

EMPLOYEE STANDBY PROGRAM POLICY

CITY ENGINEER/PUBLIC WORKS DEPARTMENT

CITY OF DIXON

Effective February 1999

Revised June 26, 2006

Revised May 11, 2009

Revised February 8, 2013

Revised April 18, 2019

I. PURPOSE

To establish guidelines for responses after normal working hours to “Emergency Situations” in order to protect the health and safety of the community. The Employee Standby Program Policy (“Policy”) insures employee availability to respond to emergencies after normal business hours on weekdays, weekends, and holidays.

II. EMPLOYEES COVERED

All full-time Public Works Maintenance employees, who meet the qualifications in Section V of this Policy, will be eligible for standby assignment on a rotating basis consistent with Assignment Procedures covered in Section V of the Policy. When more employees request assignment to the standby rotation than cannot be accommodated in a four-week cycle, the Supervisor shall determine the most qualified based on skills and response time. The cycle maybe longer than four-weeks at the Supervisor’s discretion. In the event of a dispute, the City Engineer/Public Works Director (“Department Head”) shall make the final decision.

III. EMERGENCY AND NON-EMERGENCY SITUATIONS DEFINED

A. Emergency Situations:

The following is a non-exhaustive list of typical emergencies where an employee is required to respond from his or her stand by assignment (“Emergency Situation”):

1. Sanitary sewer main blockage, alarm at a sewer lift station or alarm/problem at Wastewater Treatment Facility;
2. Hazardous material spill where barricades, spill confinement, and/or cleanup is required;
3. Major street problem, such as a severely damaged or missing stop sign, major depression in street or sidewalk, missing or seriously damaged drainage grate or manhole cover, and downed tree or large broken tree limb blocking the travel way;
4. Significant flooding of streets and/or buildings;
5. Traffic accident seriously affecting public safety involving a damaged traffic signal, hazardous street light, or large amount of debris on a City of Dixon (“City”) street;

6. Sprinklers running constantly in park or landscape area;
7. Water main, fire hydrant and/or service line break which may cause significant pooling of water or disruption to traffic or public right-of-way. (Verify not in the California Water System service area);
8. Emergency support requests by the Police Department or the Fire Department;
9. Malfunction of traffic signal;
10. Alarm set off, broken window, or door at public building; or
11. Vandalism or offensive (adult) graffiti at picnic areas.

B. Non-Emergency Situations:

The following is a non-exhaustive list of situations where an emergency response is not appropriate:

1. Minor street problem such as small bump, rough spot, or minor amount of glass, mud, or debris on the street;
2. Service leak or broken water meter, with minimal or no visual signs of water pooling;
3. Streetlight burned out or malfunctioning (cycling or on during the day);
4. Broken sprinkler head in park or landscaped area; or
5. "Private" problems not in the public right-of-way.

C. Situations Not Covered:

When the standby employee receives a request for emergency assistance and the situation is designated as a Non-Emergency Situation, as defined in Section III(B) above, the standby employee shall evaluate the facts and act accordingly. If reasonable doubt exists as to the seriousness of the problem, the standby employee must consult with his or her supervisor. If his or her supervisor is not available, the standby employee must respond to the request.

IV. **RESPONSE PROCEDURES**

A. Responsibility and Authority:

The standby employee is responsible for determining if the situation is an Emergency Situation. The standby employee should collect pertinent information (name, address, and telephone number of the reporting party) and a full description of the "emergency". If the standby employee determines that the situation is an Emergency Situation, the standby employee must respond to the scene of the emergency as soon as possible, and in most cases within a maximum of sixty(60) minutes. If the situation is not an Emergency Situation, the standby employee shall notify the reporting party that he/she will forward the request to the responsible party/agency at the start of the next business day.

Once contacted, the standby employee assumes full responsibility for the typical Public Works emergency. When providing public safety support, the Incident Commander

(typically Police or Fire) has full responsibility. Employees shall only participate in the hazardous material cleanup only if they have received training and have the appropriate personal protective equipment (PPE) and gear.

B. Response Matrix: See attached Exhibit.

C. Conduct and Behavior:

All employees on standby shall practice a professional commitment to “public service” while dealing with the specific emergency in a common sense and sensitive manner. Standby employees must be familiar with all standby procedures, as outlined in this Policy, and be available for calls at all times during their standby shift. Standby employees, while on duty, shall remain physically able to respond by refraining from activities that might impair their ability to respond and perform the necessary duties. Standby employees must also be able to respond to an Emergency Situation in the City of Dixon within sixty (60) minutes.

