



MAINTENANCE SERVICES DIVISION Policies and Procedures



February 9, 2015

The mission of the Maintenance Services Division is to provide quality engineering, planning, construction, and street services to ensure the City's transportation infrastructure is safe and reliable for the efficient movement of people, services, and goods.

The Maintenance Services Division, with over 130 full-time employees, is the largest within the Department of Public Works. It provides five core services and is responsible for a variety of street-related maintenance tasks; including pavement and concrete maintenance, installation of accessible curb ramps, and urban forestry and streetscape maintenance. With such a large and diverse workforce, it is essential that all employees be provided clear expectations and consistent practices.

The Policies and Procedures document has been prepared to serve as an employee reference to ensure efficient, safe, and orderly daily operations within the Maintenance Services Division. Each staff member must be thoroughly familiar with its content. This is a living document and, as such, will be updated and expanded as necessary to maintain its connection with the mission of our division. The division will make every effort to notify employees when an official change in policy or procedure has been made including, but not limited to, notification through internal communication channels. Employees are, however, responsible for knowing and understanding division policies and for staying informed about changes.

This document is intended to apply to all employees of the Maintenance Services Division. In the event of a discrepancy between this Policies and Procedures document and the Civil Service Board Rules, or a collective bargaining agreement covering employees represented by a union, the terms of the board rules and/or the bargaining agreement will govern.

If you have questions or concerns about the policies and procedures outlined here, you should contact your supervisor.


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Street Services Manager

MAINTENANCE SERVICES DIVISION POLICIES AND PROCEDURES

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1. GENERAL

1.1 Objective

These Policies and Procedures are intended to provide employees with a clear and documented definition of the administrative practices and performance methods for the Maintenance Services Division operation of the Department of Public Works. The Policies & Procedures provide the necessary guidance while maintaining flexibility for supervisory discretion and unique situations, and they may be revised from time to time as appropriate.

1.2 Scope

The policies and procedures contained in this handbook are intended to supplement and amplify the existing Rules and Regulations of the Civil Service Board (Civil Service Rules) and other City policies, thus they must be in accordance with those rules and policies and negotiated bargaining unit labor agreements. Should a conflict arise between this document and Civil Service Rules, Administrative Policy Instructions, personnel rules, policies, or labor agreements; Civil Service Rules, Administrative Policy Instructions, personnel rules, policies, or labor agreements shall take precedence.

1.3 Operational Information

The Maintenance Services Division is composed of six major functions:

1. Administration and Advanced Planning (15001621)
2. Pavement Maintenance (15001631)
3. Concrete Maintenance (15001641)
4. In-Source Concrete (15001651)
5. Streetscape Maintenance (15001681)
6. Urban Forestry (15001811)

2. EMPLOYEE RESPONSIBILITIES

2.1 Customer Service

Our primary function is to perform a productive and courteous public service, therefore when conversing with the public, be polite, maintain eye contact, and listen attentively. Give courteous answers to questions, explain City policy, and refer any unanswered questions to the immediate supervisor.

2.2 Gratuities

Acceptance of any gifts or gratuities from any customer, vendor, or contractor for any reason is prohibited.

2.3 Smoking

Smoking is prohibited in the workplace, including, but is not limited to, buildings, vehicles, equipment (including light and heavy duty trucks, cargo and passenger vans, buses, and any other mobile equipment with an enclosed driver/passenger compartment), or other areas where work activities are being performed. While E-Cigarettes are not prohibited, employees should be conscious of other employees while using E-Cigarettes in confined areas such as vehicles and office areas.

(Sacramento City Code, Chapter 8.80, Smoking, and the City of Sacramento Smoke-Free Workplace Policy)

2.4 Unacceptable Behavior

2.4.1 Discrimination

Discrimination against any employee based on race, sexual orientation, marital status, ancestry, national origin, age, physical handicap, religion, or on any other basis protected by federal, state, or local law, ordinance, or regulation, shall not be tolerated.

(City of Sacramento Equal Employment Opportunity Policy Statements)

2.4.2 Workplace Violence

Violent behavior or threats shall not be tolerated in the workplace. Any violent behavior related to the employee's work or work relationships, whether an employee is on or off duty, on or off City property or City workplaces, is prohibited. Maintenance Services employees must immediately report any workplace violence, threats of violence, intimidation and harassment to their general supervisor or immediate supervisor.

(API No. 44, Workplace Violence Policy)

2.4.3 Harassment

All employees are to be treated with respect and dignity. The City will not condone any form of harassment at the work place. Harassment is defined as unsolicited and unwelcome overtures by any employee, supervisor, or manager, be they written, verbal, physical and/or visual.

(Policy Statement on Sexual Harassment, 3/22/2005); (City of Sacramento Equal Employment Opportunity Policy Statements)

2.4.4 Other Unacceptable Behavior

Use of alcohol or controlled substances on the job, as well as physical and verbal abuse to other City employees or the public is unacceptable. Behavior or materials (including pictures, calendars, and posters) that others may find offensive are prohibited in the workplace as well. Gambling, sleeping, excessive personal phone calls, excessive use of personal electronic devices, selling products, and horseplay are also unacceptable activities during the work shift.

(City Zero Tolerance Policy on Drugs and Alcohol, 4/20/1998); (Policy Statement on Sexual Harassment, 3/22/2005); (City of Sacramento Equal Employment Opportunity Policy Statements)

2.4.4.1 Confidentiality

All Maintenance Services employees are expected to honor the privacy of their fellow employees. Confidential information relating to an employee's personal characteristics, family matters, and/or employment actions, such as employee discipline and performance appraisal information, shall be safeguarded and only disclosed on an official, need-to-know basis.

3. PERSONNEL

3.1 Work Hours

All employees are expected to be at work on time and remain there during their scheduled work hours, except when excused by their supervisor. The core work hours for the Maintenance Services Division are Monday through Friday from 7:30 a.m. to 4:00 p.m. However, individual work units may designate an alternate work schedule, with the approval of the Maintenance Services Manager. Please see the appropriate Appendix for each work unit.

3.1.1 Starting Time

All Maintenance Services employees shall be present at their assigned reporting location and ready to begin work at the scheduled start time, unless they have prior authorization or direction from their general supervisor or immediate supervisor to start at a different time/location.

3.1.1.1 Field employees shall report to work in their City-issued uniforms, unless authorized/directed by their general supervisor or immediate supervisor. Unless otherwise excused by their general supervisor or immediate supervisor,

an employee not wearing their assigned uniform by their scheduled start time shall be considered late.

3.1.1.2 If an employee anticipates being late to work, they must notify their general supervisor or immediate supervisor as soon as possible, but not later than their scheduled start time. If they are unable to contact their general supervisor or immediate supervisor, they shall make every attempt to contact and talk to another Maintenance Services Division general supervisor. The employee must tell the supervisor why they are going to be late and when they will start work. The employee is to check in with the supervisor or designee immediately upon arriving at work. Notification does not exempt an employee from the initiation of administrative and/or disciplinary action arising from reporting to work late.

3.1.2 Rest Periods

Employees are provided two (2) fifteen (15) minute rest periods per workday as outlined in the employees' labor agreement. If employees elect to work through their work break, no additional compensation shall be provided.

