



Public Works Agency Personnel Policies and Procedures Manual



An American Public Works Association Accredited Agency

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City of Oakland Mission Statement

The City of Oakland is committed to the delivery of effective, courteous, and responsive services. Citizens and employees are treated with fairness, dignity and respect.

Civic and employee pride are accomplished through constant pursuit of excellence and a work force that values and reflects the diversity of the Oakland community.

Welcome to the Public Works Agency

The Public Works Agency (PWA) is the most diverse agency in the City of Oakland - both in who we are and what we do. We are everywhere you look. Whether your job is to repair the city streets or sidewalks, prune trees, pick up trash, clean city facilities, respond to sanitary sewer overflows or landslides, encourage and enforce a sustainable environment, replace a street light that has been knocked down, repaint traffic striping, maintain a park, remodel a fire station kitchen, or provide administrative support to these basic services – each of you is contributing to keeping this city clean, safe and a great place to live, work and play.

PWA is also the second largest agency in the City of Oakland. The numbers are big and so are the expectations of us. One of our biggest challenges - and strengths - is our size. Having consistent standards in how we work and carry out our day-to-day job responsibilities is fundamental to being a high-performing organization.

This Personnel Policies and Procedures Manual communicates policies and procedures that affect how we operate on a day-to-day basis as employees of the Public Works Agency. Its purpose is to support an orderly, efficient and fair workplace. This document supplements City of Oakland policies and Public Works Agency standards and procedures that may be described in detail in other documents.

I believe that every employee adds value and is a critical component of PWA's success. I am committed to an organization that treats you with the same fairness, dignity and respect with which all of us, working individually and collectively, treat the Oakland community we are here to serve. I believe that the information contained in this document will help us in maintaining these standards.

This document may be periodically updated as policies and procedures change, and as we learn better ways to improve our service delivery. You may access the most current version of this document through on the City of Oakland, Public Works Agency intranet at <http://oaknetnews.oaklandnet.com>.

Thank you for your hard and honest work everyday, everywhere.



Raul Godinez II, Public Works Director

Public Works Agency Mission Statement

The Public Works Agency is the steward of Oakland's infrastructure. Our challenge is significant and diverse. We manage and maintain the City of Oakland's public infrastructure, including streets, sidewalks, trees and pathways; parks; creeks; sewers and storm drains; parks and medians; buildings and structures; vehicles and equipment; street lights and traffic signals. It also includes residential and commercial garbage and recycling; street cleaning; graffiti abatement; illegal dumping removal; and environmental compliance. In addition, we manage community volunteer programs for beautification and clean-up projects.

Vision

The Public Works Agency strives to be a reputable and recognized leader in providing services and a source of pride within the community.

Values

The Public Works Agency is committed to the following values as we conduct our business:

- We value striving to provide top quality, professional, effective and timely services to residents, businesses and internal customers.
- We value respectful and constructive relationships with each other and our customers.
- We value customer service and satisfaction.
- We value improving our image and maintaining the community's trust.
- We value accountable employees who exhibit integrity, courtesy, dedication, respect and teamwork in all interactions with the each other, the public and elected officials.
- We value a safe work environment and safe work practices.
- We value continuous learning from our experiences, subject-matter experts and professional organizations.
- We value our employee's professional growth and promoting from within the organization.
- We value the taxpayer, property owner, resident, visitor, community-based organization, external agency and volunteer as our partners in success.
- We value our status as a nationally accredited agency.

Public Works Agency Departments

Director's Office

The Director's Office advises the Mayor, City Council, and City Administrator on public works issues; develops and facilitates the implementation of action plans to address current and future city public works needs; and manages the agency's resources to meet the goals and objectives of the Mayor and City Council.

Administrative Services Department

The department provides agency-wide management, oversight and support in the areas of personnel, payroll, training and education, public information, PWA Call Center operations, budget, fiscal services and information technology.

Department of Infrastructure and Operations (DIO)

The department's focus is on infrastructure maintenance including trees, sewers, drainage, streets, streetlights and traffic. Services include filling potholes and repairing curbs and gutters. The department is also responsible for the fleet and equipment services, which includes the maintenance of street sweepers, fire engines, police vehicles, motorcycles, street flushers, and backhoes and loaders used to clean gutters and pick up heavy objects; Utility Undergrounding Program; electrical design for new traffic signals and street lighting improvements and maintenance of existing street lights, signals, street signs and striping.

The Department of Infrastructure and Operations includes the following divisions: Electrical Services and Traffic Maintenance, Equipment Services, and Infrastructure Maintenance.

Department of Facilities and Environment (DFE)

The department's charge is to clean and enhance the built environment. DFE maintains all city facilities, including parks, libraries, recreation centers, fire stations, Civic Center Complex, Municipal Service Center, and all other City buildings and structures. The department is also responsible for street cleaning, illegal dumping, graffiti abatement, park maintenance, median maintenance, administration of our solid waste and recycling contracts, environmental remediation and compliance services. This department facilitates volunteer participation in community clean up and beautification activities such as adopt-a-spot, creek, park or drain, as well as citywide Earth Day, Creek-to-Bay Day and other volunteer activities.

