Work Request Tracking in MMS

Jerry L. Hatcher, P.E.
Director of Maintenance
## Old Process - Tracking Work Requests

### Pothole Log

<table>
<thead>
<tr>
<th>Data reported</th>
<th>Reported by</th>
<th>Location SR, Log mile, description</th>
<th>Date repaired</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/15/16</td>
<td>Rich</td>
<td>Minnesota St, 369 to 359 Center Ave</td>
<td>9/19</td>
</tr>
<tr>
<td>9/16</td>
<td>311</td>
<td>3458 Keeny Ave</td>
<td>9/19</td>
</tr>
<tr>
<td>9/24</td>
<td>100 Broadway north of intersection</td>
<td>9/30</td>
<td></td>
</tr>
<tr>
<td>10/14</td>
<td>Tommy</td>
<td>9666 Western Ave, landscape injury</td>
<td>10/14 11/7</td>
</tr>
<tr>
<td>10/10</td>
<td>311</td>
<td>2924 Western Ave</td>
<td>10/10 307</td>
</tr>
<tr>
<td>10/11</td>
<td>311, 44th</td>
<td>1800 middlebrook, intersection, middlebrook, east 10/17 9:30 am</td>
<td>10/17 9:30 am</td>
</tr>
<tr>
<td>10/22</td>
<td>311</td>
<td>middlebrook n+ 44th</td>
<td>10/25 9:30 am</td>
</tr>
<tr>
<td>10/27</td>
<td>311</td>
<td>2815 Broadway</td>
<td></td>
</tr>
<tr>
<td>11/4/16</td>
<td>Lovegrove</td>
<td>Vocalcon - Exit 16 to 16 Exit 1 to 14 several holes</td>
<td></td>
</tr>
</tbody>
</table>
Old Process – Tracking Work Requests

<table>
<thead>
<tr>
<th>DISTRICT 37 GALLATIN COMPLAINT RECORD</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message from: Answering machine: phone call: in person:</td>
<td></td>
</tr>
<tr>
<td>Person taking message: Scott: 1/12/2016: 10:35am</td>
<td></td>
</tr>
<tr>
<td>Location of problem: 500 N. Broadway, Portland</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nature of Complaint</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dead Animal:</td>
</tr>
<tr>
<td>Debris:</td>
</tr>
<tr>
<td>Pot Hole:</td>
</tr>
<tr>
<td>Drain:</td>
</tr>
<tr>
<td>Fencing:</td>
</tr>
<tr>
<td>Vegetation:</td>
</tr>
<tr>
<td>Other:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CUSTOMER INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME: RJ</td>
</tr>
<tr>
<td>ADDRESS:</td>
</tr>
<tr>
<td>PHONE: 615-397-6922</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Put up John Williams Box: DATE: 1/12/2016</td>
</tr>
<tr>
<td>Problem checked by: Date:</td>
</tr>
<tr>
<td>Problem completed by: Date:</td>
</tr>
</tbody>
</table>
Complaint

Date: 9/20/2016

Subject: Highlight on the bump at Old Highway

Issue: A woman called complaining that there is a dip or a hole on the way going from

Whitney road going towards Old Highway. She said it is still there even after patching.

She also said that there is an overhang from the wire on Old Highway, causing her to

the roadway until it sits very close to the street. She said she was almost run over and stuck in when

she drives by.

Name and Return Number: [redacted]

TN DOT

Tennessee Department of Transportation

12177 Highway 30

Huntingdon, TN 38344

Phone: 901-478-6144

Email: feedback@tdot.gov

www.tn.gov/tdot

*********************************************************************************************

Superintendent: [redacted]

Action Taken: Tree cut down, patch hole fixed

Signature: [redacted]

Date: 10/21/16
Old Process Concerns- Tracking Work Requests

- Inconsistent information being captured
- Manual process making it difficult to share the information
- Inconsistency in timing of addressing complaints
- Ensuring an issue was not overlooked
- Difficult to use this information when responding to formal damage claims against TDOT
New Work Request Tracking Goals

- Standardize process to provide:
  - Consistency
  - Accountability
  - Documentation
  - Access to data statewide

- Statewide Implementation by Sept. 30, 2019
Reporting Complaints/Work Requests

- **Phone Calls**
  - HQ, Regions, Districts, Counties
- **Email staff directly**
- **TDOT Comments email**
- **Governor’s Office or legislator’s Office**
- **Walk in**
New Online Work Request Form