3.1.3 Lunch Period

A one (1) hour or one-half (1/2) hour lunch period shall be provided daily, depending upon the work unit's established work schedule. When a City sponsored or sanctioned event is scheduled during lunch, employees are generally allowed fifteen (15) minutes travel time in each direction and their one-half (1/2) hour lunch break. Anything beyond this amount of time requires general supervisor or immediate supervisor approval in advance to use any personal leave balances.

3.1.3.1 Field employees shall remain in the immediate vicinity of their job site for the duration of their lunch period, unless authorized by their general supervisor or immediate supervisor.

3.1.4 Workday Completion

3.1.4.1 At the completion of the scheduled workday, field employees shall be allowed fifteen (15) minutes prior to the end of their work shift for personal clean up.

3.1.4.2 All Maintenance Services employees who have completed their scheduled work assignments for the day shall remain at

their assigned reporting location until their scheduled departure time, unless they have prior authorization or direction from their general supervisor or immediate supervisor to depart from a different location.

3.1.5 Overtime

Overtime shall be worked only when it is required and must be approved by the general supervisor. Overtime incurred as a result of an employee's stand-by status does not require prior approval.

3.1.6 On-Call/Standby

The Maintenance Services Division must be available to respond to urgent requests for services on a 7-day a week/24-hour a day basis. Individual work groups within Maintenance Services may establish on-call/standby lists to address these requests.

3.1.6.1 On-call/standby lists shall be established annually by each general supervisor, or their designated representative, after vacation scheduling has concluded. An employee accepting on-call/standby duty is expected to fulfill his/her obligation for the entire week. If for any reason the employee must have someone else stand by for them, for any period, they **first** must secure approval from the On-Call Supervisor.

3.1.6.2 Employees whose use of sick leave has been determined excessive during the previous year, as explained in Section **3.8, Sick Leave Use**, shall not be considered for on-call/standby. This restriction is necessary to ensure employees selected to work on-call/standby will be available to the maximum extent reasonably possible.

3.1.6.3 The on-call/standby period is from 4:00 p.m. Thursday through 7:30 a.m. the following Thursday.

3.1.6.4 Before leaving the corporation yard nightly, it shall be the responsibility of the on-call/standby employee to check his/her vehicle for the necessary tools and materials to provide the appropriate level of emergency service. The employee must ensure that the vehicle is fueled and in good working order and a pre-trip inspection is performed, as required.

3.2 Assignments

3.2.1 North Area Corporation Yard (NACY) and 24th Street Corporation Yard Assignments

To increase productivity and reduce travel time, Maintenance Services Division operations are dispatched from both the City's 24th Street Corporation Yard and NACY. Staff must be available to work at both corporation yards. Employee assignments to the two corporation yards are based upon operational needs and requirements.

3.2.1.1 Employees seeking voluntary reassignment may submit a written request through their general supervisor. Reassignment shall only be considered in the event of a valid vacancy for which the employee is fully suited to fill. All operational reassignments must be approved by the Maintenance Services Manager.

3.2.1.2 To ensure employees maintain a working knowledge of all geographic areas of the City, employees may be periodically rotated between the two corporation yards. Employees shall be afforded a minimum of ten (10) days written notification prior to rotation.

3.2.2 Out-of-Class Assignments

All out-of-class assignments must be approved by the Maintenance Services Manager or Department Director and shall be allocated in conjunction with the respective labor agreement provisions. At all times, the operational needs of the work unit and the division shall be the determining factor for out-of-class assignments.

3.2.2.1 When operational requirements allow, volunteers shall be used on a rotational basis for out-of-class assignments. Rotation shall begin with the most senior volunteer on the respective list. For each incident, the appropriate list should be re-visited with the next most senior offered the next opportunity.

3.2.2.2 When there are no volunteers, the City has the right to require out-of-class assignments. There shall be rotational use of non-volunteers in reverse seniority, with the least senior person given the out-of-class assignment first.

3.2.2.3 Employees whose use of sick leave has been determined excessive during the previous year, as explained in Section **3.8, Sick Leave Use**, shall not be considered for out-of-class assignment. This restriction is necessary to ensure employees selected to work out-of-class will be available to the maximum extent reasonably possible.

3.2.3 Modified/Alternative Duty Status (MADS)

The City of Sacramento Modified/Alternative Duty Policy provides program policy and guidance, including instructions and forms.

3.2.3.1 Alternative duties shall be sought first within work sections of the Maintenance Services Division before an employee is considered for temporarily re-assignment outside of the Division.

3.2.3.2 Employees on modified or restricted duty status shall not be allowed to work "On-Call Duty" or assigned to work any "Overtime" until they have been cleared to return to full, unrestricted duty.

3.3 Absence

3.3.1 Unscheduled Absence

Employees shall contact their general supervisor or immediate supervisor at least thirty (30) minutes prior to the start of their scheduled shift to request authorization for time off if they are unable to work. If they are unable to contact their general supervisor or immediate supervisor, they shall make every attempt to contact and talk to another Maintenance Services Division general supervisor.

3.3.1.1 The general supervisor for each of the Maintenance Services operational sections may designate alternate points of contact for call in, as appropriate.

3.3.2 Scheduled Absence

Employees shall schedule in advance with their general supervisor or immediate supervisor vacation, CTO, or sick leave when the sick leave is used for reasons other than employee illness or off-duty injury (doctor/dentist appointments, family care, etc.).

3.3.2.1 Routine medical, dental, and eye appointments for self and family should be scheduled on the employee's own time. When this is not possible, appointments should be scheduled in such a manner that time away from work is minimized. Typically, a maximum of two (2) hours of sick leave is to be authorized for each appointment. The employee shall advise their general supervisor or immediate supervisor of a medical appointment at least forty-eight (48) hours in advance.

3.3.2.2 Scheduled absence time shall be granted to the employee at the discretion of the supervisor, in accordance with the current labor agreements. Factors to be considered when

approving requested scheduled absence time shall be considered in conjunction with the section's need to have sufficient staffing. Scheduled absence time includes, but is not limited to, vacation, CTO, PTO, ATO, and Holiday credit.

3.3.3 Vacation Scheduling

3.3.3.1 The time at which the employee shall be granted vacation shall be at the approval of the division manager or designee. However, in an effort to accommodate the employee's requested schedule, the unit shall open to bid vacation scheduling thirty-one (31) days prior to November 1 of each year. Employees bidding for vacation during this period shall be allowed to bid based on their annual vacation allowance accrual. Classification seniority shall govern where more than one employee bids for the same period. In case of a tie, the employee with the greatest amount of continuous City service shall be considered the senior employee. If an employee does not have a sufficient vacation accrual balance for a scheduled vacation, the vacation shall be cancelled.

3.3.3.2 Non-career (+1,040 hours) employees shall be eligible to bid vacation after all career employees bid. Approval of vacation shall be based upon hire date seniority.

3.3.3.3 Employees submitting for vacation after January 1, please see the appropriate appendix for maximum allowable number of staff off at any time for each work unit.

3.4 On-the-Job Injury

In case of any employee on-the-job injury, the general supervisor or immediate supervisor shall be notified as soon as possible; but in any event, before the end of the work shift.