The Department of Facilities and Environment consists of the following divisions: Environmental Services, Facilities Services, Keep Oakland Clean and Beautiful, and Park and Building Maintenance.

GENERAL PERSONNEL POLICIES AND PROCEDURES

All City of Oakland employees within the Public Works Agency shall adhere to the policies and procedures outlined in this manual. Violation of these policies and procedures is prohibited and may result in action steps to ensure conformance.

The City of Oakland has adopted policies to ensure fair and equal work practices in all City offices and agencies, and signed various Memoranda of Understanding (MOUs) that define the relationship between the City and the different unions that represent City workers. The MOUs that apply to positions in the Public Works Agency are with SEIU, Local 1021; the Professional and Technical Engineers, Local 21; and the International Brotherhood of Electrical Workers, Local 1245 (hereafter referred to as Local 1021, Local 21, and IBEW respectively). These MOUs cover a range of work-related issues, from direct pay for services, premiums and allowances, working conditions, personal and professional development and grievance procedures.

This manual is a practical look at the way the Public Works Agency works. It is intended to be used as a guideline for how we conduct our work. This document is **not** intended to replace or supersede the MOUs.

Workplace Professionalism and Communication

Customer Service

Public Works Agency employees are expected to be diligent and thorough in their effort to serve our customers. In addition to the public, PWA customers include the offices of the Mayor, City Council, City Administrator, other City Agencies and Departments and other governmental organizations. It is the standard in PWA to provide both our internal and external customers with the highest level of service at all times. To that end, it is important that all employees demonstrate professionalism and maintain a public service orientation in their work style and behavior at all times, including in the way they answer the telephone, conduct their work in the field, address office visitors and correspond with all customers.

The PWA staff may be the first contact that people have with the City of Oakland. We must always be courteous and helpful in all of our dealings with our customers.

Remember, if you do not know the answer to an inquiry or PWA does not hold the information that is being requested, make every effort possible to direct the customer in the right direction.

In Person / Telephone / Email Customer Contacts

Every contact with a customer is an opportunity to be an ambassador for the Public Works Agency and the City of Oakland. Each employee shall provide his/her full and immediate attention to a customer, whether the contact be in person, by phone or by email. Our customers should not have to work to get our attention. All responses should be informative, friendly and complete.

For telephone, voicemail and email contacts, the following protocols should be followed:

Telephone / Voicemail

1. Answer a telephone call by the second ring.
2. When answering a telephone call, greet the caller by identifying the office and who you are, e.g., "Public Works Agency or division name. This is [your name]. How may I help you?"
3. Record a voicemail greeting in your own voice.
4. If you will be absent for one day or more, including a City of Oakland holiday that is not a typical holiday (e.g., Lincoln's Birthday, Admissions' Day) record an extended absence voicemail greeting that indicates your status, when you expect to return and identify a person to contact in your absence on both your desk and cellular phones.
5. Check voicemail boxes on a regular basis, but no less than twice a day – once in the morning and once at mid-day.
6. Return calls as soon as practicable, but no later than by the end of the next working day.
7. Clear voicemail boxes so that they never fill to capacity.

Email

1. Check email on a regular basis.
2. Respond to emails as soon as practicable, but no later than by the end of the next working day.
3. If you will be unavailable to respond to your email for one day or more, including a City of Oakland holiday that is not a typical holiday (e.g., Lincoln's Birthday, Admissions' Day), use the Out of Office Assistant to create an appropriate automated response that indicates your status, when you expect to return and identify a person to contact in your absence.
4. Clear email box so that it never fills to capacity.

Working Together

PWA's ability to deliver effective services and get its work done depends to a great degree on the ability of our staff to work cooperatively and professionally. Respect your co-workers and the workplace you share with them. Files and workspaces should be well organized. Be mindful of the volume and tone of your voice when using the telephone and in-person conversations. Be aware that those around you have different levels of tolerance for distraction.

All personnel shall be polite and courteous to fellow employees and the public at all times.

The City of Oakland is committed to providing a safe workplace free from acts and/or threats of violence as outlined in Administrative Instruction 544.

Work Attire

Each employee is to be properly attired in work clothes and in his/her assigned work location at the beginning of the work shift.

For office workers, a good rule of thumb is to dress in such a manner that if you were called into a meeting that involved the Mayor, Council Members, City Administrator or Agency Director, your appearance would project a positive and professional image. In order to comply with workplace safety guidelines and reduce the chance of on-the-job injuries, appropriate footwear must be worn at all times.

For employees that perform work outside of an office setting, uniforms and appropriate safety gear should be worn as directed by their supervisor. Safety shoes must be worn at all times. Proper clothing consists of uniforms, coveralls, safety shoes and other personal protective equipment. During inclement weather, issued rubber boots and rain gear are to be included. Safety vests must be worn at all times when working in or adjacent to the traveled way unless approved safety gear is worn. Reflective vests must be worn while on duty during non-daylight hours.

Personal Visits and Telephone Calls

Personal visits and calls at work, other than emergencies, are restricted to your breaks and lunch period. If a personal emergency occurs, limit your visit or call to the exchange of necessary information and notify your supervisor of the situation as soon as possible.