- [https://www.tn.gov/tdot/maintenance/maintenance-request.html](https://www.tn.gov/tdot/maintenance/maintenance-request.html)
  - Implemented on August 23, 2019
  - More convenient way for public to submit a maintenance request
  - Helps to ensure consistent information is received
  - Includes several required fields
  - Includes the use of dropdown boxes
  - Completed form is routed to the appropriate Maintenance County Supervisor along with District Supervisor
New Online Work Request Form

TDOT Highway Maintenance Request Form

- Unique ID: 55043999
- Submission Time: Oct 29, 2019 4:00 PM
- Name: Michelle Bullock
- Phone: 
- Email: [redacted]@gmail.com
- Type of Requesting: Citizen
- Maintenance Request: 101 | Pavement Repair - Pothole
- Other:
- County: Williamson
- Route Type: State Route
- Interstate or Route Name: Wilson Pike
- Mile Marker: 
- Low Mile:
- If the Mile Marker or Low Mile is unknown, please describe the location in the comments below: Huge potholes causing car damage near 7000 Wilson Pike. Thank you.
- Direction: South
- Multi-Lane: No
- If multi-lane, which lane is the maintenance needed?
- Comments:
- Request a Follow up? Yes, I would like a follow-up from TDOT
- How would you like to be contacted? Email
Tracking Work Requests in MMS

- Work Requests are emailed to County Supervisor
- Supervisor or Admin. Assistant enters work request into MMS
- Work Request is assigned to an individual
- Determine if site is on state network or part of a construction project
- A site assessment is conducted
- Establish the priority level for the work
Tracking Work Requests in MMS

- Completed DWR is associated with the work request
- Reports can be run to confirm work requests have been completed
  - Reports are made available within TDOT and to the Division of Claims Administration
Documentation From Initial Report to Completion

1. Maintenance Issue Reported
2. Link DWR to Work Request
3. MMS Work Request
4. TDOT Assessment
5. Work Completion

Processes:
- Link DWR to Work Request
- MMS Work Request
- TDOT Assessment
- Work Completion
- Maintenance Issue Reported
MMS Pilot Testing Schedule

- Sept 9 – Pilot Testing begins
- Sept 18 – Pilot Testing complete
  - Provide all comments and feedback to TDOT.Maint.AssetManagement@tn.gov
  - Some comments may be addressed immediately
  - Some comments may have to wait for next MMS (2 – 3 years)
- Sept 20 – Address issues found during pilot
- Sept 22 – Update MMS application
- Sept 23 – Statewide Training begins – MMS Work Requests
  - TDOT Learning Network
  - Required for staff identified during pilot
  - You will receive email notification if required to be trained
- Sept 27 – Deadline to complete training in TDOT Learning Network
- Sept 30 – Statewide Implementation of MMS Work Requests
MMS Process Overview

Receive Request
- Online
- Email
- Phone Call
- Record-A-Comment
- Walk-in

MMS Work Request
- Contact Info
- Nature of work requested
- General Location
- Anticipated Maintenance Activity Code

Office Assessment
- Is this TDOT’s responsibility? State Route or Interstate?
- If not, advise requestor of applicable agency to contact and close work request
- If it is TDOT’s, send work request to proper person or group to assess the issue using MMS – New Routing
- Can also call or email if needed

Field Assessment
- Determine actual location (record proper county, route, logmile on work request)
- Determine proper activity code and revise if needed in MMS Work Request
- Describe required work
- Assign Priority, Estimated Hours
- Enter date of assessment
- Can be relayed to Tech SR by phone/radio by ASA and updated by ASA in MMS, but still needs to be routed to Tech SR in MMS for documentation
MMS Process Overview (cont’d)

Work Scheduling
- If contracted work, route to proper construction office for scheduling
- If in-house work, route to crew leader for scheduling of work
- If immediate priority, complete the work as soon as practical
- If not high priority, schedule for later date

Work Completion
- Execute required maintenance activity
- If in-house, record completed work on MMS DWR
- If contract, record in SiteManager DWR

Link DWR in MMS
- If in-house, link the DWR in MMS to the work request(s)
- If contract, update the MMS work request record and mark as complete
MMS Process Workflow

1. **Maintenance Request Received**
   (phone call, email, online request form, Record-A-Comment, walk-in, etc.)

