
 WW RF REFER TO WATER DEPT.
 1 X 30104
 FOLLOW UP WITH WATER DEPT.

B

FLINT SYSTEM COMPLAINT REPORT
 INPUT ORDER - RALPH J. STEPHENSON, PE PC

PAGE 2

REC# CMLPNT NO CMLPNT DTE CMLPNT REC BY HOW REPTD
 WHO COMPLD CMLPNANT ADDR CMLPNANT PHN
 CMLPNT LCN CMLPNT DESC
 APPRT FRM RESP ACTN TYPE ACTN TO BE TKN
 ACTN PRIORITY STATUS DTE ACTN TKN
 REMARKS

8 300008 30104 TDD TP
 TILLSON, CAROL 3221 FOURTH 333 9882
 3221 FOURTH SINKHOLE IN PAVEMENT
 UUB RF INSPCT HOLE-REFER TO CONS PWR.
 2 X 30104
 PATCH HOLE AFTER CONS PWR REPR. CHECK CONS PWR 30104.

9 300160 30306 RLT TP
 INGERSOL, HUGH I 2238 FRANKLIN DR. 334 5343
 IN FRONT OF HSI HOME MANHOLE COVER ON COF SIDEWALK
 UNP NC PICK UP COVER
 2 X 30306
 FIND OUT HOW COVER GOT THERE. CHECK #300003 FOR POSSIBLE PATTERN

10 300184 30308 TLT TP
 TEMLINSA, JOHN T 342 DRICKCON AVE 332 9848
 DRICKSON & KNIGHT STREET NAME SIGN DAMAGED
 UNP SN REPAIR SIGN
 4 0
 FOLLOW UP 30331. APPARENTLY VANDALISM.

11 300262 30320 JJJ FV
 PRINCETON, MAX 22834 HICKORY AVE. 332 9848
 22886 HICKORY AVE. FIVE LARGE POTHLES IN STREET.
 WW PP INSPECT AREA & PATCH POTHLES.
 3 0
 STREET TO BE PAVED THIS SPRING.

12 300303 30323 KTW FV
 DETROIS, BRETT 33753 THOMPSON 338 0985
 33800 RALSTIN SNOW PILE BLOCKING ALLEY.
 DPW SP REMOVE SNOW.
 2 0
 FOLLOW UP ON 30326. SNOW WAS DUMPED IN ALLEY TEMPORARLY.



FLINT SYSTEM COMPLAINT REPORT
INPUT ORDER - RALPH J. STEPHENSON, PE FC

REC#	CMPLNT NO	CMPLNT DTE	CMPLNT REC BY	HOW REPTD
WHO COMPLD	CMPLNANT ADDR		CMPLNANT PHN	
CMPLNT LCN	CMPLNT DESC			
APFRT PRM RESP	ACTN TYPE	ACTN TO BE TKN		
ACTN PRIORITY	STATUS	DTE ACTN TKN		
REMARKS				

2 300002 30103 TP
 THOMAS, FRANCIS 228 DELASTEN 335 8734
 DELASTEN AND TROY LARGE POTHOLE IN STREET
 WW PP PATCH POTHOLE
 3 0
 CREW ASSIGNED FOR 30104

6 300006 30104 KTW FV
 JOHNSON, THOMAS 99437 STEETH 310 3944
 99437 STEETH BROKEN CONC IN SIDEWALK
 TRR SR INSPECT SIDEWALK
 5 0
 DECIDE REPAIR METHOD AFTER INS. -MAY DEFER TO SPRING.

10 300184 30308 TLT TP
 TEMLINSA, JOHN T 342 DRICKCON AVE 332 9848
 DRICKSON & KNIGHT STREET NAME SIGN DAMAGED
 UNP SN REPAIR SIGN
 4 0
 FOLLOW UP 30331. APPARENTLY VANDALISM.

11 300262 30320 JJJ FV
 PRINCETON, MAX 22834 HICKORY AVE. 332 9848
 22886 HICKORY AVE. FIVE LARGE POTHoles IN STREET.
 WW PP INSPECT AREA & PATCH POTHoles.
 3 0
 STREET TO BE PAVED THIS SPRING.