(API No. 39, Illness and Injury Prevention Program)

3.5 Change of Address/Telephone Number

Employees shall notify their general supervisor immediately of any change of address and/or phone number.

3.6 Uniforms

3.6.1 It is mandatory that field employees wear an appropriate uniform, and any required associated safety equipment. Employees shall not be allowed to work without their uniform, safety shoes, hard hats, if applicable, safety vests, and ear and eye protection, if

applicable. Employees are expected to remain in full uniform until they leave the premises at the end of the work shift. Exceptions may be granted by the general supervisor or their designee for activities that are outside of the normal scope of work or when a doctor's certificate is presented indicating a medical reason.

- 3.6.2** Employees shall not wear a City uniform when off duty. Employees are encouraged to remove their work clothes prior to leaving the assigned reporting location to prevent others from being exposed to the employee's working conditions. Under no conditions may an employee wear a City uniform while engaged in supplemental/outside employment (e.g., a second job).
- 3.6.3** Employees may request that a locker be issued to facilitate secure storage of City-issued uniforms, safety equipment, small tools, and appropriate personal items. Lockers are City property and are to remain free from stickers, magnets, writing or any other markings. Employees are responsible for securing his/her assigned City locker. The City is not responsible for theft or loss of personal property left in City lockers. Lockers are subject to search at any time.

3.7 Employee Identification and Access

All Maintenance Services employees are issued an Employee Access Card (identification badge) to facilitate access to the 24th Street Corporation Yard, the North Area Corporation Yard, and other City facilities.

3.7.1 Wear and Use

During work hours, employees are required to have and display their Employee Access Card at all times.

3.7.1.1 Employees who do not display their Employee Access Card when accessing a City facility shall be subject to inquiry and authorization for entry by a City security guard.

3.7.1.2 An employee attempting to access a City facility without their Employee Access Card in their possession shall be directed by the City security guard to obtain a temporary identification badge, prior to entry. Any resulting delay shall constitute an unexcused absence from work (tardy).

3.7.1.3 Employees shall immediately report lost or stolen badges to their supervisor for replacement.

3.7.2 Compliance with Security Guards

Maintenance Services employees shall comply with all directions

from a City security guard when entering and exiting a City facility.

3.8 Sick Leave Usage

Civil Service Board Rules, Rule 16 defines and outlines sick leave use and limitations. To ensure compliance, general supervisors shall monitor sick leave usage for their section on an annual basis.

3.8.1 Annual Review

3.8.1.1 An annual review of an employee's sick leave usage shall take place during the first month of the calendar year. If an employee uses more than eighty (80) hours of sick leave, including family sick leave, in twelve (12) months, or has less than forty (40) hours accrued sick leave, they may be placed on sick leave verification. Consideration shall be given to employees who have provided doctor's verification in accordance with the Civil Service Board Rule 16, Sick or Special Leave, because of long-term illness or injury.

3.8.1.2 Employees using sixty (60) hours of sick leave in twelve (12) months shall be placed on notice and issued a documented counseling.

3.8.2 Doctor Verification

The requirements for sick leave verification are as follow:

3.8.2.1 Barring exception, a doctor's verification for every new absence requesting sick leave usage shall be required. A letter stating this requirement shall be issued to the employee and a copy placed in the employee's personnel file.

3.8.2.2 A doctor's verification may also be required for each day or each occurrence when the supervisor has reason to believe the employee's absence does not meet the City's sick leave usage guidelines.

3.8.2.3 The medical certificate must be signed by a physician (or state licensed physician assistant or nurse practitioner). Copies or computer-generated signatures are not acceptable.

3.8.2.4 The physician, licensed physician assistant, or nurse practitioner must have physically examined the patient/employee and determined that they are ill or injured and unable to perform the duties of the job and needs to be absent from work on specific date(s).

- 3.8.2.5** The patient/employee must be seen on the first day of their absence; medical certificates with retroactive date(s) of absences are not acceptable.
- 3.8.2.6** Doctor verification forms that indicate the patient/employee was given telephone advice are not acceptable.
- 3.8.2.7** Doctor verification forms that indicate the patient/employee "states he/she has been ill and unable to work from (date or dates)" are not acceptable.
- 3.8.2.8** A doctor's verification is required when the employee takes special leave for family care.
- 3.8.2.9** The medical certificate must be submitted to the employee's supervisor at the beginning of the shift on the first day of return to work following the illness or injury. If the employee does not provide the required doctor's verification, the employee shall not be eligible for sick leave and their timesheet shall be coded as absent without pay (WOP).

Specifically, the doctor must describe the functional limitation(s) that require an employee's leave from work for medical reasons or limit the fitness to perform the employee's primary job functions. For example, the medical certificate may say the following:

"Employee was in my office on (insert date) and is unable to work on (insert date) because he/she is unable to lift more than three (3) pounds and is unable to sit for more than ten (10) minutes. Employee can return to work without restrictions on (insert date)."

Alternatively, the medical certificate may state:

"Employee was in my office on (insert date) and is unable to work on (insert date) because he/she is contagious."

Doctor verification requirements shall remain in effect for a minimum of one (1) year, at which time the general supervisor, will review sick leave usage. Removal from the doctor verification requirement may only be authorized by the general supervisor level or higher.

3.9 Medical Examination

Maintenance Services strives to maintain a safe and healthy work environment for its employees. It is critical that each employee be physically fit to safely carry out their assigned duties.

3.9.1 Personal Illness or Injury

If, in the opinion of the Appointing Authority or designee, there is objective evidence that an employee is incapacitated from performing his/her duties due to personal illness or injury, an examination by a City designated physician may be required. If the report of the designated City physician determines the employee incapacitated from performing his/her duties, the employee may be required to take sufficient sick leave benefits, or other leave, to recover sufficiently to perform the duties of the employee's position.

3.9.2 Return to Work

When an employee returns from an extended absence, they must provide the Personnel Transaction Coordinator (PTC) a personal physician clearance prior to his/her intended return-to-work date. If upon return to work there is objective evidence that the employee cannot perform the essential functions of the job, the employee may be required to submit to examination by physicians designated by the City. Failure to provide these clearances in advance may cost the employee additional time off while awaiting the City physician clearance.

3.9.2.1 Employees who work in a safety sensitive job assignment and are required to maintain a valid commercial driver's license shall be required to submit to a drug test prior to return to work. An employee shall not be allowed to return to work prior to the return of the drug test results.

3.10 Employee Parking

Secure parking at both of the corporation yards is available to Maintenance Services employees. Due to a limited number of parking spaces, employees must only use one marked parking space. Employees driving oversized vehicles to work must make prior arrangements for designated parking areas. Employees are not permitted to park in assigned, visitor, or handicapped reserved parking spaces without the appropriate permit.

Corporation yard employee parking lots shall not be used for vehicle storage. If it is determined that a vehicle is being stored, the vehicle may be towed at the owner's expense.

4. OPERATIONS

4.1 Housekeeping

Employees shall leave their workspace, including work vehicles, in a neat

and clean condition at the end of each work period. Work areas shall be reasonably organized. All trash and unnecessary papers shall be placed in recycle or trash bins.