2. **Enter details in MMS Work Requests Module**
   (type work, general location, activity, contact info)

3. **Is it TDOT’s responsibility?**
   - **Yes or Unsure**
     - Route to proper individual or group in MMS for assessment and/or completion of work
     - Conduct Assessment in field to determine if action required
   - **No**
     - Notify requestor of responsible agency (county, city, etc.)
     - Note information provided on completion screen in MMS and record completion date to close request
Date/Time/Location of Reported Pothole

- **Report Date:** WEDNESDAY - JUL 31, 2019
- **Report Time:** 12:28 AM
- **Activity:** 401 - MANUAL SPOT PATCHING
- **Location:** I-24 EASTBOUND @ MM 50
- **District:** 37
- **County:** DAVIDSON

The image shows a screenshot of a work request tracking system, likely related to road maintenance or pothole repair, within the Department of Transportation.
Unique Request ID

Request Number: 21505

Entry:
- Requested Work: POTHOLE
- Activity: 401 - MANUAL SPOT PATCHING
- Location: I-24 EASTBOUND @ MM 50

District: 37
County: DAVIDSON

Reported By
Type Requestor
Area Code
Phone Number
Work Area Code
Work Phone Number
Communication of Work Request to TDOT Crew for Assessment

Work Request Tracking

- Date: WEDNESDAY - JUL 31, 2019
- Status: ASSESSED
- Activity: 401 - MANUAL SPOT PATCHING
- Request No.: 21505

Routing Data Entry

- District: 37
- Organization Unit: 3701.DIST 37 MNTCE - DAVIDSON CO
- User Name: BATTLE, KEVIN

- Messaging Address: WR-3701 - DAVIDSON COUNTY
- Action Requested: ASSESS THE PROBLEM

Remarks

LOCATE POTENTIAL POTHOLE
Communications Log

### Work Request Tracking

**Date:** WEDNESDAY - JUL 31, 2019  
**Activity:** 401 - MANUAL SPOT PATCHING

<table>
<thead>
<tr>
<th>Request No.</th>
<th>21505</th>
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<tbody>
<tr>
<td>District</td>
<td>37</td>
</tr>
<tr>
<td>County</td>
<td>DAVIDSON</td>
</tr>
<tr>
<td>Route</td>
<td>L0C24</td>
</tr>
<tr>
<td>SC</td>
<td>0</td>
</tr>
<tr>
<td>CS</td>
<td>1</td>
</tr>
<tr>
<td>Begin LM</td>
<td>49.60</td>
</tr>
<tr>
<td>End LM</td>
<td>50.20</td>
</tr>
<tr>
<td>Direction</td>
<td>E</td>
</tr>
<tr>
<td>Position</td>
<td>TRVPVHT</td>
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<tr>
<td>Off System Description</td>
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</table>

#### Routing History

<table>
<thead>
<tr>
<th>Received Date</th>
<th>User Name</th>
<th>Action Requested</th>
<th>Sent Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>BATTLE, KEVIN</td>
<td>ASSESS THE PROBLEM</td>
<td>07/31/2019 12:44 PM</td>
</tr>
<tr>
<td>Remarks</td>
<td>LOCATE POTENTIAL POTHOLE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07/31/2019 12:29 PM</td>
<td>HARRIS, CHRIS</td>
<td></td>
<td>07/31/2019 12:29 PM</td>
</tr>
<tr>
<td>Remarks</td>
<td>COMPUTER GENERATED</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Remarks:**
- LOCATE POTENTIAL POTHOLE
- COMPUTER GENERATED
Work Request Notification

Field Operations  Work Status  Reports  Special Programs  Planning  Tables  Admin  Print Screen  Mainform  Help  Window  Exit

31-JUL-2019 16:17:13

MAINTENANCE MANAGEMENT SYSTEM

Region Comment

Reminder List

⚠️ You have items on your reminder list. Do you want to view them?