12 300303 30323 KTW FV
 DETROIS, BRETT 33753 THOMPSON 338 0985
 33800 RALSTIN SNOW PILE BLOCKING ALLEY.
 DPW SP REMOVE SNOW.
 2 0
 FOLLOW UP ON 30326. SNOW WAS DUMPED IN ALLEY TEMPORARLY.

(D)

REC#	ABBREVIATIONS	MEANING	ORG	TY
1	O	ITEM OPEN - ADDITIONAL ACTION TO BE TAKEN		G
2	X	ACTION SHOWN TAKEN		G
3	ACTN PRIORITY	ACTION PRIORITY		G
4	ADDL ACTN REQD	ADDITIONAL ACTION REQUIRED		G
5	ADDTNL ACT REQD	ADDITIONAL ACTION REQUIRED		G
6	APPRT PRM RESSP	APPARENT PRIME RESPONSIBILITY FOR COMPLAINT		G
7	AR LO	AREA LOCATION		G
8	CB	CATCH BASIN REPAIRS		AT
9	CMPLNANT PHN	COMPLAINANT PHONE NUMBER		G
10	CMPLNT	COMPLAINANT		G
11	CMPLNT ADDRESS	COMPLAINANT ADDRESS		G
12	CMPLNT DTE	COMPLAINT DATE		G
13	CMPLNT LCN	COMPLAINT LOCATION		G
14	CMPLNT NO	COMPLAINT NUMBER		G
15	CMPLNT REC BY	COMPLAINT RECEIVED BY		G
16	COMPLANT ADDR	COMPLAINANT ADDRESS		G
17	CMPLNT DESC	COMPLAINT DESCRIPTION		G
18	COMPLNT LOCTN	COMPLAINT LOCATION		G
19	COMPLNT PHN	COMPLAINANT PHONE NUMBER		G
20	COMPLNT RCD BY	COMPLAINT RECEIVED BY		G
21	DCD	DEPARTMENT OF COMMUNITY DEVELOPMENT		OR
22	DPW	DEPARTMENT OF PUBLIC WORKS		OR
23	DT RFD	DATE REPAIRED		G
24	DTE ACTN TKN	DATE ACTION TAKEN		G
25	DTE RPT	DATE REPORTEDD		G
26	HOW REPTD	HOW REPORTED		G
27	MYO	MAYOR'S OFFICE		OR
28	NC	NEIGHBORHOOD CHILDREN		G
29	NC	NON SCHEDULED COLLECTIONS		AT
30	OMB	OMBUDSMAN		OR
31	PP	POTHOLE PATCHING		AT
32	PRI	PRIORITY		G
33	PV	PERSONAL VISIT		G
34	REC#	RECORD NUMBER		G
35	REM	REMARKS		G
36	SD	STREET DIVISION		OR
37	SN	STREET NAME SIGN REPLACEMENT		AT
38	SP	SNOW FLOWING		AT
39	SR	SIDEWALK REPAIRS		AT
40	TM	TIME REPAIRED		AT
41	TP	TELEPHONE		G
42	UUB	UNDERGROUND UTILITY BREAK		G
43	UNP	UNKNOWN PERSONS		G
44	WHO CMPLD	WHO COMPLAINED		G
45	WHO COMPLND	WHO COMPLAINED		G
46	WHO REPTD	WHO REPORTED		G
47	WM	WEED MOWING		AT
48	WW	WINTER WEATHER		G
49	G	GENERAL		G
50	AT	ACTION TYPE		G
51	OR	ORGANIZATION		G
52	N	NAME		G
53	RRD	DOWNS, ROBERT R.	MYO	N
54	TDD	DIAMEL, TOM D.	DPW	N
55	KLT	TRENT, KENNETH L.	DPW	N

②

REC#	ABBREVIATIONS	MEANING	ORG	TY
56	TLT	TAYLOR, TAD L.	MYO	N
57	KTW	WILSON, KATHERINE T.	DFW	N
58	DLS	SCOLL, DORIS L.	QMB	N
59	JJJ	JANSON, JIM J.	DFW	N

