



Public Works Department

Adopted: 1/14/2021

Policy & Procedure

After Hours Call-Outs

1. General

- a. This Policy shall apply to all Public Works Employees of the Town of Stevensville.
- b. It is the requirement of the Public Works Department to provide emergency service after regular business hours to facilitate the repair of municipally owned and/or operated infrastructure which poses a risk to public health & safety and/or the environment.
- c. This policy shall be administered by the Public Works Director

2. Initiation of a Callout

- a. Public Works employees will respond to the following situations any time of day or night:
 - i. equipment damage and/or failure which creates a situation immediately hazardous to public health & safety and/or the environment or could result in property damage where the immediate actions of an employee(s) would mitigate the situation;
 - ii. flooding which creates a situation immediately hazardous to public health & safety and/or the environment or could result in property damage where the immediate actions of an employee(s) would mitigate the situation;
 - iii. a blocked sewer servicing a Hospital, police station, school or other publicly owned facility where the failure of the sanitary sewer poses an immediate and significant hardship for the occupants;
 - iv. a blocked sewer main
 - v. damage to municipal infrastructure which poses an immediate hazard to pedestrian and/or vehicular traffic;
 - vi. a condition where the failure to respond would cause preventable damage to municipal infrastructure of such a value to exceed the expense of the emergency response;
 - vii. declaration of a state of local of emergency; and
 - viii. any situation deemed as requiring an immediate response by the Director of Public Works or Mayor

- b. Public Works employees will not respond to the following situations outside of regular business hours:
 - i. a blocked sewer servicing private residential or commercial properties;
 - ii. equipment failure which does not create a situation hazardous to public health & safety and/or the environment;
 - iii. flooding which does not create a situation immediately hazardous to public health & safety and/or the environment;
 - iv. any situation where the immediate actions of an employee(s) would not mitigate the situation; and
 - v. any situation where the response would pose a significant risk to the safety and well being of an employee(s).

3. Callout Procedures

- a. Public Works employees will respond as follows:
 - i. In response to an automated alarm the employee on call shall:
 - 1. initiate remote control of the appropriate SCADA system;
 - 2. determine the cause of the alarm,
 - 3. attempt to repair the condition remotely,
 - 4. evaluate the benefit of responding to the alarm and the ability to improve the situation by initiating an immediate response,
 - 5. determine if the work required can be performed safely by one person or if multiple staff will be required;
 - 6. where multiple staff are required, contact the Public Works Director for further instruction;
 - 7. proceed to remedy the alarm condition.
 - ii. In response to a public complaint the employee shall:
 - 1. collect all necessary data to properly evaluate and document the situation;
 - 2. initiate remote control of the appropriate SCADA control system where appropriate;
 - 3. attempt to repair the condition remotely;
 - 4. evaluate the benefit of responding to the complaint and the ability to improve the situation by initiating an immediate response;
 - 5. determine if the work required can be performed safely by one person or if multiple staff will be required;
 - 6. where multiple staff are required, contact the Public

- Works Director for further instruction;
7. proceed to remedy the condition.

4. Remuneration

- a. Where an employee responds to a facility for an automated alarm, a public complaint or is called out after regular business hours, remuneration shall be as per the Town's Personnel Policy.
- b. Public Works employee's shall receive 8 hours of on-call straight-time remuneration in addition to their regularly worked hours per week of on-call status.

5. Callout Schedules & Protocol

- a. all employees of the department are required to respond to after hour call outs. Each employee will be required to carry a functioning cellular phone (provided by the Town) 24hours/day while on call to receive and respond to emergency calls.
- b. Each employee will be on call for a period of one week rotating in order from employee to employee. The Public Works Director shall adjust the call-out schedule to replace employees on vacation booked 4 weeks or more in advance or on sick leave. It is the responsibility of the employee to make arrangements with another public works employee in any other circumstances where they are unavailable for scheduled on call duty.
- c. The Public Works Director shall be responsible for callout scheduling and ensuring personnel are aware of their schedules. The Public Works Director will also investigate any claim of personnel failing to respond to after-hours callouts and to implement necessary disciplinary action. The Public Works Director will be required to verify remuneration claims for responding to alarm conditions and callouts.
- d. The Town will provide the necessary software and a portable laptop PC to be taken home each night and weekend on which that individual is on call to allow for remote monitoring and control of Town SCADA systems.