

From: [Gonzales, Kere](#)
To: [Mary Forte](#)
Cc: [Turbak, Jamie](#)
Subject: RE: Questions and Additions to the Quarterly Maintenance Report
Attachments: [OPL SRs 7 1 2019-5 2 2022.xlsx](#)

Hi Mary,

Please find the answers to your questions in red below.

1. How many years back does the data go in the database? **The library has service request records beginning July 2019.**
2. We would like to see all requests starting from January 2019. **I've attached all we have on record. The attachment is not divided by branch; however the column for branch can be sorted to see just those requests.**
3. For closed requests, is there a completion/closed date that can be added to the report? **For practicality's sake, no. Sometimes requests are closed inaccurately. Other times, requests are closed but not updated by Public Works until weeks (or more) later. It is not feasible to consistently record all requests both the library and Public Works agree are closed. They must be researched a case-by-case basis.**
4. Is there a code or some value assigned to each request to determine the priority of importance of the request that can be added to the report? **Library staff may add a priority (1-Emergency to 5 -No Action Required) on the library's internal system; however that priority may be different than the priority level that it is ultimately given by OPW as they prioritize tickets for the entire City.**

I am still awaiting answers to the questions below from Public Works:

- What are Public Works goals or measures that they strive to meet regarding closed service requests? What is PWs performance against the goals and measures? For example, the Illegal Dumping Unit's goal is to resolve 85% of the illegal dumping service requests received within three business days. Is there a similar goal for maintenance requests? If so, what is the goal or measures?
- With respect to ticket closures, what does PW consider a good year? How does PW measure a good year, a poor performance year, etc. for maintenance?

Thank you for your time and consideration.

Kindest Regards,
Kere Gonzales

From: Mary Forte <maryfforte@gmail.com>
Sent: Thursday, April 14, 2022 8:48 PM
To: Gonzales, Kere <KGonzales@oaklandlibrary.org>
Cc: Turbak, Jamie <JTurbak@oaklandlibrary.org>

Subject: Questions and Additions to the Quarterly Maintenance Report

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Kere,

Thank you very much for the quarterly maintenance report. The Sustainability committee reviewed the report and we have the following questions and additions to the report. We would appreciate having this information for our next Sustainability meeting.

- How many years back does the data go in the database?
- We would like to see all requests starting from January 2019.
- For closed requests, is there a completion/closed date that can be added to the report?
- Is there a code or some value assigned to each request to determine the priority or importance of the request that can be added to the report?

The following questions may have to be answered by Public Works.

- What are Public Works goals or measures that they strive to meet regarding closed service requests? What is PWs performance against the goals and measures? For example, the Illegal Dumping Unit's goal is to resolve 85% of the illegal dumping service requests received within three business days. Is there a similar goal for maintenance requests? If so, what is the goal or measures?
- With respect to ticket closures, what does PW consider a good year? How does PW measure a good year, a poor performance year, etc. for maintenance?

Please let me know if you have any questions or would like to discuss.

Thank you in advance for your help.

Mary Forte

This is the day the Lord hath made, be glad, give thanks, rejoice!