REC#	ABBREVIATIONS	MEANING	ORG	TYPE
3	ACTN PRIORITY	ACTION PRIORITY		G
4	ADDL ACTN REQD	ADDITIONAL ACTION REQUIRED		G
5	ADDTNL ACT REQD	ADDITIONAL ACTION REQUIRED		G
6	APPRT PRM RESSP	APPARENT PRIME RESPONSIBILITY FOR COMPLAINT		G
7	AR LO	AREA LOCATION		G
50	AT	ACTION TYPE		G
8	CB	CATCH BASIN REPAIRS		AT
9	CMPLNANT PHN	COMPLAINANT PHONE NUMBER		G
10	CMPLNT	COMPLAINANT		G
11	CMPLNT ADDRESS	COMPLAINANT ADDRESS		G
17	CMPLNT DESC	COMPLAINT DESCRIPTION		G
12	CMPLNT DTE	COMPLAINT DATE		G
13	CMPLNT LCN	COMPLAINT LOCATION		G
14	CMPLNT NO	COMPLAINT NUMBER		G
15	CMPLNT REC BY	COMPLAINT RECEIVED BY		G
16	COMPLANT ADDR	COMPLAINANT ADDRESS		G
18	COMPLNT LOCTN	COMPLAINT LOCATION		G
19	COMPLNT PHN	COMPLAINANT PHONE NUMBER		G
20	COMPLNT RCD BY	COMPLAINT RECEIVED BY		G
21	DCD	DEPARTMENT OF COMMUNITY DEVELOPMENT		OR
58	DLS	SCOLL, DORIS L.	OMB	N
22	DPW	DEPARTMENT OF PUBLIC WORKS		OR
23	DT RFD	DATE REPAIRED		G
24	DTE ACTN TKN	DATE ACTION TAKEN		G
25	DTE RPT	DATE REPORTEDD		G
49	G	GENERAL		G
26	HOW REPTD	HOW REPORTED		G
59	JJJ	JANSON, JIM J.	DPW	N
55	KLT	TRENT, KENNETH L.	DPW	N
57	KTW	WILSON, KATHERINE T.	DPW	N
27	MYO	MAYOR'S OFFICE		OR
52	N	NAME		G
28	NC	NEIGHBORHOOD CHILDREN		G
29	NC	NON SCHEDULED COLLECTIONS		AT
1	O	ITEM OPEN - ADDITIONAL ACTION TO BE TAKEN		G
30	OMB	OMBUDSMAN		OR
51	OR	ORGANIZATION		G
31	PP	POTHOLE PATCHING		AT
32	PRI	PRIORITY		G
33	PV	PERSONAL VISIT		G
34	REC#	RECORD NUMBER		G
35	REM	REMARKS		G
53	RRD	DOWNES, ROBERT R.	MYO	N
36	SD	STREET DIVISION		OR
37	SN	STREET NAME SIGN REPLACEMENT		AT
38	SP	SNOW PLOWING		AT
39	SR	SIDEWALK REPAIRS		AT
54	TDD	DIAMEL, TOM D.	DPW	N
56	TLT	TAYLOR, TAD L.	MYO	N
40	TM	TIME REPAIRED		AT
41	TP	TELEPHONE		G
43	UNP	UNKNOWN PERSONS		G
42	UUB	UNDERGROUND UTILITY BREAK		G
44	WHO CMPLD	WHO COMPLAINED		G
45	WHO COMFLND	WHO COMPLAINED		G

(E)

FLINT SYSTEM ABBREVIATIONS
RALPH J. STEPHENSON, PE PC

SEP 11 1983

PAGE 2

REC#	<u>ABBREVIATIONS</u>	MEANING	ORG	TYPE
46	WHO REPTD	WHO REPORTED		G
47	WM	WEED MOWING		AT
48	WW	WINTER WEATHER		G
2	X	ACTION SHOWN TAKEN		G