Reporting Changes of Personal Information

All employees are required to immediately report a change of address or telephone number to their supervisor and the PWA payroll staff.

Voluntary Resignation

We recognize that an employee may resign for any of a number of reasons, some of which allow little advance notice. Notify your supervisor as soon as possible of your intention to resign. A two-week notice is the minimum standard for professional courtesy.

In the interest of professional courtesy and enabling a smooth transition, plan to use the time until your last day to carry out your job and participate in the orderly transfer of your work to your supervisor, co-workers and, if necessary, to other divisions.

Work Day

Hours of Work – Start and End Time

The Public Works Agency is in operation 24-hours per day, 7 days per week. Work hours and schedules vary, so each employee should consult his/her supervisor regarding his/her specific work hours and schedules.

Attachment B lists the work schedule for each department and work unit.

City of Oakland and PWA Offices are closed on designated paid holidays. For employees working a shift other than Monday - Friday, consult your designated PWA payroll representative regarding compensation for holidays.

Each employee is to be properly attired in work clothes, in his/her assigned work location and ready to begin work at the immediate beginning of the work shift. Each employee is to report to his/her supervisor, planner or established work location at the start of the work shift for job assignments and completion of necessary administrative requirements unless otherwise directed by his/her supervisor.

Whether your work location is stationary or requires you to travel from one job site to another, you must not only be ready to work at the start of your shift, but to also to work through your entire shift. Employees are not to leave the work premises until their shift ends. Some employees may be subject to end-of-shift debriefing or reporting requirements. Please consult your supervisor for information about the applicability of the end-of-shift reporting requirement.

Rest and Lunch Periods

If you have not done so already, talk to your supervisor about setting up a regular time for your breaks and your lunch period. If something comes up and you need to take your break or lunch at a different time, notify your supervisor in advance. This will help your supervisor ensure that your department is adequately staffed as you and your co-workers rotate in and out for your breaks and lunch hours.

Appropriate Use of City Resources and Time

We are supported by citizens' tax dollars. We in public service have a special responsibility to be sensitive and responsive to our ultimate employer, the citizen, and the awareness of this responsibility is particularly important for personnel who can be observed by the general public.

You are accountable for the hours that you are at work. Your time and energy while at work should be devoted strictly to City of Oakland and PWA business. You should not be using City resources and time for personal matters, including surfing the internet, playing computer games, installing software without approval, improperly using City vehicles to purchase items at commercial establishments or other personal business.

Using City resources for other employers or for one's own business is strictly prohibited. This prohibition extends to performing any task or service while on City property, as well as during the work shift inclusive of break and lunch periods.

Administrative Instruction 140 discusses the City's Electronic Media Policy.

All PWA employees must notify their division manager of incompatible activity not limited to employment internal or external to the City of Oakland as identified in Administrative Instruction 595.

Specific Protocols on Use of City Resources and Time:

1. Office employees may patronize local establishments provided that it is done within the lunch or break periods established by their respective supervisors.
2. Field employees shall not stop at coffee shops or any other business establishment during working hours (except authorized lunch periods) without notifying their supervisor.
3. Employees assigned to work in the field shall not return to the Municipal Service Center or other district office for lunch, unless directed by their supervisor.
4. Employees assigned to work in the field, excluding Sewer Maintenance employees, will return to the Municipal Service Center or to their respective district office no earlier than 15 minutes prior to the end of the work shift unless for emergencies, or with permission from their supervisor. Sewer Maintenance employees will return to the district office no earlier than 30 minutes prior to the end of the work shift unless for emergencies, or with permission from their supervisor.
5. Employees shall notify their supervisor prior to taking any unscheduled break. Otherwise, employees are expected to be close to their authorized vehicle, at their assigned job site and available by radio or phone.
6. As practicable, employees shall physically remove minor amounts of litter, debris and brush in and around assigned work areas, including, but not limited to, city facilities, pools, parks, tot lots, medians, streets, gutters, inlets, storm drains and in the public right-of-way.
7. Field employees shall take breaks or rest periods at the job site or restroom.
8. Employees shall not accumulate all or any portion of an unused break or rest period.
9. Employees are required to remain in their assigned work area unless authorized to leave the area by their supervisor.

Access to City Facilities and Parking Garages

Per City policy, some PWA employees are provided electronic cards and keys to access City facilities during and/or after business hours. The cards and keys shall only be used with supervisory authorization. Additionally, access is limited to employees, and only for work-related purposes.

Access cards and keys are not to be used to park at City-owned garages unless specific and explicit authorization is provided by an employee's supervisor.

Equipment and Supplies

Use of City-owned equipment, materials or supplies such as computers, tools, telephones, photocopiers, fax machines and City vehicles, is strictly limited to official City business conducted by City employees only. This applies whether the office is open or closed. After-hour use of equipment for personal use, or for use by non-City employees, is prohibited. City Administrative Instruction 140 cites specific prohibited uses of City electronic media.

No employee shall intentionally, damage, tamper with, destroy or lose City property. Any issued safety equipment that is lost or destroyed due to carelessness may be replaced at the employee's expense.

