# Version History

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| **Version** | **Date** | **Description** | **Author** |
| 1.0 | 01/26/2014 | Initial Draft Before Workshop | J. Kelly |
| 1.1 | 02/05/2014 | Draft Revisions After Workshop | J. Kelly |
| 1.2 | 02/12/2014 | Design-Related Changes | J. Kelly |
| 1.3 | 02/14/2014 | Design Change to Process Overview Section | J. Kelly |
| 1.4 | 02/20/2014 | Design-Related Changes | J. Kelly |
| 1.5 | 02/25/2014 | Added Sections for GIS, Action Items | J. Kelly |
| 1.6 | 02/05/2014 | Updates and Review | M. Schmidt |
| 1.7 | 04/02/2014 | Updated with action item comments from Tami Geiger and a suggestion from Graham Quinn to merge Dumpster Violation into this service request. | J. Kelly |
| 1.8 | 04/09/2014 | Updated response to Action Item #1. | J. Kelly |
| 1.9 | 08/01/2014 | Updated Validation-1 and 2 for option “Both” and Assignment queue for “Dumpster Violation” type | Sreelatha SK |
| 1.10 | 3/27/2015 | Updated workflow rule-4 for value conditions to create Sanitation Violation instead of Illegal Dumping service request | Sheryl Johnson (City of Philadelphia), Sreelatha SK |

# 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** | Streets Department |
| **Record Type Name** | Sanitation / Dumpster Violation |
| **Record Type Description** | To report rubbish which is set out too early and/or other violations of the Sanitation Code, including a dumpster violation. |
| **Process Overview** | 1. Customer requests the service 2. The Agent creates a case by selecting the *Sanitation Violation* ***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 *Sanitation Violation* ***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).       1. Assignment notification emails will NOT be sent for cases that are being interfaced with CityWorks.    4. IF Both was selected, then another Case is created as the child of the previously created Case       1. Auto-generates the next sequential Case Number       2. Associate the ***Contact*** record and related ***Account*** record to the case       3. Assign the initial Case as the Parent Case       4. Assigns the “New” case to the *Queue* representing the group of users responsible for resolving this type of service request    5. 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.       1. If two cases were created, send the Contact the child Case Number. |
| **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, In-Progress, Escalated, On Hold, and Closed | New | | Case Origin | Phone, Email, Web | Phone | | Priority | 1,2,3,4,5,6,7,8,9 | 5 | |
| **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** | | Sanitation Violation | 5 | Business Days | CityWorks | | Dumpster Violation | 3 | Business Days | CityWorks | | Service Not Needed | None | None | 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** | | Sanitation Violation | Sweep | Donald Carlton; Tamalar Geiger; Keith Warren; William Smith | | Dumpster Violation | Dumpster Violation | CityWorks?? | | Service Not Needed | 311 Contact Center |  |   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:  **Additional Information section**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Field Label** | **Field Type** | **Required** | **Rule #** | **History** | **Field Help Text** | | Violation Type | Picklist  **Values:** Sanitation, Dumpster, Both  **Default:** | Yes | None | No | Is the reported violation regarding trash (sanitation), a dumpster, or both? | | Is Trash on Curb Now | Dependent Picklist  **Values:** Yes, No  **Default:**  *Is Trash on Curb Now* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Workflow Rule #1, Validation Rule #1 | No | Is the trash still on the curb right now? | | Is This the Trash Day | Dependent Picklist  **Values:** Yes, No  **Default:**  *Is This the Trash Day* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Workflow Rule #2, Validation Rule #1 | No | Auto-Populated based on GIS. Read only. | | Vacant or Abandoned Property | Dependent Picklist  **Values:** Yes, No  **Default:**  *Vacant or Abandoned Property* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Workflow Rule #3, Validation Rule #1 | No | Is the trash on a vacant or abandoned property? | | Active Construction | Dependent Picklist  **Values:** Yes, No  **Default:**  *Active Construction* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Workflow Rule #4, Validation Rule #1 | No | Is active construction underway at the trash site? | | Can With Secure Lid Against House | Dependent Picklist  **Values:** Yes, No  **Default:**  *Can With Secure Lid Against House* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Workflow