# Version History

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| **Version** | **Date** | **Description** | **Author** |
| 1.0 | 01/22/2014 | Initial Draft Before Workshop | M. Schmidt |
| 1.1 | 01/28/2014 | Revised Draft after Workshop | M. Schmidt |
| 1.2 | 02/04/2014 | Updated Support Process and Scripting | M. Schmidt |
| 1.3 | 02/12/2014 | Updated sections based on Mary Bibbo’s comments | Sreelatha SK |
| 1.4 | 02/17/2014 | Design Revisions to Process Overview, Service Request Type and SLA, and Assignment Queue Sections; Removed SLA Field | J. Kelly |
| 1.5 | 03/05/2014 | Removed Question Marks from Field Labels, Verified Field Label Character Limit, and Removed Error Message for Validation rule for *License Plate State*. | J. Kelly |
| 1.6 | 04/22/2014 | Updated Picklist values and Workflow Rules | M. Schmidt |
| 1.7 | 04/23/2014 | Made the Police District field optional rather than required to allow it to be automatically populated. | J. Kelly |
| 1.8 | 04/28/2014 | Changed “Patrol District” to “Police District” in Workflow #2. | J. Kelly |
| 1.9 | 04/30/2014 | Updated the help text for the License Plate State field and added the 50 state abbreviations to the document. | J. Kelly |
| 1.10 | 5/27/2014 | Changed *License Plate State* requirements | M. Schmidt,  Sreelatha SK |
| 1.11 | 6/3/2014 | Removed workflow rule #2 | M. Schmidt |
| 1.12 | 6/16/2014 | Changed fields type Make and Color as per department requirements | Sreelatha SK |
| 1.13 | 08/15/2014 | Updated based on follow-up session | M. Schmidt |
| 1.14 | 08/19/2014 | Made updates to Body Type and added Other Make | M. Schmidt |
| 1.15 | 09/04/2014 | Added *Case Disposition* field | M. Schmidt |
| 1.16 | 12/03/2014 | 10-day Notice not editable by agents | M. Schmdit |

# Requirements Overview

The purpose of this document is to record the functional requirements needed to successfully develop a new service request. Certain standards have already been defined to record and resolve service requests received by the City, which should be followed as much as possible when defining the requirements for a new service request (see **Service Requests Standards** document).