Any lending or appropriation of City vehicles, tools, materials, equipment and supplies by employees for personal use is prohibited. Only City-owned items, property and equipment will be repaired or worked on in the shop facility.

City vehicles are for official use only and are not to be driven unless authorized by your supervisor. Only authorized City employees or clients may accompany employees in a City-owned vehicle.

When You Are Out of the Office/Away from Your Designated Work Location

Inform your supervisor or other appropriate persons when you anticipate being out of the office or away from your designated location. Also, always inform your supervisor of your anticipated time of return.

Reporting Absences

If you are unable to report to work for any reason, absent an emergency, you are required to directly contact your supervisor (whomever you report to) at least thirty (30) minutes prior to the start of your work shift.

If your supervisor is unavailable, leave a voicemail message on his/her phone that includes the reason for your absence, your name and the telephone number where you can be reached.

In the case of an emergency, you should notify your supervisor as soon as practicable.

Additionally, each division or work unit may establish a protocol that requires you to directly contact your immediate supervisor and/or an administrative/support staff member or designated call-in number should the supervisor not be available.

It is your responsibility to know whom you need to inform to report an absence and to have the contact information for those individuals.

Attachment A provides a listing of contact information by work unit for your reference.

Custodial Staff Reporting Absences

If you are unable to report to work for any reason, absent an emergency, you are required to contact your supervisor (whomever you report to) at least one (1) hour prior to the start of your work shift and state the reason for your absence. In the case of an emergency, you should notify your supervisor as soon as practicable. Additionally, each division or work unit may establish a protocol that requires you to directly contact your immediate supervisor and/or an administrative support staff member should your supervisor not be available.

Reporting Illness While at Work

If you need to leave work prior to the end of your designated shift, you must notify your supervisor prior to leaving the worksite. In the case of an emergency, and your immediate supervisor is not immediately available, you must notify your second line supervisor before leaving the worksite. If your supervisor is not available, you should follow the established procedures for your work unit. In the absence of established procedures, you may leave a phone message notifying your supervisor that you are leaving work due to an emergency and will contact him/her as soon as practicable. You should include in the message a contact phone number indicating where you can be reached. It is your responsibility to make initial contact with your supervisor, as soon as practicable, and update your supervisor, as necessary, regarding the status of your absence.

Extended Illness

If an illness extends for five (5) days or more, a physician's statement will be required to receive sick leave pay. You must comply with all City rules, policies and Administrative Instructions regarding extended illnesses. Additionally you must update your supervisor on the status of your illness at a frequency rate established by your Division Manager or Assistant Director.

Frequent Illnesses or Absences from Work

In the case of frequent sick leave usage, you may be requested to file a physician's statement for each illness, regardless of duration, after having been counseled about your use of sick leave.

Reporting to Work Late

Employees shall work the standard hours and start/end times as designated by his/her supervisor. If you arrive late for work, you may be placed on unauthorized leave without pay.

Crew members who report late to work may be placed on unauthorized leave without pay for the period of absence. If a crew member reports to work after his/her assigned crew has been deployed, the crew member may be placed on unauthorized leave without pay for that portion of the day between the start of their shift and their arrival at work and given an alternative work assignment.

Excessive tardiness may lead to an employee being placed on the Attendance Management Program in accordance with Administrative Instruction 538.

A Safe and Healthy Work Environment

PWA is committed to providing a safe and healthy work environment. Report any concerns you may have about your work environment to your supervisor. Each employee should be aware of safety guidelines outlined in the Injury and Illness Prevention Program (IIPP).

Employee Assistance Program

The Employee Assistance Program (EAP) is a free, confidential counseling and referral service to assist all City of Oakland employees and their immediate families cope with personal problems. The program offers assistance for personal problems that not only interfere with work performance, but also personal health and well-being. Problems such as job stress, alcohol and drug dependency, domestic violence and life transitions may be discussed in confidence with an EAP counselor at a non-City worksite. Services include initial counseling, needs evaluation and assessment, referral to an effective community resource or agency, and follow-up.

If you need EAP assistance, contact them directly at 238-5223.

On-the-Job Injury

If you incur or are witness to a life-threatening injury on the job, proceed with the standard emergency response of dialing "911" for medical help. As soon as possible, notify your supervisor of the injury. If you incur an injury that is not life-threatening, notify your supervisor immediately and promptly complete the employee portion of the forms in the on-the-job injury packet for diagnosis and treatment. If you do not wish to complete the worker's compensation claim form, but want a record of the incident, please consult your immediate supervisor or the PWA Worker's Compensation Coordinator. The PWA Worker's Compensation Coordinator will determine the appropriateness of completing the declination form.

The City Physician or an employee's on file designated physician must approve the return to work of employees who sustain an on-the-job injury, and verify that the injury was work related in order for an employee to claim on-the-job injury leave or Workers' Compensation. Claim forms are available from your immediate supervisor.

Smoke-Free Workplace

In keeping with the City of Oakland's Smoking Control Ordinance and the California State Smoke-Free Workplace Law, PWA worksites are smoke-free environments 24 hours a day. This includes private and shared offices, meeting rooms, the kitchen, restrooms and City-owned vehicles. Smoking during breaks and lunch hours is allowed outside the work site, but only at a distance of approximately 25 feet from an entrance or open window of the building. This keeps smoke from entering through doors and windows.