Rule #5, Validation Rule #1 | No | Is the can up against the house with a secure lid on it and no litter around it? | | Is Trash Bagged | Dependent Picklist  **Values:** Yes, No  **Default:**  *Is Trash Bagged* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Workflow Rule #6, Validation Rule #1 | No | Is the trash bagged or is it loose? | | Is Trash on Street or Sidewalk | Dependent Picklist  **Values:** Yes, No  **Default:**  *Is Trash on Street or Sidewalk* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Workflow Rule #7, Validation Rule #1 | No | Is it a public right-of-way for pedestrians or vehicles? | | Construction Material | Dependent Picklist  **Values:** Yes, No  **Default:**  *Construction Material* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Workflow Rule #8, Validation Rule #1 | No | Is the trash construction materials (bricks, concrete, drywall, other remodeling house setouts, etc.)? | | Property with Private Trash Collection | Dependent Picklist  **Values:** Yes, No  **Default:**  *Private Trash Collection* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Workflow Rule #9, Validation Rule #1 | No | Is the trash located on a property with private trash collection? | | Is Trash in Front of Structure | Dependent Picklist  **Values:** Yes, No  **Default:**  *Is Trash in Front of Structure* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Validation Rule #1 | No | Is the trash in front of a structure? | | How Long Has Trash Been There | Dependent Text(25)  *How Long Has Trash Been There* is enabled and required when *Violation Type* = ‘Sanitation’ or ‘Both’. | Yes | Validation Rule #1 | No | How long has the trash been in the current location? | | How May Bags of Trash (If Bagged) | Dependent Number  *How May Bags of Trash (If Bagged)* is enabled and optional when *Violation Type* = ‘Sanitation’ or ‘Both’. | No | Validation Rule #1 | No | If the trash is in bags, how many bags are there? | | Vehicle or Person Involved in Dumping | Dependent Text(100)  *Vehicle or Person Involved in Dumping* is enabled and optional when *Violation Type* = ‘Sanitation’ or ‘Both’. | No | Validation Rule #1 | No | Description of the person or vehicle and plate information such as licensing state and tag number, if known. | | Reporting a Neighbor Not Recycling | Dependent Picklist  **Values:** Yes, No  **Default:**  *Reporting a Neighbor Not Recycling* is enabled and optional when *Violation Type* = ‘Sanitation’ or ‘Both’. | No | Validation Rule #1 | No | Is the customer reporting that a neighbor is not recycling? | | Sanitation District | Text(10) | Yes | Workflow Rule #2 | No | Auto-Populated | | Dumpster at Restaurant | Dependent Picklist  **Values:** Yes, No  **Default:**  *Dumpster at Restaurant* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Workflow Rule #10, Validation Rule #2 | No | Is the dumpster violating regulations a restaurant dumpster? | | Dumpster on Private Property | Dependent Picklist  **Values:** Yes, No  **Default:**  *Dumpster on Private Property* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Workflow Rule #11, Validation Rule #2 | No | Is the dumpster on private property? | | Dumpster Overflowing | Dependent Picklist  **Values:** Yes, No  **Default:**  *Dumpster Overflowing* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Workflow Rule #12, Validation Rule #2 | No | Is the dumpster overflowing? | | Dumpster Open to Public | Dependent Picklist  **Values:** Yes, No  **Default:**  *Dumpster Open to Public* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Workflow Rule #13, Validation Rule #2 | No | Is the dumpster open to the public (rather than locked, locked behind a gate, etc.)? | | Right of Way Permit | Dependent Picklist  **Values:** Yes, No  **Default:**  This read-only field will be automatically populated from GIS based on the service address.  *Right of Way Permit* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Validation Rule #2 | No | Is there a Right of Way permit associated with the dumpster? | | Dumpster–Public Right of Way License | Dependent Picklist  **Values:** Yes, No  **Default:**  This read-only field will be automatically populated from GIS based on the service address.  *Dumpster–Public Right of Way License* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Validation Rule #2 | No | Is there a Dumpster–Public Right of Way License associated with the dumpster? | | Dumpster Type | Dependent Picklist  **Values:** Rubbish/Recycling, Construction  **Default:**  *Dumpster Type* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Validation Rule #2 | No | Is the dumpster used for rubbish/recycling or is it used for construction? | | Dumpster Blocking Street | Dependent Picklist  **Values:** Yes, No  **Default:**  *Dumpster Blocking Street* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Workflow Rule #14, Validation Rule #2 | No | Is the dumpster blocking a street? | | Dumpster Blocking Sidewalk | Dependent Picklist  **Values:** Yes, No  **Default:**  *Dumpster Blocking Sidewalk* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Validation Rule #2 | No | Is the dumpster blocking a sidewalk? | | Dumpster Enclosed in Fence | Dependent Picklist  **Values:** Yes, No  **Default:**  *Dumpster Inside Fence* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | No | Workflow Rule #15, Validation Rule #3 | No | Is the dumpster blocking the sidewalk enclosed inside a fence? | | Dumpster Leaking | Dependent Picklist  **Values:** Yes, No  **Default:**  *Dumpster Leaking* is enabled and required when *Violation Type* = ‘Dumpster’ or ‘Both’. | Yes | Validation Rule #2 | No | Is the dumpster leaking? |   **Validation Rules**   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Rule #** | **Rule Name** | **Validation Rule** | **Error Message** | **Comments** | | 1 | Validation Rule for Trash Only *Violation Type* | If *Violation Type* = ‘Sanitation’ OR ‘Both’ then the following fields may be populated (not NULL): Is Trash on Curb Now, Is This the Trash Day, Vacant or Abandoned Property, Active Construction, Can With Secure Lid Against House, Is Trash Bagged, Is Trash on Street or Sidewalk, Construction Material, Property with Private Trash Collection, Is Trash in Front of Structure, How Long Has Trash Been There, How May Bags of Trash (If Bagged), Vehicle or Person Involved in Dumping, Reporting a Neighbor Not Recycling |  |  | | 2 | Validation Rule for Dumpster Only *Violation Type* | If *Violation Type* = ‘Dumpster’ OR ‘Both’ then the following fields may be populated (not NULL): Dumpster at Restaurant, Dumpster on Private Property, Dumpster Overflowing, Dumpster Open to Public, Right of Way Permit, Dumpster–Public Right of Way License, Dumpster Type, Dumpster Blocking Street, Dumpster Blocking Sidewalk, Dumpster Leaking |  |  | | 3 | Validation Rule for *Dumpster Enclosed in Fence* | If *Dumpster Blocking Sidewalk* = ‘Yes’ then *Dumpster Enclosed in Fence* must be populated (not NULL). |  |  |   **Workflow Rules**   | **Rule #** | **Rule Name** | **Rule Description** | **Evaluation Criteria** | **Rule Criteria** | **Workflow Action** | | --- | --- | --- | --- | --- | --- | | 1 | Workflow Rule for *Is Trash on Curb Now* | If the trash is not on the curb, then the caller must call back when the violation is visible (on the curb or driveway). | Evaluate the rule when a record is created. | *Is Trash on Curb Now* = ‘No’ | Display message: “The customer should call back when the violation is visible on the curb or driveway.”  Automatically change Service Request Type to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | | 2 | Workflow Rule for *Is This the Trash Day* | Populates a value in the filed based on the Sanitation District layer in GIS and the Service Address | Evaluate the rule when a record is created, and every time it’s edited. | Use the Service Address to determine the address validity and GIS location and the Service Address | If this is the trash day for the service address, then 1) *Is This the Trash Day* = ‘Yes’. Display message: “This is the trash day for that location. If the trash is not picked up today, then report the sanitation violation”.  2) Automatically change Service Request Type to “Service Not Needed’ and save the case.  3) Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | | 3 | Workflow Rule for *Vacant or Abandoned Property* | If the trash is on a vacant or abandoned property, then a Vacant Lot Clean-Up case should be opened. | Evaluate the rule when a record is created, and every time it’s edited. | If *Vacant or Abandoned Property* = ‘Yes’ | Display message: “The system has changed the Case Record Type to Vacant Lot Clean-Up.”    Automatically change the *Case Record Type* = ‘Vacant Lot Clean-Up’. | | 4 | Workflow Rule for *Active Construction* | If the trash violating sanitation laws is at an active construction site, then, then it is a sanitation violation case, but if the construction site is inactive, then it is an illegal dumping case. | Evaluate the rule when a record is created, and every time it’s edited. | If *Active Construction* = ‘No’ AND (  *Is Trash Bagged* = ‘No’ OR  *Is Trash on Sidewalk* = ‘No’ OR  *Construction Material* = ‘Yes’) | Display message: “The system has changed the Case Record Type to Illegal Dumping.”    