

**CITY OF GREEN BAY DEPARTMENT OF PUBLIC WORKS
STANDARD OPERATING GUIDELINES**

Title: CALL-IN PROCESS	Guideline Number: DPW SOG 2
Initial Effective Date: May 7, 2013	Revision Date: June 26, 2013

This guideline applies to call-in of employees for unscheduled and emergency tasks, and pre-scheduling of City of Green Bay-DPW Operations, Traffic and Parking Division employees for tasks outside of normal work hours.

Call-in is the process of securing the proper classification and number of employees to perform a DPW task outside of regular working hours. Call-in activities can be pre-scheduled or emergency in nature. The term “call-in” can be substituted with the term “scheduled overtime” for pre-scheduled tasks that occur outside of normal working hours.

The term Superintendent refers to the Superintendent or designee throughout this guideline.

The Superintendent of each section will maintain and update a daily list of all employees who are not available for call-in due to status on approved leave, including approved vacation. An employee who is not available for call-in on a particular date must notify and receive approval from the Superintendent to be considered unavailable, if it is not noted on the leave request the employee will be considered to be available. To reduce the call-in time for emergency work, employees on approved leave must indicate on their leave request form if they are available for call-in while they are away from work. Based on this information, one master call-in list for use by the on-call Superintendent will be developed.

The call-in process applies to all employees in the DPW Operations Division. If not specifically addressed in this guideline, the Superintendent of each section shall establish an appropriate call-in rotation plan where applicable.

Following is a list of identified call-in rotation plans:

WINTER OPERATIONS: Each snow season employees from other than the Streets Section may volunteer to be placed on the call-in list for snow plow operations and spreading operations, which will be referred to as Volunteers. Streets Section employees are required to participate in winter operations as a core function of their position unless they have prior approval from their Superintendent to abstain from those duties.

- **Full Snow Plow Operations.** Assignments will be made by the Superintendent based on absences, ability and experience in running certain equipment, classification, skills and experience with specific operations.

Call-ins for a full snow plow operation will occur in the following order.

- 1) Streets Section employees by seniority.
- 2) Volunteer Sanitation Section employees by seniority for available sanitation vehicles.
- 3) Other volunteers by seniority.
- 4) Operations Division by master seniority.
- 5) Mandatory by reverse section seniority order.
- 6) Mandatory by reverse master seniority order.

- Winter Spreading Operations. Call-ins for winter spreading operations will occur in the following order.

- 1) Street Section Truck Driver seniority.
- 2) Street Section volunteer list by seniority.
- 3) Non-Street Section volunteer list by seniority.
- 4) Operations Division by master seniority.
- 5) Mandatory by reverse section seniority order.
- 6) Mandatory by reverse master seniority order.

- Call- in of Loader Operators will be based on seniority of the loader/equipment operators.

TRAFFIC CONTROL: Employees from other than the Sign Shop may volunteer to be placed on the call-in list for traffic control operations. These employees will be referred to as Additional Traffic Control employees. Sign Shop employees are required to participate in traffic control operations as a core function of their position unless they have prior approval from their Superintendent to abstain from those duties.

- Call-ins for traffic control issues (i.e. signing and barricading) will occur in the following order:

- 1) Sign Shop seniority.
- 2) Seniority of employees on the "Additional Traffic Control" list.
- 3) Operations Division by master seniority.
- 4) Mandatory by reverse section seniority order.
- 5) Mandatory by reverse master seniority order.

SEWER AND BRIDGE: Sewer Section employees are required to participate in sewer and bridge operations as a core function of their position unless they have prior approval from their Superintendent to abstain from those duties. If the call-in roster extends beyond Sewer Section full-time employees, then 1) at least one employee must be a full-time Sewer Section employee or 2) at least one employee must be competent in the necessary procedures and equipment.

- Weekday. Call-ins for weekday sewer and bridge issues will occur in the following order.