No  Yes

Director of Maintenance Comment

Last Updated:

Users Name: HARRIS, CHRIS

Change Password
TDOT Assessment

Work Request Tracking

Requested Date: WEDNESDAY - JUL 31, 2019
Report Time: 12:28 AM
Request Number: 21505

Assessment:

Requested Work:
POTHOLE

Activity: 401 - MANUAL SPOT PATCHING

Location:
I-24 EASTBOUND @ MM 50

District: 37
County: DAVIDSON
Route: 10024
SC: 0
CS: 1
Begin LM: 49.60
End LM: 50.20
Direction: E
Position: TRPVMIT

Assessment:

SMALL POT HOLE LOCATED AT MILE MARKER 49.6 IN LANE #1
LARGE POT HOLE LOCATED AT MILE MARKER 50.2 IN LANE #3

Priority: 24 HOURS
Contract: N
Est. Person Hours: 

Responsible Organization Unit: 3807 - DIST 38 MNITCE - MONTGOMERY CO
Assessment Date: WEDNESDAY - JUL 31, 2019

Save  Selection  Entry  Contact  ASSESSMENT  Completion  New Record  New Routing  Routing History  Assoc. DWRs  Return
Roadways Under Construction

Work Request Tracking

Requested Date: WEDNESDAY - JUL 31, 2019
Report Time: 12:28 AM

Assessment:
POTHOLE

Requested Work:

Activity: 401 - MANUAL SPOT PATCHING

Location: I-24 EASTBOUND @ MM 50

District: 37
County: DAVIDSON

Route SC CS Begin LM End LM Direction Position OIT System Description
10024 0 1 49.60 50.20 E TRYPVMT

Assessment:
SMALL PO THOLE LOCATED AT MILE MARKER 49.6 IN LANE #1
LARGE PO THOLE LOCATED AT MILE MARKER 50.2 IN LANE #3

Priority: 24 HOURS

Contract: N

Responsible Organization Unit: 3807 - DIST 38 MNTCE - MONTGOMERY CO
Assessment Date: WEDNESDAY - JUL 31, 2019

Save Selection Entry Contact Assessment Completion New Record New Routing Routing History Assoc. DWRs Return
Work Completion – Daily Work Report (DWR)
Linking Work Completed to Work Requests
Linking Work Completed to Work Requests
Linking Work Completed to Work Requests

<table>
<thead>
<tr>
<th>DWR No.</th>
<th>Activity</th>
<th>County</th>
<th>Route</th>
<th>SC</th>
<th>CS</th>
<th>Begin LM</th>
<th>End LM</th>
<th>Off Sys.</th>
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</thead>
<tbody>
<tr>
<td>3883559</td>
<td>401 - MANUAL SPOT PATCHING</td>
<td>DAVIDSON</td>
<td>10024</td>
<td>0</td>
<td>1</td>
<td>31.98</td>
<td>63.22</td>
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<table>
<thead>
<tr>
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<th>Complete</th>
<th>Work Req. No.</th>
<th>Date</th>
<th>Route</th>
<th>SC</th>
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<th>End LM</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>Y</td>
<td>21504</td>
<td>07/31/2019</td>
<td>10024</td>
<td>0</td>
<td>1</td>
<td>50.00</td>
<td>50.00</td>
<td>N</td>
</tr>
<tr>
<td>Y</td>
<td>Y</td>
<td>21565</td>
<td>07/31/2019</td>
<td>10024</td>
<td>0</td>
<td>1</td>
<td>49.60</td>
<td>50.20</td>
<td>N</td>
</tr>
</tbody>
</table>
Linking Work Completed to Work Requests

Work Request Tracking

Requested Date: WEDNESDAY - JUL 31, 2019
Report Time: 12:28 AM
Request Number: 21505

Completion
Requested Work: POTHOLE
Activity: 401 - MANUAL SPOT PATCHING
Location: I-24 EASTBOUND @ IIM 50

District: 37 DAVIDSON
Route: 10024

Requested By: JOHN DOE
Type Requester: CITIZEN
Area Code: 615
Phone Number: 867-5309
Work Area Code: 815
Work Phone Number: 867-5309

Completion Date: TUESDAY - JUL 30, 2019
Date Called: WEDNESDAY - JUL 31, 2019
Call Made By: CHRIS HARRIS
Searching the Archive
Next Steps

- HQ Maintenance will monitor work requests looking for any inconsistencies and timing of the completion of work requests.
- Meet with Division of Claims Administration to equip them to run work request/DWR reports.
- When developing new MMS functional requirements, have the capability to automatically upload work requests into the system.
Questions?

Jerry L. Hatcher
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615-741-2027 office
615-566-6374 cell