# Requirements

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| --- | --- |
| **Department** | Police Department |
| **Record Type Name** | Abandoned Vehicle |
| **Record Type Description** | Make a request to have an abandoned vehicle and/or car removed |
| **Process Overview** | 1. Constituent requests the service 2. The Agent creates a case by selecting the *Abandoned Vehicle* ***Record Type***.    1. The system displays a screen that has a ***Page Layout***, a ***Flow*** (agent script), and the ***Suggested Articles sidebar*** configured components:       1. The ***Page Layout*** associated with the *Abandoned Vehicle* ***Record Type*** is being shown in the middle panel. This section shows the optional and mandatory data the agent needs to supply in order to create the case.       2. The ***Flow*** associated with the ***Page Layout*** is shown in the left panel. The flow is used to help an agent successfully step through the call taking process.       3. The ***Suggested Articles sidebar*** is being shown in the right panel. Articles display based on any matching words typed in the “Subject” field on the case.    2. The agent enters the required and optional data displayed for the specific Record Type selected. 3. When the agent saves the case, the system:    1. Auto-generates the next sequential Case Number    2. Associates the ***Contact*** record and related ***Account*** record to the case    3. Assigns the “New” case to the *Queue* representing the group of users responsible for resolving this type of service request (see Assignment Queue).    4. Sends an email to the contact indicating a new case has been created for their request if the “Send Notification Email to Contact” checkbox is selected. The standard “Case Creation” template will be used for the email.    5. If Hazardous = ‘Yes’, send an email to Municipal Radio. (See note that Police determine when auto is hazardous – not 311 Agent.) |
| **Default Settings for Standard and Custom Fields** | As indicated in the “Service Requests Standards” document, the following picklist values will be configured as the default values for the designated standard and custom case fields:   |  |  |  | | --- | --- | --- | | **Field Label** | **Standard List of Values** | **Default Value for New Case** | | Status | New, Open, In-Progress, Closed | New | | Case Origin | Phone, Email, Web, Facebook, Twitter, Mobile, Text, Communities |  | | Priority | High, Medium, Low | Medium | |
| **Service Request Types and SLAs** | As indicated in the “Service Requests Standards” document, each Case Record Type will be associated to one or more Service Request Types. If there is only one value, it will be selected by default otherwise there will not be a default. Below, please define the Service Request Type values for this case:   |  |  |  |  | | --- | --- | --- | --- | | **Service Request Types** | **SLA Number (e.g. 1, 2, 3, …)** | **SLA Type  (Hours, Business Hours, Days, or Business Days)** | **Interface** | | Abandoned Vehicle | Refer to SLA Document | | None |   **NOTE: If the Case Record Type has one and only one Service Request Type the system will populate the Service Request Type when the New Case page is displayed.  If the Case Record Type has more than one Service Request Type the system will populate the Service Request Type via a workflow rule based on how the agent populates one or more fields.** |
| **Assignment Queue** | As indicated in the “Service Requests Standards” document, each Service Request Type is assigned to a Queue, representing the group of users responsible for resolving that type of request for service. If this type of service request follows the standard assignment methodology, please complete the following information:   |  |  |  | | --- | --- | --- | | **Service Request Types** | **Queue Name** | **Queue Members** | | Abandoned Vehicle | Police Department | << ??? >> |   If this type of case does not follow the standard assignment methodology, please describe how the case should be assigned and who the case should be assigned to: NOT APPLICABLE |
| **Additional Case Fields** | The standard and custom case fields described in the “Service Requests Standards” document will be available for all cases. If this type of service request needs any other fields, please enter them below:  *Note: These fields are required for Vehicle Location but will be automatically populated through GIS: Street Number, Street Direction, Street Name, and Street Type.