4.2 Vehicle Operation

The City policy on the use of City-owned vehicles is that they shall be used for official use only and shall be operated in a manner consistent with all safety and legal requirements of the City and State.

4.2.1 Driver's License

Each employee is responsible for maintaining a valid driver's license and appropriate endorsements, as well as a current medical certificate, as required. Vehicle operators must inform their supervisor of any change in their driver's license status.

4.2.1.1 Employees shall have their valid license in their possession at all times when operating a City vehicle.

(Labor Relations Memo: City Driver's License Policy, 12/1/1998)

4.2.2 Daily Inspections

4.2.2.1 Employees shall complete a pre-trip inspection and fill out appropriate vehicle condition report on their assigned equipment before leaving the corporation yard. Any hazard observed shall be reported to the supervisor. Any abuse of equipment shall be the employee's responsibility.

4.2.2.2 Employees shall not alter, change, or disable any part of a City vehicle. For example, operational safety devices such as, but not limited to, the over-speed devices, pressure regulating devices or any other safety or operationally related parts, etc. shall not be altered.

4.2.2.3 As part of the daily pre-trip inspection, drivers shall ensure that their vehicle is clean. Any vehicle that does NOT meet the standards of a clean cab shall be reported to the supervisor.

4.2.2.4 Upon returning their vehicle to the corporation yard, at the end of the work shift, drivers shall conduct a post-trip inspection and fill out appropriate vehicle condition report.

4.2.3 Safe Operation

4.2.3.1 Seat belt use is mandatory for drivers and passengers while driving a City vehicle.

4.2.3.2 Employees shall not operate a City vehicle while using a wireless telephone, unless that telephone is specifically designed and configured to allow hands-free listening and talking, and is used in that manner while driving.

4.2.3.3 Emergency flasher lights and all operational lights shall be turned on when performing job duties. Parking on main thoroughfares is prohibited unless doing so is necessary and unavoidable. If necessary, set out warning reflectors and cones and turn on emergency four-way flashers. Avoid blocking any traffic signs and signals.

4.2.3.4 Employees shall obey speed rules and directional traffic controls at all time, including at all City facilities and corporation yards.

4.2.4 Refueling

4.2.4.1 Employees shall ensure vehicles are fueled and ready for immediate service daily. This shall be done at the end of the work shift.

4.2.4.2 No vehicle shall be refueled without first stopping the engine.

4.2.5 Security

Vehicles left unattended shall be properly secured.

4.2.6 Secure Loads

Vehicles shall be checked to make sure that the load is secure. When tarps are not required, tarps shall be rolled up and secured.

(Cargo/Tarp Cover Requirements Memo: 7/27/1990 and California Vehicle Code § 23114)

4.2.7 Routes

When traveling to and from job sites, the most efficient and safest route should be used.

4.2.7.1 Maintenance Services employees en route to the 24th Street Corporation Yard shall not use James Way, 32nd Avenue or 34th Avenue as a thoroughfare to avoid traffic at the intersection of Fruitridge Road and 24th Street.

4.2.8 Backing Vehicles and Equipment

When backing a City vehicle, or heavy or large equipment, the vehicle operator shall only do so safely.

4.2.8.1 Make backing/turn-around maneuvers only when a situation requires it. Whenever possible, drivers shall go around the block or use a nearby cul-de-sac, rather than backing a vehicle down the street. Employees are prohibited from attempting backing maneuvers on any arterial street, on any main thoroughfare, in any intersection, or on any other busy roadway or street with a high volume of traffic; unless doing so is unavoidable, and can be performed in a safe and prudent manner.

4.2.8.2 Whenever possible, a spotter shall be used to aid the driver in guiding the vehicle. The spotter shall be positioned outside the vehicle on the right rear for distances less than twenty (20) feet. Do not proceed until the spotter is visible. If the spotter is not in sight, the driver should stop immediately. It is ultimately the driver's responsibility to complete the procedure safely, despite using a spotter.

4.2.9 Use of City Vehicles

Personal use of a City vehicle is prohibited.

4.2.9.1 City-owned vehicles shall not be used to transport any passengers other than authorized City employees on official City business or persons directly related to the City business being conducted.

4.2.9.2 When parking a City vehicle at or near a retail establishment, use common sense and courtesy by parking at the curb, away from the public parking area, especially when parking equipment and large trucks.

4.2.9.3 For vehicle use while on-call, refer to on-call policies and instructions in the appendix for each work unit.

4.2.10 Emergency Road Service and Accident Reporting

Vehicle operators shall be thoroughly familiar with and adhere to all City policies and procedures regarding emergency road service and reporting accidents/incidents involving City vehicles.

4.2.10.1 An employee involved in an accident while operating a City vehicle or piece of equipment must immediately notify the Police Department (or, outside of City limits, the

California Highway Patrol or whatever local law enforcement agency has jurisdiction), so that the accident is investigated at the time and place that it occurred. This is required regardless of how minor the accident is. If the accident happens outside of the City limits, make sure to ask that a report be taken.

(API No. 45, Vehicle Accident Review Policy)

4.2.10.2 Once the police have been notified, the employee shall also notify their supervisor.

4.2.10.3 The employee shall remain on the scene until released by their supervisor.

4.3 Equipment

4.3.1 Maintenance of Tools and Equipment

It is the responsibility of all employees to maintain tools and equipment in a clean condition and in good working order. Unsafe tools or equipment shall be reported immediately to a supervisor or crew lead employee.

4.3.2 Safe Operation of Tools and Equipment

Employees shall not operate any tool or equipment with which they are not thoroughly familiar. Supervisors shall ensure employees receive proper instruction in the safe operation of any tool or equipment before assigning it to an employee.

4.3.3 Technical Equipment

Employees are responsible for the safe/appropriate use and security of desktop computers, notebook computers, tablet computers (handheld electronic devices), and cellular phones. These items must be kept secure at all times and never left unattended and unlocked.

(API No. 30, Information Technology Resource Policy)

4.4 City Travel

4.4.1 Travel Requests

All requests by Maintenance Services staff for official City travel shall be reviewed and approved by the Maintenance Services Manager or authorized designee prior to submission to the Department of Public Works Travel Coordinator.

4.4.1.1 Travel request forms must be submitted to the Maintenance Services Manager a minimum of five (5) business days prior to the requested first day of travel. Any travel request that includes a request for advance or prepayment must be submitted to the Maintenance Services Manager at least fifteen (15) business days prior to the trip.

4.4.1.2 A request for travel that cannot be submitted at least five (5) business days prior to travel, or fifteen (15) days for requests including an advance or prepayment, shall require a memo from the appropriate section manager to accompany the request explaining the urgent circumstances that precluded timely submission.

4.4.2 Travel Reconciliation

All reconciled travel requests shall be reviewed and approved by the Maintenance Services Manager or an authorized designee prior to their submission to the Department of Public Works Travel Coordinator. Travelers must submit the reconciled travel request form, with any required receipts, to the Maintenance Services Manager within ten (10) working days of their return.