Alcohol and Drug Abuse

In keeping with the City of Oakland's Alcohol and Drug Abuse Policy which is outlined in Administrative Instruction 577, PWA has a commitment to establish and maintain a safe, healthy environment for all employees; to reduce the incidence of accidental injury to person or property; to reduce absenteeism, tardiness and indifferent job performance; and to provide assistance toward rehabilitation for any employee who seeks PWA's help in overcoming any addiction to, dependence upon or problem with alcohol or drugs.

Employees must not report to work while under the influence of alcohol or drugs, nor may they drink alcoholic beverages or use drugs during the work shift. If there is reasonable suspicion that an employee appears to be under the influence of drugs or alcohol, the employee will be directed to the City Physician's office for a medical examination in accordance with AIs 576 and 577. If the employee refuses to see the City Physician, this may be treated as a positive test and the employee will be released from work for the remainder of the day and placed on authorized leave with pay pending an investigation. The sale of illegal drugs or other illegal activity while on the job, in a City vehicle or on City property is strictly prohibited.

Additionally, use, possession, manufacture or transfer of illegal drugs while on the job or on City property is strictly prohibited. Further, operating a city vehicle under the influence of alcohol or drug that impairs an on duty employee's driving ability is strictly prohibited. Employees possessing commercial driver's licenses, which are used for work, must participate in the DOT random drug and alcohol testing program administered by the City Physician.

Employees are encouraged to seek assistance before use of alcohol and/or drugs affect job performance. The Employee Assistance Program is readily available to help employees and their families with alcohol and/or drug-related problems. The Employee Assistance Program may be contacted directly, by calling 238-5223.

Vehicle Safety and Employee Responsibilities

For your safety, complete vehicle checklists and inspections daily as this ensures that tools and vehicles are in proper working condition. Seat belts are provided for your safety. They must be worn when the vehicle is in motion. Hands free devices shall always be used consistent with State law while driving a City vehicle or a vehicle rented to the City. Also, when using a City vehicle, an employee is responsible for ensuring that the vehicle, and any equipment located inside the vehicle, is properly locked and secured when parked.

Employees driving City vehicles or approved personal vehicles must possess a valid California driver's license. Consistent with Administrative Instruction 528, employees who possess a license that is suspended, revoked, or deemed invalid by the California Department of Motor Vehicles (DMV), are required to notify their supervisor immediately of their driver's license status. Failure to notice your supervisor of a suspended or revoked license is prohibited.

No personal vehicles should be left at any City parking lot or facility overnight.

The removal, defacing or destruction of City or PWA stencils, logos, Global Positioning System (GPS) or Automated Vehicle Locator (AVL) devices or bumper stickers from City vehicles is prohibited.

All vehicle accidents occurring in the street area must be investigated by the local Police Department. The vehicle involved in an accident will not be moved under any circumstance until the police arrive. The driver of the vehicle is required to complete a vehicle accident report at the time of the accident and submit it to their supervisor. It is not necessary to call the local Police Department to investigate a City vehicle accident occurring at City facilities (Municipal Service Center, etc.) under the following conditions:

- Only City vehicles and/or City rented vehicles are involved.
- The accident is investigated by supervisor.
- There are no injuries.

Whenever a City vehicle is assigned to you and in your care, do not abandon it if it becomes inoperable. If you must leave the vehicle to call for assistance, do so and immediately return to the vehicle and remain with it until it is picked up.

This policy does not apply to the sweeping units that operate during the graveyard shift.

Workplace Harassment

In keeping with the City of Oakland's prohibited workplace harassment policy, PWA is committed to providing a workplace that is free of verbal, physical or visual harassment. Harassment because of sex, race, color, religious creed, national origin, ancestry, disability, medical condition, marital status, sexual orientation, age or any other basis is illegal and will not be condoned or tolerated.

If you believe that the comments, gestures or conduct of any co-worker or supervisor are offensive, report the facts immediately to your supervisor, Manager or Assistant Director. A timely investigation of your complaint will be conducted to determine whether harassment occurred. The outcome will be reported to you and to the person about whose actions you complained. Remedial action, if required, will match the severity of the offense. No individual will suffer any reprisals or retaliation for reporting incidents of harassment or perceived harassment, or for participating in any investigation of such reports.

If you feel that your complaint has not been resolved satisfactorily for whatever reason, you may contact the City's Equal Opportunity Division. If your complaint concerns a form of harassment made illegal by state or federal law, you may also file it with the California Department of Fair Employment and Housing and/or the Federal Equal Employment Opportunity Commission.

Getting Paid

Employees are paid every two weeks. There are a total of 26 pay periods each year. The official payday for City employees is Thursday. Your pay is based on your weekly time sheet that you submit for approval and verification to your supervisor before 10:00 A.M. every Thursday. Your supervisor or designee then forwards the approved timesheets to the Payroll Clerks, who enter the information on your approved timesheet in the Oracle Financial System for the City's Financial Management Agency to pay. This process depends on timeliness - you are required to submit your timesheet promptly and failure to do so may result in a delay of issuing your paycheck.