- 1) Sewer Section full-time employee based on seniority rotation.
- 2) Full-time employee seasonally assigned to Sewer Section by seniority.
- 3) Operations Division by master seniority.

- 4) Mandatory by reverse section seniority order.
 - 5) Mandatory by reverse master seniority order.
- Weekend. Call-ins for weekend sewer and bridge issues will occur in the following order.
 - 1) Assigned to a specific stand-by employee.
 - 2) Sewer Section full-time employee based on seniority rotation.
 - 3) Full-time employee seasonally assigned to Sewer Section by seniority.
 - 4) Operations Division by master seniority.
 - 5) Mandatory by reverse section seniority order.
 - 6) Mandatory by reverse master seniority order.

ELECTRICAL ISSUES: Electrical Section employees are required to participate in electrical related operations as a core function of their position unless they have prior approval from their Superintendent.

- Call-ins for electrical issues will occur in the following order.
 - 1) Assigned to a specific stand-by employee.
 - 2) Electrical Section seniority.
 - 3) If adequate Electrical Section assistance cannot be secured, management may need to secure assistance from a qualified vendor.

LAWN AND GARDEN WASTE AND LEAF COLLECTION: Assignments will be made by the Streets Superintendent or designee based on absences, ability and experience.

- Call-ins for lawn and garden waste and leaf collection will occur in the following order.
 - 1) Street section seniority.
 - 2) Operations Division by master seniority.
 - 3) Mandatory by reverse section seniority order.
 - 4) Mandatory by reverse master seniority order.

OTHER ISSUES REQUIRING DPW ASSISTANCE: Employees of the DPW Operations Division are required to participate in DPW operations related to their position unless they have prior approval from their Superintendent to abstain from those duties.

- Call-ins for tasks not specifically identified above will occur in the following order.
 - 1) Determine the core DPW function being performed – this criteria identifies the primary section from which to draw employees.
 - 2) Determine if the activity is the primary regular workday duty of any employee – this criteria determines if one employee or classification from the primary section needs to be called first to perform the task.
 - 3) Appropriate DPW Section seniority.
 - 4) Operations Division by master seniority.
 - 5) Mandatory by reverse section seniority order.
 - 6) Mandatory by reverse master seniority order.

- Employees from the primary section and alternate sections are eligible for workday extension overtime provided that 1) assignments are filled per the terms identified in this document, 2) alternate sections can perform their primary duties during the regular workday without affecting DPW services in those alternate sections, and 3) shuffling of assignments is not needed to transition from regular workday activity to overtime activity.

Exceptions to the above call-in plans are possible, depending on availability of the appropriate number of employees in any classification needed to perform a task as determined by the City.

GENERAL CALL-IN GUIDELINES: The affected Superintendent will assess the needs of the required task and determine what section, job classification or on-call/stand-by employee to call.

The Superintendent will call employees using up to 2 telephone numbers. Employees wishing to submit 2 telephone numbers for contact will identify which number to call first. The employee’s telephone number priority will be noted on the call-in list.

When calling an employee, the Superintendent will allow the phone to ring until it 1) is answered by a person, 2) rolls to voice mail, or 3) has rung enough times that the Superintendent determines there is no answer

If the phone is answered by a person other than the employee or by voice mail, the Superintendent will leave a message that includes the following information.

- Request to call the Superintendent back if the employee is interested in working the call-in activity.
- Identify that the Superintendent will attempt to contact the employee using their second telephone number (if applicable).
- The Superintendent is moving down the call-in list after calling the second number, but will allow the employee to work if they call back before the call-in roster is filled.

Approval:

Department Head: /s/Steven Grenier	Date: June 26, 2013
Human Resources Director: /s/ Lynn M. Boland	Date: June 26, 2013

This standard operating procedure is a supplement to City of Green Bay policies, guidelines and procedures. The City reserves the right to change, revise and/or delete this procedure with advance notice to the affected employees. This procedure is not subject to the grievance procedure.