4.5 Property Control

4.5.1 Use of City-issued Supplies, Materials, and Equipment

4.5.1.1 Taking new, used, or surplus City supplies, materials, or equipment for personal use is not permitted. Disposal of all surplus property shall be through established procedures in accordance with City Code, Section 3.8.

4.5.1.2 Avoid any actions that may give the appearance of, or that may lead to accusations of, violations of this policy.

4.5.2 City Tools and Equipment

No City tools or equipment may be removed from City property for non-City/personal use.

4.5.3 Personal Property

Employees are advised to affix their name to and notify their supervisor of any personal property brought into the workplace. The City is not responsible for damage, loss or theft of any such miscellaneous personal property.

5. SAFETY

5.1 Personal Responsibility

Each employee is responsible for his/her safety, both on the job and off the job. Safety rules and common sense have always been major factors in preventing injuries. Each Maintenance Services Division employee is responsible for reporting safety hazards, using all safety clothing and equipment, and reporting every accident and injury. All employees should work toward developing good safety habits, a good safety attitude, and respect and cooperation for their fellow employees in their daily work tasks.

5.1.1 Use of cellular phones or other wireless electronic devices on the jobsite shall only be for business purposes, and usage is only permitted when it is safe and there is no imminent danger putting the employee's life and the lives of others at risk.

5.2 Personal Protective Apparel and Equipment

5.2.1 Uniforms

Field employees are required to wear, per Subchapter 4 of the Construction Safety Orders; Section 1598 Traffic Control for Public Streets and Highways:

(C) Employees (on foot) exposed to the hazards of vehicular traffic shall wear garments such as vests, jackets, or shirts manufactured in accordance with the requirements of the American National Standards Institute (ANSI/International Safety Equipment Association (ISEA) 107-2004, High Visibility Safety Apparel and Headwear.

These items must be in good condition and are to be worn at all times while working in or near traffic.

5.2.2 Safety Vests

Employees working in high-risk environments that involve high-task loads, reduced visibility (darkness or inclement weather), and/or traffic exceeding 50 miles per hour shall wear ANSI Class III safety garments. Supervisors may direct the wear of Class III vests at any time when additional visibility would enhance the safety of employees.

5.2.3 Rain Gear

Rain gear worn shall be ANSI approved high-visibility orange or yellow in color.

5.2.4 Safety Glasses

Employees working in locations where there is a risk of receiving eye injuries (such as punctures, abrasions, contusions, or burns as a result of contact with flying particles, hazardous substances, projections or injurious light rays which are inherent in work place) shall be safeguarded by means of eye protection. Employees are required to wear approved safety glasses as indicated by CAL OSHA Section 3382 (A). The specific approved glass specification is ANSI-Z87-1-1989.

5.2.5 Hearing Protection

All employees are required to wear approved hearing protectors when exposed to an 8-hour time weight average of 85 decibels or greater. Hearing protectors supplied by the Maintenance Services Division are an approved type. Title 8 – General Industry Safety Orders Section 5098.

5.2.6 Safety Shoes

All field employees shall wear safety toe shoes during working hours, as well as when performing on-call tasks. Protective footwear for employees purchased after January 26, 2007, shall meet the requirements and specifications in American Society for Testing and Materials (ASTM) F 2412-05, Standard Test Methods for Foot Protection and ASTM F 2413-05, or protective footwear purchased on or before January 26, 2007, shall meet the requirements of either the American National Standard for Men's Safety-Toe Footwear, Z41.1-1999, or the American Society for Testing and Materials (ASTM) F2412-05, Standard Test Methods for Foot Protection and ASTM F 2413-05.

(CAL OSHA Section 3385 (a)(b)(c)(1)(2))

5.2.7 Hard Hats

Employees are responsible to wear hard hats during any work activity on or near the road, roadside, right of way or at City facilities that may expose them to a head injury, including the possibility that an employee may be struck on the head by a falling object or strike their head against a fixed or protruding object. Some of the most common work activities requiring the wear of hard hats are:

- When employees are exposed to falling or flying objects, or hazardous chemical substances, and/or electrical

shock and burns. This also includes when loading and off-loading trucks by hand above head level.

- While employees are working on-foot during any work activity, where a backhoe, excavator, forklift, loader, cold planing/milling machine, crane, or similar motorized equipment that extends overhead is in operation.

5.2.7.1 Equipment operators are encouraged to wear a hard hat at all times, but are not required to wear a hard hat while operating any of the above machinery with a fully-enclosed cab, but does require a hard hat for entry and exit of machine. A "fully-enclosed cab" is defined as motorized equipment with a windshield, doors, and surrounding cab protection with metal components and window glass. Motorized equipment with a covered operator area, or rollover protection only, is not considered a "fully-enclosed cab."

5.2.7.2 Operators are responsible for the safe operation of their equipment. No machinery listed above shall be placed into operation at any work site until all employees are wearing hard hats.

5.2.7.3 Supervisors are responsible for the safety of employees at their work site. Any work that exposes employees to risk of head injury at a work site will be suspended until all employees are wearing hard hats. In the absence of the supervisor at the work site, the lead or senior employee present shall be responsible.

When not described above, common sense will dictate when the use of a hard hat is necessary. If in doubt, wear it!

5.2.8 Other Personnel Protective Apparel and Equipment

Employees assigned to special or emergency situations shall wear safety apparel and equipment as issued by their supervisor.

5.3 Chemical Safety

5.3.1 Training

An employee working with chemicals or solvents shall be familiar with all safety procedures pertaining to the handling of such chemicals/solvents. Supervisors shall be responsible for the chemical and/or solvent instructions of employees.

5.3.2 Material Safety Data Sheet (MSDS)

Supervisors shall ensure the appropriate MSDS for each chemical in use is available at the work site and that employees are aware of its availability and location.

Appendix A.1 – Administration and Advanced Planning

(This section left blank for future updates)

Appendix A.2 – Pavement Section

Vacation Scheduling

3.3.3.4 Vacation scheduling shall be curtailed from May 31st and through August 31st of each year. Exceptions may be made with the approval from the general supervisor. This provision shall not affect vacation selected during the Annual Vacation Sign-Up period 31 days to November 1st of each year. Exceptions must be approved by section manager.

3.3.3.5 Employees submitting for vacation after January 1st of each year shall give one (1) day notice for one (1) or two (2) days off. Employees submitting for three (3) or more days off shall give notice of five (5) working days. Exceptions must be approved by the section manager.

3.3.3.6 The following limits reflect the number of Pavement employees, by classification, who can be scheduled off at one time:

- One (1) Street Maintenance Supervisor North Area
- One (1) Street Maintenance Supervisor South Area
- One (1) Street Construction Equipment Operator North Area
- One (1) Street Construction Equipment Operator South Area
- Three (3) Street Construction Laborer(s) North Area
- Three (3) Street Construction Laborer(s) South Area

Exceptions must be approved by the section manager.

3.3.3.7 During Fourth of July week, Thanksgiving week, and two (2) weeks that include the Christmas and New Year holidays, the following limits reflect the number of Pavement employees, by classification, who may be scheduled off at one time:

- One (1) Street Maintenance Supervisor North Area
- One (1) Street Maintenance Supervisor South Area
- One (1) Street Construction Equipment Operator North Area
- One (1) Street Construction Equipment Operator South Area
- Four (4) Street Construction Laborer(s) North Area
- Four (4) Street Construction Laborer(s) South Area

Exceptions must be approved by the section manager.