*  **Additional Information section**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Field Label** | **Field Type** | **Required** | **Rule #** | **History** | **Field Help Text** | | Busted Steering Column | Picklist  **Values:** No, Yes  **Default:** | Yes | Workflow Rule #1 | No | If steering column is broken, this could be a stolen vehicle. Transfer caller to 911. | | Body Style | Picklist  **Values:** 4-Door Sedan, 2-Door Coupe, Hatchback, Convertible, Station, Wagon, Sport Utility, Van, Pickup Truck, Large Truck, Motorcycle, Food Cart, Trailer, Boat, Camper, Mobile Home, Rental Truck, Ambulance, Bus  **Default:** | Yes | None | No | Body style of the vehicle | | Color | Picklist  **Values:** Beige, Black, Blue, Bronze, Brown, Burgundy, Cream, Dark Blue, Dark Brown, Dark Gray, Dark Green, Gold, Grey, Green, Light Grey, Light Yellow, Light Blue, Light Green, Maroon, Orange, Pink, Purple, Red, Silver, Tan, Teal, White, Yellow  **Default:** | Yes |  | No | Color of the vehicle | | Make | Dependent Picklist  (Controlling field = *Body Style*)  **Values:** Acura, AMC, Audi, BMW, Buick, Cadillac, Chevrolet, Chrysler, Cole, Daewood, Daihatsu, Datsun, Dodge, Eagle, Ezloader, Fiat, Ford, Freightliner, GEO, GMC, Harley Davidson, Honda, Hummer, Hyundai, Infiniti, International, Isuzu, Jaguar, Jeep, Kawasaki, Kenworth, KIA, Land Rover, Lexus, Lincoln, Loadrite, Mazda, Mercedes, Mercury, Merkur, Mitsubishi, Nissan, Oldsmobile, Peterbilt, Peugeot, Phoenix, Piaggio, Plymouth, Pontiac, Porsche, Renault, Saab, Saturn, Seahawk, Sterling, Subaru, Suzuki, Toyota, Triumph, Venture, Victory, Volkswagon, Volvo, Yamaha, Yugo, Other  **Default:**  All values are shown if *Body Style* <> ‘Camper’ OR ‘Food Cart’ OR ‘Trailer’ OR ‘Boat’ OR ‘Mobile Home’ OR ‘Rental Truck’ OR ‘Ambulance’ or ‘Bus’ | Yes |  | No | Manufacturer of the vehicle (Ford, Chevrolet, Cadillac, etc.). If Other provide Make in Other Make | | Other Make | Dependent Text  (Controlling field = *Make*)  *Make* = ‘Other’ | Yes | None | No | Provide if Make was not included in the list above. | | Model | Text(25) | No | None | No | Model of the vehicle (Camaro, Cutlass, Grand Am, etc.) | | Year | Text(25) | No | None | No | Year of the vehicle | | License Plate | Text(15) | No | None | No | Tag number of license plate. If plate is missing, enter “None” | | License Plate State | Dependent Picklist  (Controlling field = License Plate)  **Values:** [50 States], None, Other  **Default:**  See the Other Information section below for the state abbreviations.  All values are shown if *License Plate* <> NULL  Auto set the Value = ‘None’ if *License Plate* = ‘None’ or NULL | No | None | No | If the license plate is missing, select the abbreviation of the state where the vehicle is licensed. If unknown, select None. | | General Condition | Picklist  **Values:** Appears Drivable, Appears Broken Down/Disabled, Appears Involved in Accident, Piece of Junk  **Default:** | Yes | None | No | General condition of the vehicle | | Abandoned How Long | Text(25) | No | None | No | Approximately how long has the vehicle been parked at the current location? | | Inspection Sticker Expiration Date | Text(25) | No | None | No | Inspection sticker expiration date | | Inspection Sticker State | Text(5) | No | None | No | Inspection sticker state (Pennsylvania, etc.) | | Vehicle Identification Number (VIN) | Text(25) | No | None | No | Vehicle Identification Number (VIN) | | Police District | Text(25) | No | None | No | Auto-populated based on the vehicle location obtained in the standard fields | | Interior Fire, Exterior Fire, Shell | Checkbox | No | None | No | Check for Interior Fire, Exterior Fire, Shell | | 10 Day Notice Given | Checkbox  **Not editable by agents** | No | None | No | A 10 day notice was issued giving the owner 10 days to move the vehicle or comply. | | Missing or Damaged Parts | Section Header |  |  |  | Parts of the vehicle those are missing or damaged. | | Front Bumper | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Front Bumper | | Hood | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Hood | | Motor/Engine | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Motor/Engine | | Interior Components | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Interior Components | | Radio | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Radio | | Tires | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Tires | | Window Glass | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Window Glass | | Left Front Fender | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Left Front Fender | | Right Front Fender | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Right Front Fender | | Left Front Door | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Left Front Door | | Right Front Door | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Right Front Door | | Left Rear Door | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Left Rear Door | | Right Rear Door | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Right Rear Door | | Transmission | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Transmission | | Left Rear Quarter Panel | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Left Rear Quarter Panel | | Right Rear Quarter Panel | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Right Rear Quarter Panel | | Rear Bumper | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Rear Bumper | | Trunk Lid | Picklist  **Values:** Missing, Damaged  **Default:** | No | None | No | Missing or Damaged: Trunk Lid | | Other Missing or Damaged Parts | Text(15) | No | None | No | Description of missing or damaged vehicle parts, if not listed in the Missing or Damaged Parts list above | | Case Disposition  **Note: This field should be displayed on the *Close Case* page** | Dependent