



## CITY OF PROVIDENCE

### 6.9 Winter Operations Policy

#### Applicability

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All employees engaged in winter operations are key players on a team dedicated to the demanding task of keeping the city safe and passable during storms. To accomplish our objectives, the following outlines what is expected of personnel in the Department of Public Works (DPW) and other departments participating in winter operations.

#### Purpose

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The purpose of this policy is to provide efficient, reliable, and planned personnel coverage during winter operations for plowing, salting, and inspecting of roads and city-owned sidewalks.

#### Policy

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1. All DPW employees, regardless of their assigned duties during winter operations, are expected to be available for each storm. There will be no exceptions to this policy, barring personal illness, family emergency, approved leave, or other extenuating circumstances.
2. Vacation time during snow season (November 15<sup>th</sup> to April 15<sup>th</sup>) will be limited in accordance with departmental policies for requesting time off.
3. Non-DPW employees who sign up for winter operations must be available for each storm, subject to first fulfilling the needs of their own department.
  - a. Employees who refuse two consecutive shifts will not be called during the next snow event.
4. All DPW personnel will be called first for any winter operation events. Parks Department employees are called in at the same time as DPW personnel to plow city parks and Ward 9. Additionally, in order to have sufficient Commercial Driver's License (CDL) drivers to operate the city's large plow trucks, three additional Park Department CDL equipment operators will be called in as part of the core DPW plow crew.
5. If additional employees are needed to provide the desired level of coverage as determined by the management team, qualified personnel from other city departments will be contacted in order of seniority. In cases where employees from other city departments are called to supplement or replace core DPW snowplow operators, and those same employees are required to report to their normal place of work at the normally scheduled time, the employees can only accept the offer to work overtime hours for DPW if their normally scheduled shift at their parent department begins seven (7) or more hours after they are asked to report to DPW. For each storm, DPW management has the right to waive this requirement to a lower number of hours as long as the criteria used is exercised consistently to all employees called according to seniority.
6. All personnel are responsible for furnishing the Highway Superintendent with a phone number and email address for off-hours contact at the beginning of the snow season and updating it as necessary. Personnel must provide the phone number that serves as the primary contact number for the season.
  - a. Employees will be provided with an electronic Winter Operations Sign Up form prior to the start of the season.
  - b. If there are any changes to an employee's contact information or license, the employee is responsible for promptly providing the updated information to the Highway Superintendent and the Department of Human Resources.
7. It is the employee's duty to respond to a call from the city:

- a. Employees must return a call within ten (10) minutes of receipt, or the shift opportunity will be offered to the next employee on the seniority list.
  - b. Employees who do not respond to a call to their primary number within the stated time will be considered to have refused a shift, unless a reason is provided that is acceptable to the director.
  - c. If an employee knows in advance of a reason that would prevent them from being available for an approaching winter event, it is the employee's obligation to notify the Highway Superintendent that they are unavailable.
8. All employees designated for winter operations who possess a CDL must be able to operate all available equipment that the employee has been provided training for, including vehicles with standard transmission.
9. The role of inspector is to control the quality and efficiency of personnel, equipment, and vendors. Inspectors will discuss reports of poor workmanship with the parties involved. If they are unable to resolve the issue at their level, they will report the issue to the Sector Manager and Highway Superintendent for further action.
10. No employee may leave their assigned vehicle or route for any reason without notifying their inspector, the Highway Superintendent, and/or dispatcher. The employee must notify their inspector and/or dispatcher promptly upon returning to their vehicle or route.
11. This policy is subject to a yearly review by both parties.