NACY and 24th Street Corporation Yard Assignments

- 3.2.1.3** **Assignment of Personnel** – Assignment of personnel shall be at the discretion of the operations general supervisor based on business needs and requirements and an employee’s ability, experience and training. When a career employee is absent, assignment of personnel to the affected crew shall be made only by the operation general supervisor or designee.
- 3.2.1.4** **Rotation of Personnel** – The goal of the rotation is to:
1. Ensure employees in the division have a working knowledge of the various disciplines performed within the division’s five (5) district crews.
 2. Prepare employees for promotional opportunities.
 3. Provide out-of-classification opportunities to employees in disciplines that otherwise would not be available due to specialization and lack of experience.
- 3.2.1.4.1** The operations general supervisors shall determine and employee’s assignment for the twelve (12) month period. Rotations shall occur once a year, typically at the beginning of the calendar year.
- 3.2.1.4.2** Management shall outline how the crew rotations will be performed and how crews will be aligned during the rotation scheduled. This information will be posted in the common rooms at both NACY and 24th Street Corporation Yard.
- 3.2.1.4.2.1** Any operational reassignment outside of this schedule must be approved by the division manager and will be based on operational need.
- 3.2.1.4.2.2** Employee requests for exemption from a scheduled rotation for hardship shall only be approved by the division manager. Each request shall be considered on its own merit.
- 3.2.1.4.3** Street Construction Laborers and Street Construction Equipment Operators may also be rotated between NACY and 24th Street Corporation Yard during scheduled crew rotations.
- 3.2.1.5** Crew rotations shall be taken into consideration and will be thought of when scheduling and approving vacation at the beginning of the year.

Classification seniority shall also govern where more than one (1) employee bids for the same period regardless of the corporation yard to which the employees are presently assigned.

Supervisors may request to retain individuals within the section to assist with specialized training. Examples that warrant consideration are any commercial driver training, track and/or rubberized wheel paver training and backhoe training. At the discretion of the operations general supervisor, some functions shall be excluded from the rotation pool. Street Construction Equipment Operator and Street Construction Laborers may request assignment to a specific discipline for initial training or refresher purposes. Such requests must be made to the division manager in writing. All requests will be taken into consideration providing they do not impede the goals of the division. If requests for an assigned area exceed the available slots, seniority shall be taken into consideration for employees requesting assignment to a discipline for which they have no previous experience.

On-Call/Standby Assignment

3.1.6.5 On-Call/Standby Assignment is required of all Maintenance Services staff assigned to the Pavement Maintenance section. An On-Call/Standby list will be created at the beginning of the year by management and will be posted in the common rooms at both NACY and 24th Street. Employees who are eligible to be placed on the On-Call/Standby list are expected to fulfill his/her obligation for the entire week. However, with supervisor approval, exceptions may be made if another employee volunteers to cover for that week.

3.1.6.6 **RESPONSIBILITY** – Standby emergency personnel (on-call) are required by the City of Sacramento to perform emergency duties within the scope of work of the department or section to which they are assigned.

Standby personnel will primarily communicate with the on-call supervisor for Pavement Maintenance, after normal working hours, for their instructions regarding emergency calls. The on-call supervisor will communicate with the 311 Agent and relay any instructions to the on-call Pavement Maintenance personnel. An occasion may arise, however, when on-call staff may receive emergency calls from another Street Maintenance supervisor, Street Maintenance general supervisor or Street division manager. **If staff receives any calls from sources not mentioned in these instructions, they must immediately call a Street Maintenance on-call supervisor for authorization or further instructions.**

3.1.6.7 **RESPONSE TIME** – Public Works standby personnel are to respond to the appropriate designated location immediately. **Standby** means employees are required to be available for emergency response. **Immediately** means employees are expected to respond within thirty (30) minutes. If

able to respond sooner, employees are expected to do so. If already on a call and an additional call is received, employees are expected to give the on-call supervisor an expected time of arrival.

When called out, employees shall receive a minimum of two (2) hours compensation time. If an additional call is received while responding or returning home from a call, the second call shall be considered a continuation of the first call and employees shall not receive another two (2) hour minimum. If calls are received prior to the end of an employee's regular work shift, the employee shall not receive a minimum of two (2) hours, they shall only receive the time needed to complete the call.

3.1.6.8

PROCEDURES

- On-call shifts start at the end of the regular work shift on Thursday of each week. The supervisor going on call shall call the City Operator at 433-1386, giving their name and section (Maintenance Services) to verify that the City Operator has the correct information.
- At the beginning of each daily on-call shift, before leaving the assigned corporation yard, on-call employees shall pick up the cell phone, cell phone charger, keys to the City vehicle, and the on-call book from the designated location. These items are to be returned to the designated location at the beginning of each regular work shift.
- At the beginning of each daily on-call shift, on-call employees shall check to see that the following items are loaded and secured in the on-call vehicle.
 - Airless jackhammer
 - Square point shovel (minimum of one)
 - Broom (minimum of one)
 - Round point shovel (minimum of one)
 - Steel bar
 - 10 lb. sledge hammer
 - Two 5-gallon buckets
 - Four sacks of cold mix patch
 - Six barricades
 - Sand boxes filled
 - Sand spreader ¼ full of sand, fueled and functional.
 - On-Call report sheet (Green sheet)
- The on-call vehicle shall be driven safely at all times. It shall be used only for transportation to and from work and response to calls. Unless

otherwise approved by the Street Maintenance general supervisors, the on-call vehicle shall not be used for transporting other City employees to and from work, except when facilitating the change of standby personnel on Fridays. Under no circumstance shall the on-call vehicle, or any City vehicle, be used for personal transportation.

- The employee shall be available by City-issued cell phone and the thirty (30) minute response rule applies at all times while on-call.
- All eligible employees shall be on a standby list. If an employee will be unable to comply with their scheduled on-call assignment the employee must notify the general supervisor five (5) days in advance and receive approval to be removed from the standby assignment.
- In the event of injury, illness or emergency during an on-call period, and the on-call employee cannot find a replacement on-call employee; the employee next in line on the roster shall take the on-call duty. If the original employee returns to work during the on-call period, and the replacement on-call employee requests, the original on-call employee must return to their scheduled on-call assignment.
- At the end of an employee's on-call assignment, the employee is responsible for leaving the truck and equipment neat, clean, and in good working condition. The truck should be fueled and re-stocked daily in case it is needed for an emergency response during the regular work shift. It is also the responsibility of anyone using the truck for emergency duty or transportation during the regular working shift, to leave the truck fueled, stocked, clean, and in good working order for the on-call staff.
- Attire for on-call personnel shall be the same as required during the regular workday, including orange shirt or orange coveralls and safety toed boots or shoes. A safety vest with reflective material shall be supplied to any employee scheduled to respond to night calls. The employee is required to wear this vest in addition to his or her regular uniform.
- If extra equipment is necessary and must be obtained to respond to an emergency event, the on-call supervisor shall direct the on-call person or any extra personnel needed for emergencies to access a lock box located just inside the north entrance of Building 14 at 24th Street. Inside the lock box will be a set of keys for a 10-wheeler, bobtail, backhoe, and compressor. **The on-call supervisor shall place available equipment keys in the lock box at the end of each workday.** Employees needing to access this lock box after hours shall obtain the key from the guard at the guard shack at the entrance of 24th Street Corporation Yard. At the completion of the emergency all equipment

keys will be returned to the lock box and lock box key returned to guard shack.

