

## CLIPBOARD ASSIGNMENTS

EFFECTIVE DATE:  
September 11, 2000REVISION DATE:  
March 1, 2004

After many hours of discussion on the operations of the DPW the term "accountability" appears to be key to increased proficiency and professionalism within the department. The phrase "clip board" assignments may be just where we need to be for our daily operations.

It is a necessity for each employee to know their job assignment and the expected results to perform the job to the best of their ability. Assignments as straight forward as "pothole" patching need to be documented as to when we responded to a "pothole" complaint so that any potential insurance claim can be avoided. This very simple, straight forward means of documentation will lead us to a higher level of accountability and ultimately a better performing department.

To this end, the following basic practice will be utilized for daily or weekly job assignments:

1. Each day/week a list of job tasks will be developed - type of work, location, and expected completion time.
2. To each task a person or crew will be assigned.
3. To each person or crew the necessary vehicle or vehicles will be assigned (small tools such as shovels, rakes, hand tools - will be the responsibility of the person or crew to determine the need).
4. This information will be placed on a daily worksheet (clipboard assignment) and given to the person and crew.
5. Information contained on the completed "CLIPBOARD" worksheet will include hours worked, materials used, unexpected problems found, and any further work required (this is not an essay project and no one will be criticized for spelling or penmanship).
6. At the completion of the tasks (end of the day), the clipboard will be returned to the Working Foreman to be checked off and then turned over to the Division Manager.
7. After review by the Division Manager, the job task information will be compiled for future reference.

This accountability program will allow the department to judge the job tasks we do well and identify areas that need improvement. Additionally, these steps are the first steps in developing the background information to determine the value of the tasks that this department undertakes.

One element that does not show up as a unit price is "customer service." Every day this department interacts with residents, businesspersons, and visitors to Salem. Many times our performance is judged by factors such as our appearance and professionalism. Polite and courteous responses are very important to how our department is viewed.