D. Obtaining Additional Help:

When faced with an emergency that requires additional resources (e.g. staff and/or equipment), a faster response time, or if the standby employee is met with an unforeseen delay, first contact any other Public Works Maintenance employee on standby (if applicable) and then proceed to call those Public Works Maintenance employees most qualified to offer assistance. If Public Works employees are not available or the need exceeds the manpower available, it may be necessary to call out an outside contractor. In this situation, consult with supervisor or the Department Head, if available.

E. Incident Report:

The standby employee is responsible for completing a detailed permanent record of each emergency call-out by dispatch on a standard “Incident Report” form (in standby binder). Information to include:

1. Date, time, and name of reporting party.
2. Incident description listing type of call and location.
3. Action(s) taken and time involved.
4. Additional personnel called to assist and equipment used.
5. Any follow-up actions needed on the following business day.
6. Any other pertinent information.

F. Vehicle and Equipment:

Maintenance Supervisors will provide standby employees with the items listed below. The standby employee is responsible for notifying their supervisor if the required items require restocking or are lost or stolen.

1. A City vehicle equipped with all the necessary emergency tools and equipment. At a minimum, this shall include caution tape, barricades or cones, gloves and PPE, a toolbox with tools such as wrenches, screwdrivers, hammers, and other tools commonly used in the completion of the employee's duties.
2. The standby employee shall not use the City vehicle for their personal use, and shall not transport non-City employees in the City vehicle unless engaging in City Business (refer to City Vehicle Use Policy). The standby employee may use the City vehicle for weekend travel if necessary to maintain the 60 minutes response time. If an employee is assigned to be "on-call" or on standby, he or she may take a vehicle home. Supervisors may take a City vehicle home as a backup to the "on-call" employee.
3. Standby cell phone shall be the primary method used to contact the standby employee by Solano County Dispatch.
4. Standby employee shall keep the standby cell phone in their possession at all times and use it for City business only. The employee may forward their standard City issued cellphone to the standby phone to avoid carrying both phones. The standby phone may forward calls to the employee's personal phone only if both phones have the phone "app" that forwards text messages between phones.
5. Equipment such as the vacuum truck, backhoe, dump truck, emergency pumps, and other tools and equipment necessary to handle emergencies shall be fully fueled and readily accessible.
6. The Employee Standby Binder shall contain assignment schedules, phone numbers of qualified Public Works Maintenance employees, other City and county departments, emergency agencies, and local contractors. The binder shall also contain blank "Incident Report" forms and other pertinent information. All vehicles used by standby employees shall contain a Standby Binder.
7. Maintenance Supervisors are required to keep binders current for the on-call personnel.

V. **ASSIGNMENT PROCEDURES**

A. Assignment Period:

For payroll purposes, the “Weekly” standby period typically begins at the end of the employee’s standard workday on Monday and continues to 7:00 a.m. on the following Thursday. The “Weekend” standby period begins at the end of the employee’s standard workday on Friday, and continues until 7:00 a.m. Monday. A “Holiday” standby period begins at 7:00 a.m. on the holiday and continues to 7:00 a.m. on the day following the holiday(s).

Supervisors will typically assign employees to standby for a week at a time unless the supervisor determines another schedule is beneficial to their division. The Department Head shall resolve any disputes.

B. Employee Qualifications:

To be eligible to serve in a standby status, employees must be pre-qualified as determined by the City based on the following criteria:

1. Employee shall be placed on standby for a rotation, which requires that employee to perform the essential functions of his or her job duties.
2. Employee’s ability to respond to the scene typically within 60 minutes following notification unless Police or Fire personnel need a more rapid response. If that is the case, the stand-by employee shall call out personnel who are able to respond within the period requested. If the employee cannot respond within the 60-minute response time requirement, he or she can petition in writing to the Department Head for consideration and approval to be added to the standby rotation list.
3. The division supervisor may test the employee on certain emergency situations.

C. Personnel Assignments:

An annual schedule will be prepared and issued quarterly with consideration given to the City’s needs and employees’ work schedule. Assignments are at intervals and of duration as deemed appropriate by the Public Works Supervisors or the Department Head to keep the standby program operating efficiently and effectively. Compensation shall be consistent with current labor agreement requirements.

