



How Daupler helped save Christmas in Olympia

Caroline Inions, Program Assistant in the Olympia Public Works department, has a big job. Olympia's Public Works department includes engineering, transportation, water resources (including drinking water, wastewater, stormwater, and reclaimed water), fleet, traffic lights, streets, and more. She plays an important part in making sure that when a customer turns on a faucet, they have water; when they flush a toilet, its contents go away; and Olympia's streets are safe to drive on. She helps ensure Olympia's Public Works crews have the information required to meet their community's needs, no matter the time of day or day of year.

After-hours challenges:

Before implementing Daupler, Caroline and team had a few pain points when it came to meeting after-hours community needs.

- 1. Dispatch:** If a call required immediate dispatch, it could take several minutes for the after-hours service to get a hold of the person on call. That person would have to grab a pen and paper and write down all the details. That information couldn't be shared easily with others.
 - 2. Information gaps:** Often, information from after-hours calls wasn't reported, and Caroline would be operating blind regarding any incidents that happened the previous night or weekend. If someone asked her about a specific incident, she had nothing to reference.
 - 3. Cross-departmental assistance:** Some service requests and emergencies require assistance from multiple departments, but there was no way to determine who was the on-duty person for a particular group.
- Even with an early implementation of Daupler, the system would require a department to reassign it to another on duty person for that team, which often didn't make sense. For example, a water issue might require the water department to ask the streets department for someone to provide assistance with flagging.
- 4. Shutoff lists:** Customers who didn't pay their bills would frequently return from work after 5 p.m., find their water had been shut off, and call to get it reconnected. The on-call person would respond to the request, not knowing the customer had been shut off for an unpaid bill.

- 5. Scheduling:** Before Daupler, there was no easy way to update on-call schedules on the fly. More on this, and Christmas, later.



Pictured: Caroline Inions and Jessica Ashlee, Program Assistants at the City of Olympia





Addressing after-hours challenges with Daupler RMS

Daupler's response management system, Daupler RMS, has made the job easier for Caroline and Olympia Public Works crews in several ways.

1. Dispatch: If a call requires dispatch, Daupler RMS sends a link to the on-call person with all the relevant information about the incident to their mobile phone. It transfers information faster and can be shared easily with others, as needed.

2. Reports: All after-hours service requests are logged into Daupler, whether they are dispatched or not. This allows Caroline to see what happened the previous evening or weekend and enables her to answer any questions she receives.

3. Identifying an on-call person: Caroline and team told Daupler about the inability to see on-call personnel in other departments and the challenges that caused. Daupler responded by adding a button to the incident page that gives visibility to that information. The team could then contact the appropriate person without having to transfer the incident.

4. Shutoff lists: Daupler worked with Olympia to build out the ability for Olympia to add shut off lists directly into Daupler RMS. Now, when a customer calls in after-hours about disconnected water service, the call taker can determine if the shutoff was due to an unpaid bill and let the customer know. This saves the on-call team from unnecessary dispatches multiple times a week.

5. Scheduling: Caroline can now easily update schedules in Daupler when unexpected changes happen.

6. Bonus benefit 1 – event detection: Daupler RMS can detect when incoming calls are related to the same issue. Once it does so, it creates an 'event' in the system, logs additional calls as related to that event and prevents those calls from being dispatched to the on-call person who is likely already elbows deep in mud fixing the issue.

7. Bonus benefit 2 – transparency for customers: Customers receive a link to track their request and see who is coming, what they did, how long they were there, and that the request has been addressed.

"For me, why we chose Daupler was because of the technology. Being able to get on the computer and see what's going on. The record keeping. The ease for the guys to use it - just getting a notification on the phone. Just having everything there right in front of you."

– Caroline Inions, Program Assistant

A brief Christmas story

On Christmas morning in 2021, Caroline received a panicked call from an employee. He was on duty but there was no cell service at his grandmother's house. He thought he would have to return home and miss Christmas with his family. Caroline told him not to worry about it. She had celebrated Christmas with her kids on Christmas Eve and was home. She changed the on-call person in Daupler to herself. If anything came in that needed attention, she would call him at his grandmother's house. He was able to enjoy the holiday with his loved ones, and the community still had someone ready if needed.

That's the story of a person dedicated to her community and her team, and the tools that help her do her job.

To learn how Daupler can assist your team with after-hours or spillover response management, visit daupler.com/demo or email question@daupler.com.