REC#	ABBREVIATIONS	MEANING	ORG	TYPE
3	ACTN PRIORITY	ACTION PRIORITY		G
2	X	ACTION SHOWN TAKEN		G
50	AT	ACTION TYPE		G
4	ADDL ACTN REQD	ADDITIONAL ACTION REQUIRED		G
5	ADDTNL ACT REQD	ADDITIONAL ACTION REQUIRED		G
6	APPRT PRM RESSP	APPARENT PRIME RESPONSIBILITY FOR COMPLAINT		G
7	AR LO	AREA LOCATION		G
8	CB	CATCH BASIN REPAIRS		AT
10	CMPLNT	COMPLAINANT		G
11	CMPLNT ADDRESS	COMPLAINANT ADDRESS		G
16	COMPLANT ADDR	COMPLAINANT ADDRESS		G
9	CMPLNANT PHN	COMPLAINANT PHONE NUMBER		G
19	COMPLNT PHN	COMPLAINANT PHONE NUMBER		G
12	CMPLNT DTE	COMPLAINT DATE		G
17	CMPLNT DESC	COMPLAINT DESCRIPTION		G
13	CMPLNT LCN	COMPLAINT LOCATION		G
18	COMPLNT LOCTN	COMPLAINT LOCATION		G
14	CMPLNT NO	COMPLAINT NUMBER		G
15	CMPLNT REC BY	COMPLAINT RECEIVED BY		G
20	COMPLNT RCD BY	COMPLAINT RECEIVED BY		G
24	DTE ACTN TKN	DATE ACTION TAKEN		G
23	DT RFD	DATE REPAIRED		G
25	DTE RPT	DATE REPORTEDD		G
21	DCD	DEPARTMENT OF COMMUNITY DEVELOPMENT		OR
22	DPW	DEPARTMENT OF PUBLIC WORKS		OR
54	TDD	DIAMEL, TOM D.	DPW	N
53	RRD	DOWNES, ROBERT R.	MYO	N
49	G	GENERAL		G
26	HOW REPTD	HOW REPORTED		G
1	O	ITEM OPEN - ADDITIONAL ACTION TO BE TAKEN		G
59	JJJ	JANSON, JIM J.	DPW	N
27	MYO	MAYOR'S OFFICE		OR
52	N	NAME		G
28	NC	NEIGHBORHOOD CHILDREN		G
29	NC	NON SCHEDULED COLLECTIONS		AT
30	OMB	OMBUDSMAN		OR
51	OR	ORGANIZATION		G
33	PV	PERSONAL VISIT		G
31	PP	POTHOLE PATCHING		AT
32	PRI	PRIORITY		G
34	REC#	RECORD NUMBER		G
35	REM	REMARKS		G
58	DLS	SCOLL, DORIS L.	OMB	N
39	SR	SIDEWALK REPAIRS		AT
38	SP	SNOW FLOWING		AT
36	SD	STREET DIVISION		OR
37	SN	STREET NAME SIGN REPLACEMENT		AT
56	TLT	TAYLOR, TAD L.	MYO	N
41	TP	TELEPHONE		G
40	TM	TIME REPAIRED		AT
55	KLT	TRENT, KENNETH L.	DPW	N
42	UUB	UNDERGROUND UTILITY BREAK		G
43	UNP	UNKNOWN PERSONS		G
47	WM	WEED MOWING		AT
44	WHO CMPLD	WHO COMPLAINED		G

(F)

FLINT SYSTEM ABBREVIATIONS
RALPH J. STEPHENSON, PE PC

SEP 11 1983

REC#	ABBREVIATIONS	MEANING	ORG	TYPE
45	WHO COMPLND	WHO COMPLAINED		G
46	WHO REPTD	WHO REPORTED		G
57	KTW	WILSON, KATHERINE T.	DPW	N
48	WW	WINTER WEATHER		G