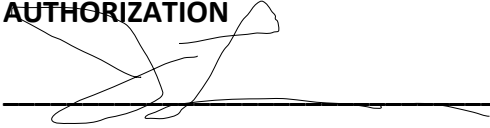
D. Substitutions:

Substitutions shall be minimized and only done when absolutely necessary. If an employee on standby is unable to perform his or her duties on standby, he or she is responsible for finding a substitute. The substitute employee shall be on the approved standby list and the change shall have prior approval from the supervisor or the Department Head.

E. Removal from Standby List:

In the event an employee on standby does not answer the standby cellphone or does not respond to calls for service, they may be subject to discipline, up to termination, pursuant to the City's Personnel Rules.

VI AUTHORIZATION



05/24/19

Joseph M. Leach, City Engineer/Public Works Director

Date

**“EXHIBIT”
RESPONSE MATRIX**

Situation	Response
1. Sanitary sewer main blockage, alarm at a sewer lift station or alarm/problem at Wastewater Treatment Facility.	<u>WWTF</u> on-call for WWTF alarms. <u>Collections/Streets</u> for alarms at lift stations or sanitary sewer main blockages. Respond and resolve as necessary per Emergency Response Plan. Use outside contractor as necessary.
2. Hazardous material spill where barricades, spill confinement, and/or cleanup is required.	<u>Collections/Streets</u> : Respond and resolve as necessary. If situation warrants, contact the Fire Dept., Police Dept., or professional hazardous material contractor (see Standby Binder for contractors).
3. Major street problem, such as a severely damaged or missing stop sign, major depression/pothole in a street or sidewalk, missing or seriously damaged drainage grate or manhole cover, and downed tree or large broken tree limb blocking the travel way.	<u>Collections/Streets</u> : Respond and resolve as necessary using additional Public Works personnel or private contractor if situation warrants.
4. Significant flooding of streets and/or buildings.	<u>Collections/Streets</u> : Respond and resolve as necessary using additional Public Works personnel. Severe situations may require assistance of Fire Dept. or Police Dept. Personnel.
5. Traffic accident seriously affecting public safety involving a damaged traffic signal, hazardous street light, or large amount of debris on a City street.	<u>Collections/Streets</u> : Respond and assist Police Dept. and Fire Dept. As necessary at accident scene. Other scenarios, resolve as necessary.
6. Sprinklers running constantly in park or landscape area.	<u>Parks/Buildings</u> : Respond and resolve as necessary.
7. Emergency support requests by the Police Department or the Fire Department.	If traffic control is needed, <u>Collections/Streets</u> . If on City property, <u>Parks</u> may respond. If damaged hydrant or flowing water, <u>Water</u> . Respond and assist in appropriate manner requested.

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Situation	Response
8. Malfunction of traffic signal.	<u>Collections/Streets</u> : Respond and switch panel to flashing red, set out temporary stops in all four directions, contact signal contractor or Caltrans if not a power failure. Contact PG&E if a power failure. Contact PG&E if a power failure, contact Police Dept. & advise. Monitor situation periodically, ask Police to notify Public Works when the situation resolved. Then return to the intersection, change panel to normal operation, and remove temporary stop signs.
9. Alarm set off at public building (other than WWTF or lift stations).	Typically, the alarm company will call the employees on the contact list for each building. That employee can give direction to the alarm company to dispatch Police or to silence/ignore the alarm. They may also contact the <u>Parks/Buildings</u> on-call employee to investigate. Contact alarm company if appears to be a malfunction of alarm.
10. Vandalism or offensive graffiti at picnic areas.	<u>Parks/Buildings</u> : Verify the Police Department has taken their report, or is in the process of doing so. Respond and only after confirmation that the Police Department staff has completed their report, resolve as necessary. Minor graffiti can wait until the next business day.
11. Broken window or door at public building.	<u>Parks/Buildings</u> : Respond and repair as necessary. It may be necessary to do temporary boarding up. Contact Police Dept. and have report made on incident.
12. Broken Fire Hydrant or leaking water	Dispatch to notify either Cal Water or water operations staff depending on location. If City water jurisdiction, <u>Water operations</u> to respond, assess, and isolate the system, as necessary. If emergency repair is required, contact supervisor/manager to hire subcontractor, if repair cannot be completed by staff. Severe situations may require notification of Fire or Police personnel, pending necessary road blockage. <u>Collections/Streets</u> may provide traffic control as necessary.

Refer to standby binders for water operations and the WWTF for a more complete list of response measures for their staff.