Timesheets

Your "Weekly Time and Attendance Report" is the true and actual record of the hours that you have worked during a week. It is essential that you keep your time sheet current and accurate. You are the only person authorized to sign your time sheet. Submit signed time sheets in advance if you plan to be away when time sheets are due. Otherwise submit a copy and provide the original with signatures upon your return.

Using Different Kinds of Leave

There are various kinds of paid and unpaid leaves of absence, each of which have very specific guidelines that govern their use and accrual (in the case of vacation and sick leave). If you are a represented employee, the MOU that covers your position includes a complete description of each kind of leave, including how such factors as full-time and part-time employment and length of employment affect leave policy. If you have questions about leave policy, please contact PWA Human Resources.

Below are a few practical points about how to account for leave time and request leaves of absence, providing you meet the leave eligibility requirements outlined in the applicable MOU.

Vacation and Compensatory Leave

Pre-approval of vacation and compensatory leave is required. Employees may take accrued vacation and compensatory leave with prior scheduling and approval from their supervisor. Requests must be in writing one-week in advance for vacations of less than 3 weeks. Vacation requests of 3 weeks or more require department head approval and at least three-weeks advanced notice. Exceptions may be made on a case by case basis.

If you become ill while on vacation, contact your immediate supervisor and consult the applicable MOU.

Floating Holiday

Floating holiday leave shall be scheduled at least 24 hours in advance and requires supervisory approval.

Personal Business Leave

You must consult your supervisor and receive approval before utilizing Personal Business Leave as provided in your MOU.

Sick Leave

Sick leave may be applied in times of personal illness and medical emergencies. You may also apply your accrued sick leave toward medical appointments and maternity/paternity leave, but in those cases, your supervisor must pre-authorize your time off. A supervisor may request verification following a scheduled dental/medical appointment. Verification may be provided by presenting a medical slip or appointment card. Appointments should be scheduled for non-working hours or the end of a work shift when possible.

Use sick leave only for the purpose it is intended. Sick leave may not be applied toward tardiness or any absence that is not directly related to health. Abuse or misuse of sick leave is prohibited. Your supervisor will monitor your absences and document patterns of frequent and/or inappropriate use of sick leave.

If more than 40 hours of sick leave is used during any one-year period, your attendance record will be reviewed with you. At the discretion of your supervisor, you may be placed on the Attendance Management Program. If you are placed on the Attendance Management Program, you must comply with the program guidelines as outlined in AI 538.

Unpaid Family Medical Leave

You will be granted Family and Medical Leave if you qualify under the criteria outlined by state and federal laws. Generally, unpaid family medical leave (see Administrative Instruction 567), of up to 12 weeks per year is available to eligible employees per CFRA/FMLA and applicable MOU. Please consult with PWA Human Resources for further information and/or to coordinate family medical leave.

On-the-Job Injury Leave

If you are injured while you are at work, immediately inform your supervisor.

Military Leave

If you are required to engage in active military service, advise your immediate supervisor or consult PWA Human Resources for further information.

Jury Duty Leave

If you are selected for mandatory jury duty, notify your supervisor.

Maternity/Paternity Leave

If you are applying for maternity and paternity leave, adoption, the assumption of guardianship for a foster child or other leave covered under the Family Medical Leave Act policy, consult with your supervisor.

Leave of Absence Without Pay

If you are requesting a leave of absence without pay, consult with your supervisor and the applicable MOU.

Accruing Compensatory Time and Overtime

Occasionally, there may be circumstances, which require you to work in excess of your normal work hours. When this happens, your supervisor, division manager or Assistant Director may authorize you to work additional hours.

Recording Compensatory/Overtime Hours and Leave Time

If your supervisor authorizes you to work in excess of your normal work shift, record the hours on the weekly "Overtime/Leave Reporting Form" that supplements your time sheet. Use this form to log your extra hours (only those that are approved by your supervisor) and designate whether they are to be added to the balance of compensatory time you have accrued, or paid as overtime on your next paycheck. (Note: This section regarding compensatory time does not apply to employees represented by IBEW. IBEW employees should consult their MOU for compensatory time provisions).

Reimbursements

You will be reimbursed for out-of-pocket expenditures that are pre-approved by your supervisor and for which you have a receipt. Depending on the size and nature of the expenditure, you may be reimbursed from petty cash, or issued a check that is separate from your paycheck. Original receipts are required for all reimbursements.

Travel Reimbursements

You will also be reimbursed for expenses for pre-approved travel on City business. You must complete a "Travel Authorization" form and submit it to your supervisor and the Director for pre-approval of travel-related expenses, such as transportation, registration, subsistence and meals. Provide those details of your approved trip well in advance. Upon conclusion of your travel, you must complete a "Travel Expense Voucher" to record your actual expenses (only those that have been approved) and request reimbursement. Original receipts are required for all reimbursements.

Benefits

Consult the applicable MOU and PWA Human Resources staff for benefit information.

Chain of Command

The chain of command must be used to address concerns. The chain of command is first-line supervisor to second-line supervisor to division manager to the appropriate assistant director to agency director to City administrator.