REC#	ABBREVIATIONS	MEANING	ORG	TYPE
8	CB	CATCH BASIN REPAIRS		AT
29	NC	NON SCHEDULED COLLECTIONS		AT
31	PP	POTHOLE PATCHING		AT
39	SR	SIDEWALK REPAIRS		AT
38	SP	SNOW PLOWING		AT
37	SN	STREET NAME SIGN REPLACEMENT		AT
40	TM	TIME REPAIRED		AT
47	WM	WEED MOWING		AT
3	ACTN PRIORITY	ACTION PRIORITY		G
2	X	ACTION SHOWN TAKEN		G
50	AT	ACTION TYPE		G
4	ADDL ACTN REQD	ADDITIONAL ACTION REQUIRED		G
5	ADDTNL ACT REQD	ADDITIONAL ACTION REQUIRED		G
6	APPRT PRM RES SP	APPARENT PRIME RESPONSIBILITY FOR COMPLAINT		G
7	AR LO	AREA LOCATION		G
10	CMPLNT	COMPLAINANT		G
11	CMPLNT ADDRESS	COMPLAINANT ADDRESS		G
16	COMPLANT ADDR	COMPLAINANT ADDRESS		G
9	CMPLNANT PHN	COMPLAINANT PHONE NUMBER		G
19	COMPLNT PHN	COMPLAINANT PHONE NUMBER		G
12	CMPLNT DTE	COMPLAINT DATE		G
17	CMPLNT DESC	COMPLAINT DESCRIPTION		G
13	CMPLNT LCN	COMPLAINT LOCATION		G
18	COMPLNT LOCTN	COMPLAINT LOCATION		G
14	CMPLNT NO	COMPLAINT NUMBER		G
15	CMPLNT REC BY	COMPLAINT RECEIVED BY		G
20	COMPLNT RCD BY	COMPLAINT RECEIVED BY		G
24	DTE ACTN TKN	DATE ACTION TAKEN		G
23	DT RFD	DATE REPAIRED		G
25	DTE RPT	DATE REPORTEDD		G
49	G	GENERAL		G
26	HOW REPTD	HOW REPORTED		G
1	O	ITEM OPEN - ADDITIONAL ACTION TO BE TAKEN		G
52	N	NAME		G
28	NC	NEIGHBORHOOD CHILDREN		G
51	OR	ORGANIZATION		G
33	PV	PERSONAL VISIT		G
32	PRI	PRIORITY		G
34	REC#	RECORD NUMBER		G
35	REM	REMARKS		G
41	TP	TELEPHONE		G
42	UUB	UNDERGROUND UTILITY BREAK		G
43	UNP	UNKNOWN PERSONS		G
44	WHO CMLPD	WHO COMPLAINED		G
45	WHO COMPLND	WHO COMPLAINED		G
46	WHO REPTD	WHO REPORTED		G
48	WW	WINTER WEATHER		G
54	TDD	DIAMEL, TOM D.	DPW	N
53	RRD	DOWNS, ROBERT R.	MYO	N
59	JJJ	JANSON, JIM J.	DPW	N
58	DLS	SCOLL, DORIS L.	OMB	N
56	TLT	TAYLOR, TAD L.	MYO	N
55	KLT	TRENT, KENNETH L.	DPW	N
57	KTW	WILSON, KATHERINE T.	DPW	N
21	DCD	DEPARTMENT OF COMMUNITY DEVELOPMENT		OR



FLINT SYSTEM ABBREVIATIONS
RALPH J. STEPHENSON, PE PC

SEP 11 1963

REC#	ABBREVIATIONS	MEANING	ORG	<u>TYPE</u>
22	DPW	DEPARTMENT OF PUBLIC WORKS		OR
27	MYO	MAYOR'S OFFICE		OR
30	OMB	OMBUDSMAN		OR
36	SD	STREET DIVISION		OR

Flint Department of Public Works Street Division
Complaint Unit Record Input

<u>Field Number</u>	<u>Field (Item of Information)</u>	<u>Entry Data</u>
#1	Complaint #	- - - - -
#2	Complaint Date	- - - - -
#3	Complaint rec'd by	- - -
#4	How reported	- - -
#5	Who complained	- - - - -
	- -	
#6	Complainant's address	- - - - -
	- - - - -	
#7	Complainant's phone number	- - - - -
#8	Complaint location	- - - - -
	- - - - -	
#9	Complaint description	- - - - -
	- - - - -	
#10	Apparent prime responsibility	- - -
#11	Action type	- -
#12	Action to be taken	- - - - -
	- - - - -	
#13	Action priority	- - -
#14	Status	-
#15	Date action taken	- - - - -
#16	Remarks	- - - - -
	- - - - -	
	- - - - -	