Picklist  (Controlling Field = Status)  **Values:** No Violation (UVI), Vehicle not found, Stolen, Towed, Vehicle Removed, Vehicle Complied  **Default:**  All values are shown if *Status* = ‘Closed’ | Dependent | None | No | Final disposition of the case when closed. |   **Validation Rules**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Rule #** | **Rule Name** | **Validation Rule** | **Error Message** | **Comments** | | 1 | Validation rule for *Service Location Address* | Do not allow intersection | Service Location Address must be a street address |  |   **Workflow Rules**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Rule #** | **Rule Name** | **Rule Description** | **Evaluation Criteria** | **Rule Criteria** | **Workflow Action** | | 1 | Workflow rule for *Busted Steering Column* | Refer probable stolen vehicles to 911. Close case | Evaluate the rule when a record is created, and every time it’s edited. | If *Busted Steering Column =* ‘Yes’ | 1) Display message: “This could be a stolen vehicle. Transfer caller to 911.”  2) Automatically set *Service Request Type* to “Service Not Needed’ and save the case.  3) Automatically assign the case and then close it with a *Close Reason* = ‘Referred to another organization’. | |
| **Escalation Rule** | TBD |
| **Agent Instructions** | **Purpose:** Report an abandoned vehicle to the police department.  **Contact**: Caller should leave contact information in case the PPD needs any additional information or clarification  **Service Address**: This is the location of abandoned vehicle. It should correspond to the closest street address available.  **Description**: Include anything else provided by the caller that may help the PPD to locate and identify the vehicle. If Make was not included in drop-down list, provide here.  **Additional Information:**  The vehicle will probably be considered abandoned if:   * It is not operable / drivable (flat tires, etc.) * It presents a hazard (broken glass, leaking chemicals, etc.) * It has expired registration or inspection **OR** * It was abandoned on private property (residential or commercial) belonging to someone else and is accessible to the public for more than twenty-four (24) hours.  (Must have a name and phone number of the owner of the property unless the vehicle being reported is hazardous)   The police will decide if the vehicle is classified as abandoned. In some cases, the vehicle owner may receive a courtesy notice from the Police Department informing them of the intent to tow. If, following a twenty (20) calendar day waiting period, the owner has not brought their vehicle into compliance with the law, the Police Department will have the vehicle removed.  The normal SLA is 30 days. However, hazardous vehicles and/or vehicles which pose an immediate health/safety risk will be immediately towed.  After a vehicle has been towed, the Police will notify the vehicle's owner or lease holder.  **[This information will only be made available to Supervisors in a KB article:** \*\*Supervisor Use Only: For escalated issues (including report of extremely hazardous vehicles) or additional information call 215-685-9505 or 215-685-9509, Monday - Friday, 6 am - 3 pm. \*\* **]** |
| **Profiles** | Case Record Type will be made available to the “311 Agents”, “311 Supervisors”, “Case Workers”, and “System Administrators” Profiles.  **Note**: Profile definitions for the City have not been determined. Profiles above are for reference. |
| **Support Process Values** | New, Open, In-Progress, Closed  **Provide additional field upon Close**  ***Case Disposition***  Picklist  **Values**: Unoccupied Vehicle Investigation, Vehicle not found, Stolen, 10 Day notice given (towed), 10 Day notice given (not there), 10 Day notice given (complied), Vehicle removed  **Default:** |
| **Other Information** | Police Department will determine if a vehicle is considered hazardous.  State abbreviations:   | **US State** | **Abbreviation** | | --- | --- | | Alabama | AL | | Alaska | AK | | Arizona | AZ | | Arkansas | AR | | California | CA | | Colorado | CO | | Connecticut | CT | | Delaware | DE | | Florida | FL | | Georgia | GA | | Hawaii | HI | | Idaho | ID | | Illinois | IL | | Indiana | IN | | Iowa | IA | | Kansas | KS | | Kentucky | KY | | Louisiana | LA | | Maine | ME | | Maryland | MD | | Massachusetts | MA | | Michigan | MI | | Minnesota | MN | | Mississippi | MS | | Missouri | MO | | Montana | MT | | Nebraska | NE | | Nevada | NV | | New Hampshire | NH | | New Jersey | NJ | | New Mexico | NM | | New York | NY | | North Carolina | NC | | North Dakota | ND | | Ohio | OH | | Oklahoma | OK | | Oregon | OR | | Pennsylvania | PA | | Rhode Island | RI | | South Carolina | SC | | South Dakota | SD | | Tennessee | TN | | Texas | TX | | Utah | UT | | Vermont | VT | | Virginia | VA | | Washington | WA | | West Virginia | WV | | Wisconsin | WI | | Wyoming | WY | |
| **Actions** | None |

# Approvals after Requirements Definition Workshop

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| **Date** | **Approver Name** | **Approver Signature** |
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