Automatically change the *Case Record Type* = ‘Illegal Dumping’. | | 5 | Workflow Rule for *Can With Secure Lid Against House* | If the trash can is up against the house with a secure lid on it and no litter around it, then there is no sanitation violation. | Evaluate the rule when a record is created, and every time it’s edited. | *Can With Secure Lid Against House = ‘Yes’* | 1) Display message: “This is not a sanitation violation.”  2) Automatically change Service Request Type to “Service Not Needed’ and save the case.  3) Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | | 6 | Workflow Rule for *Is the trash bagged* | If the trash is loose it cannot be investigated | Evaluate the rule when a record is created, and every time it’s edited. | *Is the trash bagged* = ‘No’ | Display message: “The system has changed the Case Record Type to Illegal Dumping.”    Automatically change the *Case Record Type* = ‘Illegal Dumping’. | | 7 | Workflow Rule for *Is Trash on Street or Sidewalk* | If the trash is not on a street or a sidewalk, then the case is not a Sanitation Violation, it is an Illegal Dumping case. | Evaluate the rule when a record is created, and every time it’s edited. | *Is Trash on Street or Sidewalk = ‘No’* | Display message: “The system has changed the Case Record Type to Illegal Dumping.”    Automatically change the *Case Record Type* = ‘Illegal Dumping’. | | 8 | Workflow Rule for *Construction Materials* | If the trash is construction materials, then the case is not a Sanitation Violation, it is an Illegal Dumping case. | Evaluate the rule when a record is created, and every time it’s edited. | *Construction Materials = ‘Yes’* | Display message: “The system has changed the Case Record Type to Illegal Dumping.”    Automatically change the *Case Record Type* = ‘Illegal Dumping’. | | 9 | Workflow Rule *Property with Private Trash Collection* | If the trash is construction materials, then the case is not a Sanitation Violation. | Evaluate the rule when a record is created, and every time it’s edited. | *Property with Private Trash Collection = ‘Yes’* | 1) Display message: “Private collection companies maintain alternate pickup dates.”  2) Automatically change Service Request Type to “Service Not Needed’ and save the case.  3) Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | | 10 | Workflow Rule for *Restaurant Dumpster* | To report a restaurant dumpster violation, contact the Health Department - Office of Food Protection at 215-685-7495. | Evaluate the rule when a record is created, and every time it’s edited. | *Restaurant Dumpster* = ‘Yes’ | Display Message: “To report a restaurant dumpster violation, contact the Health Department - Office of Food Protection at 215-685-7495.”  Automatically change Service Request Type to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a Close Reason = “Service Not Needed”. | | 11 | Workflow Rule for *Dumpster on Private Property* | To report a dumpster on private property, submit a Maintenance Residential or Commercial service request. | Evaluate the rule when a record is created, and every time it’s edited. | *Dumpster on Private Property* = ‘Yes’ | Display message: “The system has changed the *Case Record Type* to Maintenance Residential or Commercial.”    Automatically change the *Case Record Type* = ‘Maintenance Residential or Commercial’. | | 12 | Workflow Rule for *Dumpster Overflowing* | If the dumpster is on private property AND the dumpster is overflowing, then submit this as a Maintenance Residential and Commercial service request. | Evaluate the rule when a record is created, and every time it’s edited. | *Dumpster on Private Property* = ‘Yes’ AND *Dumpster Overflowing* = ‘Yes’ | Display message: “The system has changed the *Case Record Type* to Maintenance Residential or Commercial.”    Automatically change the *Case Record Type* = ‘Maintenance Residential or Commercial’. | | 13 | Workflow Rule for *Open to Public* | If the dumpster is not accessible to the public, the Streets Department cannot inspect the dumpster. A service request cannot be submitted. | Evaluate the rule when a record is created, and every time it’s edited. | *Open to Public* = ‘No’ | Display Message: “If the dumpster is not accessible to the public, the Streets Department cannot inspect the dumpster.”  