Disaster Responsibilities

In accordance with State Government Code, Chapter 8, Title 1, Section 3100, all City employees are considered “Disaster Service Workers” in times of emergency and are expected to provide for the safety and security of the residents of Oakland. In addition, employees who are certified under the Governor’s Office of Emergency Services Safety Assessment Program (SAP) have additional responsibilities in a disaster. Employees should be familiar with the City of Oakland Emergency Operations Procedures and be prepared to respond as required under those procedures in the event of a declared emergency.

ATTACHMENT A – CONTACT INFORMATION

It is the responsibility of each employee to know how to directly contact his/her supervisor. The following lists the phone numbers for each department and work unit:

Administrative Services Department

| All Divisions | |
|--|----------------------|
| Administration – 250 Frank H. Ogawa Plaza, Main Desk | 238-3961 |
| PWA Call Center | 615-5509 or 715-7498 |
| Fiscal Services | 238-3862 |
| Human Resources | 238-2098 |
| Human Resources - Payroll | 615-5512 or 238-2098 |
| Training and Public Information | 238-3961 |

Department of Infrastructure and Operations

| Electrical Services and Traffic Maintenance | |
|--|----------------------|
| Administration | 615-5420 |
| Maintenance 1 | 615-5434 |
| Maintenance 2 | 615-5435 |
| Engineering | 615-5428 |
| Projects | 615-5427 |
| Energy Savings | 615-5421 |
| Planning | 615-5438 |
| Traffic Maintenance | 615-5976 or 615-5984 |
| Equipment Services | 615-5490 |
| Administration | 615-5480 |
| Automotive Equipment | 615-5481 |
| Construction Equipment Shop | 535-5646 |
| Night Shift | 535-5646 |
| Body and Small Equipment Shop | 615-5481 |
| Truck and Fire Shop | 535-5675 |
| Infrastructure Maintenance | |
| Storm Drain Maintenance | 482-7853 |
| Sewer System Maintenance | 615-5969 |
| Street & Sidewalk Maintenance | 615-5569 |
| Tree Maintenance | 615-5516 |

Department of Facilities and Environment

| | |
|--|----------|
| Facilities Services | |
| Facilities Services Division Manager | 385-9242 |
| Assistant Complex Manager | 385-9938 |
| Civic Center Complex Chief Engineer | 385-7485 |
| Civic Center Complex AM Custodial Supervisor | 385-4057 |
| Civic Center Complex FM Custodial Supervisor | 867-5400 |
| Hall of Justice Chief Engineer | 772-9465 |
| Hall of Justice Custodial Supervisor | 772-8282 |
| Roving Custodial Supervisor | 772-7456 |
| Library Custodial Supervisor | 867-8277 |
| Plant Operations Chief Engineer | 773-6638 |
| Project Design | 773-6827 |
| Park and Building Maintenance | |
| Parkland Res. Supervisor (currently Martin Matarrese) | 482-7857 |
| Park Supervisor I (currently Dave Skinner) | 482-7819 |
| Park Supervisor I (currently Roy Morgan) | 238-3208 |
| Park Supervisor I (currently Joseph Marsh) | 615-6855 |
| Complex Facilities Manager | 615-5500 |
| Construction and Maintenance Supervisor I – Structural / Area Maintenance | 615-5502 |
| Construction and Maintenance Supervisor I – Electrical / Painting | 615-5503 |
| Construction and Maintenance Supervisor I – Mechanical / Plumbing | 615-5504 |
| Keep Oakland Clean and Beautiful | |
| Administration | 434-5107 |
| Street Cleaning | 434-5104 |
| Graffiti Abatement | 434-5112 |
| Volunteer Program | 434-5126 |
| Illegal Dumping | 535-5666 |

ATTACHMENT B – WORK SCHEDULES

The following lists the standard work schedules for each department and work unit:

Administrative Services Department

| Work Unit | Start | 1 st Break | Lunch Period | 2 nd Break | End |
|------------------------------------|---------|---|---|-----------------------------------|---------|
| PWA Call Center | 8:00 am | Staggered between 9:45 - 10:45 am | Staggered between 11:30 am – 2 pm | Staggered between 2:00-3:15 pm | 4:30 pm |
| Fiscal Services | 8:30 am | 10:30-10:45 am | 12:00-1:00 pm | 3:00-3:15 pm | 5:00 pm |
| Human Resources | 8:30 am | 10:30-10:45 am | Staggered between 12:00 pm – 2 pm | 3:00-3:15 pm | 5:00 pm |
| Training and Public Information | 8:30 am | 10:30-10:45 am | 12:00-1:00 pm | 3:00-3:15 pm | 5:00 pm |
| Other office staff | 8:30 am | 10:30-10:45 am | Staggered between 12:00 – 2:00 pm | 3:00-3:15 pm | 5:00 pm |

