



PHILADELPHIA PARKS & RECREATION

Performo Features and Trainings

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Performo is the new work order management system that helps to facilitate communication between building maintenance and facility managers/supervisors in the department. It also helps to track assets and resources and can be a powerful reporting tool. Throughout November and December, Joshua Bell (Park Manager 1) and Roger Tenant, Jr. (Park Manager 1) have conducted numerous trainings and meetings covering over 180 Parks & Recreation employees. They also created a step-by-step guide that can be a supplement to a formal training, teaching requesters how to log in, track, and create work orders.

Communication Tool

Communication is important for any organization; Performo will facilitate communication through automatic emails at every change in the life of a work order. Building maintenance can and will leave notes through the system in order to explain work done or work that has yet to be done. There will no longer be a mystery about where a work request has gone; any requester with access to the system can track their work orders in a simple, streamlined way.

Tracking Assets

Performo can help PPR to better manage its assets and resources by aggregating costs associated with maintenance at multiple levels. It not only aggregates labor and time spent on a specific work order, but it aggregates parts and inventory used on the job.

Reporting Function

The most powerful part of Performo is its ability to create a report that can gather valuable information for its users. For example, it can tell the user complex information like, in the past month, how much money was spent on plumbing maintenance in District One, and on all recreation buildings. This question and many others that Performo can answer will strengthen Parks & Recreation as a whole, creating more legitimacy in its purchasing power and will showcase the sheer magnitude of work that has to be done.