Automatically change *Service Request Type* to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a *Close Reason* = “Service Not Needed”. | | 14 | Workflow Rule for *Dumpster Blocking Street* | If the dumpster blocking a street is a construction dumpster and there is a Right of Way permit and there is a Dumpster–Public Right of Way license, there is no dumpster violation. | Evaluate the rule when a record is created, and every time it’s edited. | If *Dumpster Type* = ‘Construction’ AND *Dumpster Blocking Street* = ‘Yes’ AND *Right of Way Permit* = ‘Yes’ AND *Dumpster–Public Right of Way License* = ‘Yes’ | Display Message: “If the dumpster blocking a street is a construction dumpster and there is a Right of Way permit and there is a Dumpster–Public Right of Way license, inform the customer that there is no dumpster violation.”  Automatically change *Service Request Type* to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a *Close Reason* = “Service Not Needed”. | | 15 | Workflow Rule for *Dumpster Enclosed in Fence* | If the dumpster that is blocking the sidewalk is enclosed inside a fence, there is no sanitation violation. | Evaluate the rule when a record is created, and every time it’s edited. | *Dumpster on Sidewalk* = ‘Yes’ AND *Dumpster Enclosed in Fence* = ‘Yes’ | Display Message: “If the dumpster that is blocking the sidewalk is enclosed inside a fence, there is no sanitation violation.”  Automatically change *Service Request Type* to “Service Not Needed’ and save the case.  Automatically assign the case and then close it with a *Close Reason* = “Service Not Needed”. | |
| **Escalation Rule** | TBD |
| **Agent Instructions** | * Purpose:To report rubbish which is set out too early and/or other violations of the Sanitation Code, including a dumpster violation. * Contact fields: Enter the customer’s name and contact information (required if the sanitation department needs to obtain additional information about the violation). * Service Address fields: Enter the exact address of the violation. * Description field: Provide any additional information about the location or type of violation. * Advise the customer: * If the trash is not on the curb now, call back when the violation is visible -- on the curb or driveway. * If a household sets out trash and/or recyclables on the normal setout date, on a holiday week, a violation will not be issued. * Collection time: The Streets Department collects trash, rubbish, and recycling throughout the day, up to 7 PM. If the entire street was missed and it is not yet 7 PM, advise the customer to submit the request after 7 PM if the pickup did not occur. * Mattresses and box springs must be bagged and sealed in plastic mattress bags in order to be collected. Mattresses and box springs that are **not** properly bagged will **not** be collected nor accepted at our Sanitation Convenience Centers. Mattress bags are available at many retail stores and on-line. * Regular collection: From October 1 through March 31, trash and recycling should be set out between 5:00 PM the night before collection day and 7:00 AM the day of collection. Set-out times from April 1 to September 30 will return to 7:00 PM the night before and by 7:00 AM the day of collection. * Early collection: (Vine St. to Bainbridge St., from Schuylkill River to Delaware River): From October 1 through March 31 set out trash and recycling between 6 pm the night before collection day and 6 am on the day of collection. From April 1 through September 30 set out between 8 pm the night before collection day and 6 am on the day of collection at your regularly authorized pickup site. * Holiday collection: The City observes 11 holidays when trash and recycling collection will be one day behind schedule for the remainder of the week. This does not include disturbances from weather and road closures. The holiday schedule is at <http://www.philadelphiastreets.com/san-residential-collection-schedules.aspx>. * Snow storms may delay trash and recycling collections. Customers must set their collections out for pick up at curbside on their regularly scheduled trash day, placing items at curbside as crews navigate through the snow, and on top of snow mounds so they are visible to crews. * Recycling: Recycling is mandatory. SWEEP officers issue tickets to recycling offenders. * Recycling day: The customer can go to <http://citymaps.phila.gov> and type in their address in the search bar to find out their trash and recycling day. * Wood scraps and other loose items must be securely tied into bundles no more than four feet long and two feet thick. * Cardboard boxes may never be used as containers for trash, regardless of who collects it. * Trash containers: A single-family household is allowed a maximum of four (4) 32 gallon containers or eight (8) 30 – 32 gallon bags of trash each week. All other premises are allowed a maximum of six (6) 32 gallon containers