Department of Infrastructure and Operations

| Work Unit | Start | 1 st Break | Lunch Period | 2 nd Break | End |
|--|---------|-----------------------|----------------|-----------------------|----------|
| Equipment Shops Electrical Shops Tree Services | 7:00 am | 9:00-9:15 am | 11:00-11:30 am | 1:30-1:45 pm | 3:30 pm |
| Drainage Sewers Streets/Sidewalks | 8:00 am | 10:00 -10:15 am | 12:00-12:30 pm | 2:30-2:45 pm | 4:30 pm |
| Office staff | 8:30 am | 10:30-10:45 am | 12:00-1:00 pm | 3:00-3:15 pm | 5:00 pm |
| Equipment Swing Shift | 2:30 pm | 4:30-4:45 pm | 6:30-7:00 pm | 9:00-9:15 pm | 10:30 pm |
| Electrical Swing Shift | 3:00 pm | 5:00-5:15 pm | 7:00-7:30 pm | 9:30-9:45 pm | 11:00 pm |
| Street Swing Shift | 3:30 pm | 5:30-5:45 pm | 7:30-8:00 pm | 10:00-10:15 pm | 12:00 am |

Department of Facilities and Environment

| DIVISION | SHIFTS | BREAK | LUNCH | BREAK | NOTES |
|------------------------|--|----------------|----------------|----------------|--|
| Administration | 8:30-5:00 pm | 10:00-10:15 am | 12:00-1:00 pm | 3:00-3:15 pm | |
| Environmental Services | 7:30-4:00 pm 8:00-4:30 pm 8:30-5:00 pm 9:00-5:30 pm | 9:30-11:30 am | 11:30-2:00 pm | 2:00-3:00 pm | The three-support staff stagger their lunch breaks between 12:00 and 2:00. Breaks may not be added to extend the lunch hour. The entire division uses a sign out sheet when leaving for breaks, lunch, meetings or field appointments. In all three units, Recycling, Remediation and Watershed, staff work schedules between 7:30- 4:00, 8-4:30, 8:30-5:00, 9-5:30. Lunch is taken between 11:30 and 2:00 pm. |
| Facilities Services | 8:30-5:00 pm | 10:00-10:15 am | 12:00-1:00 pm | Floats | Engineer |
| | 10:30-7:00 pm | 12:00-12:15 pm | 5:00-5:30pm | Floats | Engineer: Lunch time is flexible when City Council meets |
| | 8:30-5:00 pm | 10:15-10:30 am | 12:00-1:00 pm | Floats | Engineer |
| | 7:00-3:30 pm | 9:30-9:45 am | 12:00-1:00 pm | Floats | Engineer |
| | 7:00-3:30 pm | 9:00-9:15 am | 12:00-12:30 pm | Floats | Roving Engineers-Oakland Museum |
| | 5:00-1:30 pm | 7:30-7:45 am | 12:00-12:30 pm | 10:00-10:15 am | Engineer-Hall of Justice |
| | 7:00-3:30 pm | 10:00-10:15 am | 12:00-12:30 pm | 2:30-2:45 pm | Engineer-Hall of Justice |
| | 12:00-8:30 pm | 2:30-2:45 pm | 5:00-5:30 pm | 7:30-7:45 am | Engineer-Hall of Justice |
| | 8:30-5:00 pm | 10:30-10:45 am | 12:00-1:00 pm | 3:00-3:15 pm | Engineer-Hall of Justice |
| | 6:00-2:30 pm | 8:00-8:15 am | 10:00-10:30 pm | 12:00-12:15 pm | Roving Custodians |
| | 6:00-2:30 pm | 8:00-8:15 am | 10:00-10:30 pm | 12:00-12:15 pm | Library Custodians |
| | 6:00-2:30 pm | 8:00-8:15 am | 10:00-10:30 am | 12:00-12:15 pm | Hall of Justice |
| | 6:00-2:30pm | 8:00-8:15 am | 10:00-10:30 am | 12:00-12:15 pm | Civic Center 1 |

| DIVISION | SHIFTS | BREAK | LUNCH | BREAK | NOTES |
|--------------------------------------|--------------|----------------|----------------|--------------|---|
| | 7:00-3:30pm | 9:00-9:15 am | 11:00-11:30 am | 1:00-1:15 pm | Civic Center 2 |
| | 1:30-10:00pm | 3:15-3:30 pm | 5:30-6:00 pm | 7:30-7:15 am | Civic Center 3 |
| | 6:00-10:00pm | 8:00-8:15 am | None | None | Civic Center Evening |
| Keep Oakland Clean & Beautiful | 7:00-3:30pm | 9:00-9:15 am | 11:00-11:30 am | 2:00-2:15 pm | Monday - Friday Work Schedule |
| | 7:30-4:00pm | 9:30-9:45 am | 11:30-12:00 pm | 2:30-2:45 pm | Saturday & Sunday Work Schedule |
| | 8:00-4:30pm | 10:00-10:15 pm | 12:00-12:30 pm | 3:00-3:15 pm | Monday - Friday Work Schedule |
| | 11:30-8:00am | 1:30-1:45 pm | 3:30-4:00 pm | 6:30-6:45 am | Midnight Crew: Monday - Friday Work Schedule |
| Park & Building Maintenance | 7:00-3:30pm | 9:00-9:15 am | 11:30-12:00 pm | 2:00-2:15 pm | Applies to Buildings Maintenance Staff only |
| | 7:00-3:30pm | 10:00-10:15 am | 12:00-12:30 pm | 2:00-2:15 pm | Applies to Parks Staff only |
