



Memo

To: Board of Directors
From: Karl Drew, General Manager
Date: November 13, 2015
Subject: Proposed Changes to Personnel Manual On-Call Policy

Attached to this memo is a proposed reversion of the District's current On-Call section of our Personnel Manual.

History: Prior to 2013, there were always two field employees on-call to respond to emergencies. In 2013, the provision for the Second On-call employee was removed. At that time, with the current water system infrastructure and the availability of other employees, it was felt that having one employee on-call, with a list of other employees available to respond as necessary, was sufficient. Recently, there have been some changes that have caused us to reevaluate the need for a Second On-call employee and to consider reinstating the Second On-call employee.

Currently, we have seven (7) full-time Field employees, consisting of one Field Supervisor and six Servicemen. On-call is rotated between the six servicemen. This has worked well with one employee on-call and the other five, plus the field supervisor, available to respond if additional help is needed.

Recently, two of the servicemen have purchased homes and have moved to locations well outside our District boundaries, one in Hesperia and the other in Running Springs. From the area in Hesperia where the employee has purchased his home, it would take more than half an hour to reach the District's service area when traffic and weather conditions are good. The employee who lives in Running Springs may be able to reach the District's service area in less than 30 minutes during good weather and minimal traffic. The employee that purchased a home in Hesperia has made arrangements to stay in Crestline during his On-call week.

The challenge that we are facing is how we respond to a situation when additional employees are needed in responding to after-hours calls. With a pool of six servicemen and with two of them living outside the area, with one of the remaining four employees is on call, then there are only three field employees available to respond in a reasonable time to an emergency. In certain situations, such as a main break, a minimum of four employees may be needed, two to respond to containing and repairing the leak and two for traffic control. This puts the main burden of responding to emergency situations on the four local servicemen and field supervisor. If any of these employees are out of the area or down the hill, then there may not be enough employees available to respond to the district's needs.

Recommendation: To help insure that there are at least two field employees are available to respond to after-hours emergency situations, there is a need to reinstate the Second On-call position. Reinstating Second On-call results in an increase to District operating costs of \$10,920 per year. The attached On-call policy shows the recommended changes to the On-Call section of the District's Personnel Manual.

RESOLUTION NO. 42_

**RESOLUTION OF THE CRESTLINE VILLAGE WATER DISTRICT
UPDATING THE DISTRICT'S PERSONNEL MANUAL
AND REPEALING ALL PRIOR VERSIONS**

WHEREAS, the Board of Directors established certain rules relating to employment and working conditions by Ordinance No. 31 adopted September 16, 1997; and

WHEREAS, the Board of Directors now desires to repeal such prior rules in their entirety and adopt a new comprehensive personnel manual to govern all policies, procedures and benefits related to employment with the District; and

WHEREAS, the Board of Directors authorized any future modifications or amendments to be done by Resolution; and

WHEREAS, the Board of Directors has reviewed and approves of the changes to the "Crestline Village Water District Personnel Manual" attached hereto as Exhibit "A" to this Resolution No. 42_;

Now, therefore, BE IT RESOLVED by the Board of Directors of Crestline Village Water District as follows:

Section 1. The "Crestline Village Water District Personnel Manual" (the "Personnel Manual") attached hereto as Exhibit "A" to this Resolution No. 42_, and incorporated herein by this reference is hereby adopted and, effective immediately, the Personnel Manual shall govern all policies, procedures and benefits related to employment with the District.

Section 2. Any and all previously adopted resolutions, motions or Board actions that are in conflict with this Resolution No. 42_ are also hereby repealed.

PASSED AND ADOPTED at a Regular Meeting of the Board of Directors of Crestline Village Water District held the 17th day of November 2015.

By: _____
President, Board of Directors

ATTEST:

Secretary, Board of Directors

On-Call

Employees who are directly involved with the water system operations in the field are required to be "On-call" after their probationary period is completed, unless the General Manager or his designated representative approves and requires On-call duty prior to the completion of the employee's probationary period. On-call is for emergency calls after normal business hours and on week-ends. While this section describes the formal On-call procedure to insure that a minimum number of employees are available to respond to emergency calls, all employees may be required to report for duty in a reasonable amount of time during emergency situations. An updated On-call rotation sheet will be posted as required.