Appendix A.3 – Concrete Maintenance

- 3.3.2.2** Vacation scheduling shall be curtailed from May 31st and through August 31st of each year. Exceptions may be made with the approval from the general supervisor. This provision shall not affect vacation selected during the Annual Vacation Sign-up period 31 days prior to January 1st of each year. Exceptions must be approved by the section manager.
- 3.3.2.3** Employees submitting for vacation after January 1st of each year shall give one (1) day notice for one (1) or two (2) days off. Employees submitting for three (3) or more days off shall give notice of five (5) working days. Exceptions must be approved by the section manager.
- 3.3.2.4** No more than two (2) Construction Inspectors may be scheduled off at one time. Exceptions must be approved by the section manager.
- 3.3.4.1** During Fourth of July week, Thanksgiving week, and the two (2) weeks that include the Christmas and New Year holidays, up to three (3) Construction Inspectors may be scheduled to be off at one time.

Appendix A.4 – In-Source Concrete

3.3.2.2 Vacation scheduling shall be curtailed from May 31st and through August 31st of each year. Exceptions may be made with the approval from the general supervisor. This provision shall not affect vacation selected during the Annual Vacation Sign-up period 31 days to January 1st of each year. Exceptions must be approved by section manager.

3.3.2.3 Employees submitting for vacation after January 1st of each year shall give one (1) day notice for one (1) or two (2) days off. Employees submitting for three (3) or more days off shall give notice of five (5) working days. Exceptions must be approved by the section manager.

3.3.2.4 The following limits reflect the number of In-Source Concrete employees, by classification, who may be scheduled off at one time:

- One (1) Street Maintenance Supervisor
- One (1) Street Construction Equipment Operator
- OR
- One (1) Concrete Construction Leadworker/Finisher
- Not more than two (2) Street Construction Laborer(s)

Exceptions must be approved by the section manager.

3.3.2.4.1 During Fourth of July week, Thanksgiving week, and two (2) weeks that include the Christmas and New Year holidays, the following limits reflect the number of In-Source Concrete employees, by classification, who may be scheduled to be off at one time:

- One (1) Street Maintenance Supervisor
- One (1) Street Construction Equipment Operator
- OR
- One (1) Concrete Construction Leadworker/Finisher
- Not more than three (3) Street Construction Laborer(s)

Exceptions must be approved by the section manager.

Appendix A.5 – Streetscape Maintenance

- 3.3.2.2** No more than two (3) Streetscapes Inspectors may be scheduled off at one time. Exceptions must be approved by the section manager.
- 3.3.2.3** Streetscapes Inspectors shall not be assigned On-Call/Standby responsibilities while on vacation, CTO, or PTO.

Appendix A.6 – Urban Forestry

3.1.1.3 On-Call Supervisor – Urban Forestry (UF) shall assign Urban Forestry supervisors to act as the on-call supervisor to screen all requests for service. The on-call assignment shall rotate on a weekly basis and include all UF supervisors. While performing their on-call assignment, supervisors shall be granted overnight vehicle retention. Supervisors shall use their assigned vehicles to respond to all on-call requests when inspections are warranted. The on-call supervisor shall determine the service need and group service requests for efficiency.

On-call shall be made up of two UF employees. Staff members are assigned on-call status for a seven (7) day period beginning at the end of the normal work day on Friday and ending at the beginning of the normal work day on the following Friday.

As part of the on-call assignment, crewmembers shall be assigned City vehicles and/or equipment. The vehicles or equipment shall be returned to the Urban Forestry dispatch office by the start of regular shift each workday. City vehicles and/or equipment shall only be used to respond to service or emergency requests.

Summer Shift Change: The afternoon shift shall operate May 1st through September 30th. Shift time shall be 12:30 p.m. until 9:00 p.m. This crew profile shall consist of two (2) Tree Pruners in any combination from the following classifications: Senior Pruner, Pruner II or Pruner I. Assigned work shall include service requests from the City Operator during the hours of 3:00 p.m. until 9:00 p.m. and other assigned duties.

Employees assigned to this shift shall receive night-shift premium pay consistent with the current labor agreement.

3.2.1.2 Storm Management Response –The Emergency Response Policy is in place to respond to catastrophic events such as rain and/or windstorms that have focused effects on the urban forest. In the event of an emergency with widespread impacts, emergency response will follow City protocol.

Emergency Operations:

1. The Urban Forestry general supervisor shall monitor weather conditions and call volume. Once storm severity and/or call volume reaches emergency level, all supervisors and arborists shall be notified.
2. Arborists and supervisors shall proceed to pre-assigned City storm grids and provide inspections in order to establish work order priorities.

3. All Urban Forestry staff shall be utilized and assigned service requests.
4. Staff shall be dispatched based on priority ranking.
5. Staff shall track the drop site locations of any brush or wood left behind for cleanup once the storm event is over. If necessary, supervisors shall direct staff to dump at the following City sites:
 - Miller Park Corporation Yard – 2700 Front Street
 - UFS Nursery – 1920 34th Avenue
 - 24th Street Corporation Yard – 5730 24th Street
 - Sutter’s Landing – 28th and A Street
6. All staff shall use the “**storm**” cause code *in 7i* work management system to track labor costs until all storm related work is finished for reimbursement in the event of an emergency event.
7. ***Once an emergency event is declared by the Maintenance Services Division Manager, overtime shall become mandatory for all field staff. Only a doctor’s note shall be cause to excuse an individual from working extended hours.***

The following priority rankings shall apply to all service calls:

1. Emergency calls from Police and Fire
2. Blocked access to emergency services or blocked access for emergency workers
3. Blocked major arterials
4. Loose trees that threaten life or property
5. Hangers that threaten life or property
6. Blocked streets
7. Downed limbs or trees not blocking streets
8. Downed limbs or trees on structures

Storm Response during Non-working Hours:

1. The on-call crew shall monitor call volume. As the call volume and/or storm severity increases the on-call, crew shall contact the on-call supervisor.

2. The on-call supervisor shall contact the general supervisor, and if an emergency event is declared, shall begin calling all supervisors and arborists.
3. Supervisors shall contact all staff for storm mobilization.
4. Staff shall report to their assigned work areas and prepare for dispatch.
5. Arborists and supervisors shall proceed to pre-assigned City storm grids and provide inspections in order to establish work order priorities. Work order assignments shall be coordinated with Customer Service staff.
6. All Urban Forestry staff shall be utilized and assigned service requests.
7. Staff shall be dispatched based on priority ranking.
8. Crew leaders shall track the drop site locations of any brush or wood left behind for cleanup once the emergency event is over.

