

Policy Title: Service Watch Policy
Policy Purpose: Set guidelines for Service Watch Policy
Implementation Date: 09/01/2002
Revision Date: 08/06/2008

CITY OF WESTFIELD PUBLIC WORKS DEPARTMENT SERVICE WATCH POLICY

At the option of the Department's Administration, a standby service watch may be maintained for the Collection, Streets, Parks, and Grounds and Maintenance Division (Group 1), Water Division (Group 2), and Wastewater Division (Group 3). Each service watch group will consist of a minimum of two (2) service watch personnel.

The associates assigned to service watch duty will be required to remain at home, or at some other location where they may be reached by telephone or by the City's service watch mobile phone. The service watch phone must be maintained at all times by the assigned service watch personnel. Specifically, the phone must be powered and available to be answered at all times during the watch period. An associate assigned to service watch must remain in a location which is accessible and conveniently located with respect to the service watch territory, and must be prepared to report for duty if called every night of the week from 4:30 p.m. to 7:30 a.m., and from 7:30 a.m. to 4:30 p.m. on Saturday, Sunday and any holiday. Any personnel, assigned to service watch duty that receives a call for emergency response that requires a physical response must be able to respond to the incident immediately. Furthermore, anyone providing service watch duties must be able to report to the corporate limits of the City within fifteen (15) minutes of any call at all times.

The service watch week shall start at 7:30 a.m. on Tuesday of each week and one (1) week will comprise a minimum watch period. However, any associate who is serving on service watch during the work week ending on a holiday(s) as observed by the City and who, except for this provision, would end their current service watch duty on said day shall continue on service watch until 7:30 a.m. of the next normal work day. During the four (4) day work week schedule, the service associate is responsible for finding another associate in his or her division to complete the "ON CALL – END OF THE DAY – DAILY CHECKLIST." The service watch associate shall verify the alternate with the division supervisor.

A service watch person on duty will be paid one hundred and five dollars (\$105.00) per week or fifteen dollars (\$15.00) a day. The minimum pay for a call-out shall be one (1) hour's pay at the overtime rate. All other scheduled service watch duties shall be paid at the overtime rate. Time spent in travel to and/or from work shall be considered time worked.

A service watches person will be permitted to take home their department assigned vehicle for departmental emergency responses. However, the vehicle and associated equipment of the department shall only be used for departmental work only. In other words, personnel use of the vehicle is strictly prohibited. Any breach of this policy will be grounds for discipline.

An associate assigned to a service watch week, must work a complete shift (7:30 a.m. - 4:30 p.m.) in order to be available for watch duties. Any associate that misses a portion of the normal work shift, because of tardiness, sickness, or unauthorized absence, will not be eligible for service watch duty. The associate may resume service watch duties once a full normal eight hour shift is completed.

Service watch associates shall become familiar with the attached "ON CALL – END OF THE DAY – DAILY CHECKLIST." The checklist is an overview of daily responsibilities that have to be done before the service watch person leaves the premises. Any changes to the checklist will be noted and forwarded by the Supervisor of the associate on service watch.

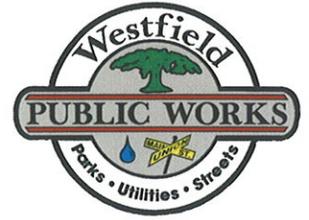
Non-Service Watch "Emergency" Call-in

Regular employees who are paid on an hourly basis (non-exempt) may qualify for emergency call-in pay under certain circumstances. If you are notified away from work that "emergency" call-in work is necessary, you will receive overtime pay for whatever amount of time worked or a minimum of three (3) hours at the overtime rate, even though the job may be completed in less time. For such an emergency call-in, time spent in travel to and/or from work will be considered time worked.



Kurt J. Wanninger, Director
Westfield Public Works

WESTFIELD PUBLIC WORKS



ON CALL – END OF THE DAY – DAILY CHECKLIST

_____ 1. Verify that all overhead garage door bays are locked and all doors are secured on all assigned buildings. If a garage door bay is not being occupied, pull in a vehicle or equipment left outside. (Water, Wastewater, and Streets)

_____ 2. Verify that all entry doors are locked and secured on all buildings. (Water, Wastewater, and Streets). Customer Service will be responsible for ensuring that all entry doors are locked to their respective building.

_____ 3. Verify that all required interior building lights are turned off with the exception of all lights that are marked to be left on. Any thermostat or wall unit shall be turned off or at a responsible temperature level during extreme high or low temperatures. (Water, Wastewater, and Streets)

_____ 4. Verify that all power equipment and or tools are shut off and secured (i.e. Tools that generate heat or may emit gaseous (explosive) gases – welding or cut off torch equipment). (Water, Wastewater, and Streets)

_____ 5. Switch both sliding entry gates (East and West gates) from “Work Hours” to “After Hours” and ensure that the gate closes before leaving premises. (Streets)

_____ 6. Verify that the key box in each designated barn is locked. Secure the key for the box in the designated lock box adjacent to the key box and make sure the combination is not left the same. (Development Construction, Water, Wastewater, and Streets)

_____ 7. Verify that all equipment and vehicles in your respective division are locked and secured. (Development Construction, Water, Wastewater, and Streets)

_____ 8. Verify that the Fitness Center front and back doors are secure. (Streets)

_____ 9. Report any deficiencies or unlocked vehicles to your immediate supervisor as soon as possible. (Development Construction, Water, Wastewater, and Streets)

_____ 10. Fill out Daily Security Check Off List and return to your supervisor daily.