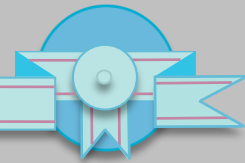


FACILITIES SERVICES

CUSTOMER SERVICE, INTEGRITY, TEAMWORK, INNOVATION, EQUITY, EXPERTISE, SUSTAINABILITY.



MAILBOX EDITION April 2018

Customer Intake Project

Facilities has been working on a new Customer Intake process and is currently in trial period for our update. With this endeavor, we hope to enhance our communication and diversify our tools as they relate to customer service. We are moving our existing database and new customer intakes to a cloud based tool called [Smartsheet](#).

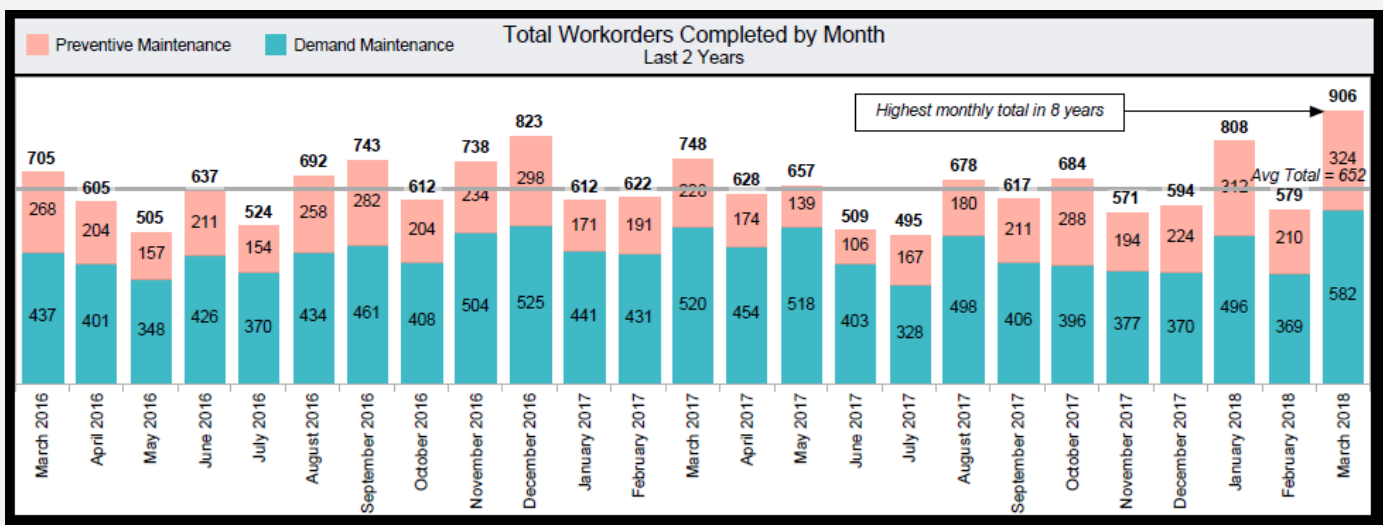


Smartsheet looks like a spreadsheet but has several additional features and collaborative functions that make it superior to our existing platform. Smartsheet is mobile friendly and our new interface will provide you with a full connection to the Facilities repertoire of assistance.

In the following months we will host a series of webinars, training and conference calls to introduce the new interface and structure. Stay tuned for more details and please continue to use our usual process until further notice.

Work Order Report

We are happy to report that PM completions have increased, without negatively impacting demand workorder completion rates and turnaround times, as shown below. More information about Facilities' workorder performance is captured each month in a monthly report. It can be found on the following web page along with other information: <https://www.portlandoregon.gov/bibs/72078>



Just as a reminder, if you have requests for services at your facility, contact dispatch at gsfacreq@portlandoregon.gov or call (503) 823-5252.