There will be ~~one~~ two field maintenance employee On-call 24 hours a day at all times. The On-call week begins at 8:00 AM on Wednesday and continues for seven (7) full days until 8:00 AM on Wednesday of the following week. On-call personnel are required to: (1) leave a telephone number where they can be reached and/or carry a communicating device; and (2) be able to be in the Water District area responding to duty within one-half hour after receiving a call.

The District will provide ~~a~~ communicating devices for use by On-call personnel. All supervisors and field employees are required to have a wired telephone connected to a telephone service provided by a telephone company that provides dial-tone to the employee's residence (also known as a "land line", but not VOIP or similar services). Supervisors and field employees may also be required to have mobile telephones as deemed necessary by the General Manager. The District will provide a monthly Telephone Allowance that covers the monthly charges for having any required telephone service. This allowance will be adjusted by the General Manager from time to time as necessary.

The District will provide a District vehicle for use by the First On-call employee. The First On-call employee may take the vehicle home for convenience in responding to emergency calls, as long as the employee resides with a three mile radius of the intersection of Lake Drive and Lake Gregory Drive in Crestline. The described area includes Cedarpines Park, Twin Peaks and all areas between these communities. If the First On-call employee resides outside the described area, the employee is responsible for providing their own transportation to the District area.

The District vehicle will be used only for official district work, system changes, emergency calls or service calls. Personal use of District vehicles, including but not limited to running personal errands and transporting non-district employees, family, friends or pets, is prohibited unless the General Manager or his designated representative gives prior approval for the use.

Compensation for being On-call will be \$50.00 per day, paid on a full day basis, for the First On-call employee (or his/her substitute) and \$30.00 per day, paid on a full day basis, for the Second On-call employee (or his/her substitute). Actual time spent responding to emergency calls and performing system maintenance in the field will be paid at the appropriate hourly rate.

Duties of First On-call employee include, but are not limited to:

1. Responsible for operating the complete system, keeping a system log, as well as responding to customer service calls, flushing, leak repairs and other required work.
2. Utilize the District's Automated Electronic Answering System which incorporates the use of the two-way radio system, paging system, telemetry system and telephone system. The First On-call Employee is responsible for checking the operation of all systems at the beginning of the On-call week. The First On-call employee will also report on an ongoing basis to the Field Supervisor that the checks have been made and the status of all systems.
3. Completely clean the system truck and determine that the vehicle is properly equipped.

4. Call to duty the Second On-call employee when necessary. If additional assistance is needed, call a supervisor ~~for assistance when necessary~~. The supervisor will contact other field employees to assist the On-call employees.

Duties of Second On-call employee include, but are not limited to:

1. At the beginning of the On-call week, the pager to be worn will be checked for operation.
2. Be available to assist the First On-call as needed.

Additional responsibilities of On-call employees:

1. At all times, while representing the District in the field, the On-call employees will be properly dressed in the minimum District uniform of a District shirt and carry a District identification card, so that there is no question that the employee is identifiable as an employee of the District.
2. Document all overtime time hours worked, including time started and time finished.
3. If either the First or Second On-call employee has arranged for someone to take "their call", it will be the responsibility of the scheduled On-call employee to make all of the Answering System changes and to notify the Field Supervisor of the substitution. Any substitutions will be for no less than one (1) complete day or for a maximum of the entire week of On-call, unless other arrangements have been made with the Field Supervisor.
4. On-call employees, during the process of operating the system, will avoid letting any of the District's storage tanks run over or run dry. If any District storage tank has a water level less than 40 percent of its capacity, then it is the On-call employee's responsibility to notify the Field Supervisor.

Failure to comply with the On-call policy as stated herein may result in disciplinary action, up to and including possible discharge.