Storm Assignments for Arborists and Supervisors:

- Area 1 - Arborist: North of the American River to City limits.
- Area 2 - Supervisor: American River south to Broadway, I-5 East to 39th Street.
- Area 3 Supervisor: Broadway south to City limit, Sacramento River east to Highway 99.
- Area 4 - Supervisor: American River south to Highway 50, 39th Street east to City limits.
- Area 5 - Supervisor: Highway 50 south to City limits, Highway 99 east to City limits.

If there is insufficient staff to cover all of the grid areas, Areas #2, #3, and #4 shall be staffed first.

- 4.2.10.4** **Incident/Loss Report** – The front side of an Incident/Loss Report (Red Border Form No. 31524) shall be completed whenever it appears that the City may be liable, but when the incident was not caused by a City-owned vehicle. For example, a third party (e.g., a member of the public) sustains physical injury while on City property (i.e., tripped on a City sidewalk) or property damage (e.g., a City sewer line backed up and damaged a home).

The backside of an Incident/Loss Report (Red Border Form No. 31524) shall be completed whenever damage or loss involves City property (i.e., fire, theft of inventoried equipment, money, or securities and vandalism – facilities, property, and equipment).

Professional Development

Training

Urban Forestry Services shall implement and maintain a formal training program designed to provide employees with current and changing practices used in the field of arboriculture in urban forestry.

Certifications

UF employees are responsible for maintaining licenses and certifications, including Continuing Education Units (CEUs). Where feasible, Urban Forestry shall provide the needed CEUs to employees while on duty. Where this is not feasible, the employee may request that the department approve and pay for the training and allow the employee to attend on City time. In either case, employees shall seek advanced approval for training.

Membership in Professional Associations

Membership in professional associations provides educational and networking opportunities. CEUs may also be obtained at discounted rates through seminars and conferences. UF shall pay the regional membership cost for certified employees. All employees shall request advanced City approval for and payment of membership costs.

Urban Forestry Services Maintenance Policy

Purpose: The purpose of these policies is to ensure best management practices in the planting, maintenance, and pruning of the City of Sacramento's urban forest.

Dutch Elm Disease

Title 12 Streets, Sidewalks, and Public Places, Chapter 12.60 Dutch Elm Disease (DED) regulates the abatement and disposal of any elm tree that is, or may be infected with DED. By ordinance, an "Elm tree" includes any of the following: any living or standing elm (or zelkova) tree or part thereof or any dead elm (or zelkova) tree or dead part of any elm tree, including logs, branches, stumps, firewood or other elm material from which the bark has not been removed.

Under the conditions below, any elm tree infected with DED is a public nuisance when found within the City:

1. Any living or standing elm tree or part thereof infected to any degree with the DED fungus, *Ceratocystis Ulmi* (Buisman) Moreau; or which harbors any

of the elm bark beetles, *Scolytus Multistriatus* (Eich.) or *Hylurgopinus Refipes* (Marsh.);

2. Any dead elm tree or dead part of any elm tree, including logs, branches, stumps, firewood or other elm material from which the bark has not been removed. (Prior code § 45.02.102)

UF staff shall notify wood recycling facilities prior to transporting DED contaminated wood. This allows the wood recycling facility to comply with existing regulations concerning DED. Mark DED contaminated wood with orange spray paint so staff can verify that this wood is properly handled within the required forty-eight (48) hour period.

Tree planting

All planting will be done in accordance with current ANSI A300 Standard for Tree and Shrub Planting. Training shall be provided to all Maintenance staff annually to assure the most current practices are being observed.

Young Tree Maintenance

Young tree maintenance shall be done in accordance with current ANSI 300 Standards for Tree and Shrub planting. Training shall be provided to all Pruning and Maintenance staff annually to ensure the most current practices are be observed.

Mature Tree Pruning

All pruning shall be done in accordance with ANSI A300 (Part 1) standards. Training shall be provided to ensure employees are adhering to the most recent industry standards.

All requests service should be done by hazard priority. The priority shall be determined by the supervisor. After all hazard priorities are completed, pruning requests shall be done in the order received. When possible, supervisors will group work in the same geographical area together to eliminate travel time.

When pruning staff observe hazardous conditions in any City tree adjacent to or near a service request address, the following steps shall be taken:

1. Contact supervisor and report the condition. If the hazard endangers life or property, or in the opinion of the senior crew leader requires immediate action, the crew is authorized to proceed.
2. The senior crew leader shall note the address and required action, contact Customer Service, and provide their supervisor with an estimate of time required to abate the hazard.

When pruning staff observe conditions that require maintenance in any public

tree adjacent to or near a service request address, the senior crew leader shall contact their supervisor and advise the supervisor of the situation. Any work performed shall be documented and submitted to Customer Service.

Block or programmed pruning shall be assigned by the general supervisor or supervisor and shall be performed according to the ANSI standards below.

Measurements of pruning work quality and productivity shall be conducted by the supervisor on a regular basis. All work shall be done according to ANSI Z133.1 and ANSI A300 standards.

Tree Removal

All tree removals shall conform to ANSI Z133.1 and ANSI A300 standards.

Hazardous trees shall be removed as soon as possible without the normal ten (10) day notice, once the property owner is notified.

When tree removal is necessary (non-emergency), the following steps are required:

1. Notify the property owner
2. Initiate the service request
3. Public notification
4. Complete the service request
5. USA the site for stump grinding and replanting
6. Remove the stump
7. Schedule replanting
8. Prepare a "Hazard Evaluation Form" and photo document

Traffic Control and Parking Restriction Policy

Any time streets need to be closed, the Department of Public Works shall be notified by the appropriate UF Supervisor or Senior Pruner. SCC 12.20.020 A closure of streets for work—Traffic control plan: "Except when performing emergency repairs, no person shall perform any work that will obstruct vehicular or pedestrian traffic on a City street unless a traffic control plan has been approved by the director."

Temporary Parking Restrictions

UF operations may require parking restrictions in order to operate efficiently and safely. Work sites shall be posted 72 hours in advance in order to provide residents and commuters with enough notice to make alternate plans for parking. City policy requires

a minimum of 72 hours advance notice of parking restrictions prior to initiating any work.

High Voltage Lines

ANSI Z133 standards forbid tree workers without proper certification from working within ten (10) feet of direct or indirect contact to energized lines.

At no time shall UF staff drive in to, work beside, or handle downed electrical wires. If this situation occurs, Fire/Police and SMUD shall be contacted to restore the situation. Treat all downed lines as energized, setup barricades well away from the area and call the appropriate agency.

If vegetation and electrical conflicts do occur in the field, UF staff shall contact SMUD and arrange for electrical clearance assistance.

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This document supersedes the document revision "Maintenance Services Division Policies and Procedures" dated November 1, 2012 and all previous revisions.

Document revision history:

February 2, 2015, Document Revision - Current

November, 2012 Document Revision – *superseded*

October, 2010 Document Revision – *superseded*

August, 2004 Document Revision – *superseded*

January, 2003 Document Revision – *superseded*

January, 1998 Document Revision – *superseded*

January, 1992 Original Document – *superseded*

Every effort has been made to create a document that is accurate and timely. If you find any errors in this document, or if you note that any policies are out of date, please notify Maintenance Services Administration. Thank you.