or twelve (12) 30 - 32 gallon bags. The resident is responsible for providing the collection containers; there are no City-provided containers. * The weight limit for a bag or can is 40 lbs. The total weight should not exceed 240 lbs. * Recycling containers: The City collects both trash and recycling on the same day. For recycling, the customer can use any sturdy plastic or metal container that holds 32 gallons or less; just mark it with the word "RECYCLING" on its side. If one bin is not enough to hold all recyclables, simply add another one. The customer can put all recyclables together in one bin--cans, glass, mixed paper, cardboard and most plastic containers--no need to sort or separate them. * Redress: The Streets Department will pick up any missed collections on the next day. The Streets Department will address sanitation violations within 5 days. * See the City's Regulations Governing Municipal And Private Collection Of Refuse at <http://www.philadelphiastreets.com/pdf/regs-may-2013.pdf> for details of sanitation violations.   + The Streets Department inspects dumpsters in the public right of way only.   + The dumpster needs to be open to public access for the Streets Department to address a dumpster issue. It cannot be locked, behind a locked gate, etc.   + This task should be investigated and resolved by the Streets Department within 3 business days. * Every dumpster user in the city requires approval to use and place a dumpster. |
| **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** | TBD |
| **ESRI/GIS Information** | Layers:   * The standard GIS layers will be used, including: * Rubbish Collection * Additional GIS features to be displayed are: * Dumpster – Construction Licenses? * Dumpster – Private Licenses? * Dumpster – Public Right of Way Licenses? * Food Establishment Retail Non-Permanent Licenses? * Food Establishment Retail Permanent Licenses? * Right of Way Permit (Medallion information from Hansen)? |
| **Other Information** | 1. *From Graham Quinn on 04/03/2014: After reviewing Tami’s email in detail and speaking with Kim it seems that this SR should be under the sanitation violation SR. Although there are a lot of additional questions in this requirement doc, in my opinion, we need to incorporate it into the beginning of the other SR. Given the fact that Streets considers them the same, we should just branch off the questions from the other SR and add a question to let us know if it is related to a dumpster.* |
| **Actions** | 1. Kimberly and Tami – Verify the SLA – is it 3 days or 5 days? *Email from Tami Geiger on 04/02/2014: I am not aware of an official document showing a Dumpster Violation as a Request Type, which would show a "3" day SLA for Commissioner's signature. For the Streets Department, dumpster violations fall under Sanitation Violations which have a 5 day SLA. I spoke with the Deputy Commissioner and he confirms. If there is documentation, please provide. Email from Kimberly Adams on 04/07/2014: Since Dumpster Violation will now fall under Sanitation Violation and is not a separate service request, the SLA would be 5 days according to our SLA Summary document.* 2. Graham – Can GIS be used to determine if a dumpster is at a restaurant (food establishment)? 3. Graham – Can GIS be used to determine if a dumpster is on private property? 4. Graham – Can GIS be used to determine if there is a Right of Way Permit at an address? 5. Graham – Can GIS be used to determine if there is a Dumpster – Public Right of Way License? 6. Graham – Can GIS/Hansen be used to determine if there is a Right of Way Permit (Medallion)? 7. Graham and Clinton – Are any other GIS features listed in the GIS section above useful? 8. Streets Department and Kimberly – Is the workflow rule for Dumpster Blocking Traffic accurate? Note that this is dependent on the answers to the other action items. *Email from Tami Geiger on 04/02/2014: Yes, however, please change the word "Traffic" to "Street" as the permit is for Street Closure. Also, permit categories include Full or Partial Closures, so it is possible to violate this aspect of the permit. You would need this detail info included in the GIS layer.* 9. Streets Department and Kimberly – Does the workflow rule for Dumpster Blocking Traffic also apply to Dumpster Blocking Sidewalk? *Email from Tami Geiger on 04/02/2014: Yes.  However, there is secondary question to ask for Sidewalk Dumpsters, "Is the Dumpster Blocking the Sidewalk enclosed with a fence?"  If Yes, no violation.  If no, create SR.* |

# Approvals after Requirements Definition Workshop

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