



CITY OF CAMBRIDGE
CAMBRIDGE, MASSACHUSETTS 02139

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17.

EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

October 7, 1996

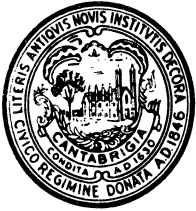
To The Honorable, The City Council:

With reference to Awaiting Report Item No. 14, regarding a report on the loss of off-hours emergency response crews at the Water Department, please find attached a response from Michael Nicoloro, Managing Director of the Water Department.

Very truly yours,

Robert W. Healy
City Manager

RWH/mec



CITY OF CAMBRIDGE

MASSACHUSETTS

WATER DEPARTMENT

250 FRESH POND PARKWAY

CAMBRIDGE, MASS. 02138

Michael A. Nicoloro
Managing Director

617-349-4770

RECEIVED
96 OCT -2 PM 4:22
OFFICE OF THE CITY MANAGER

Subject: RESPONSE TO COUNCIL ORDER #89, DATED 9/9/96 -
"REPORT ON LOSS OF THE OFF HOURS EMERGENCY
RESPONSE CREWS AT THE WATER DEPARTMENT"

Date: October 2, 1996

From: Mike Nicoloro *Mille*

To: Robert W. Healy, City Manager

With regard to the subject matter, I offer the following response.

The Cambridge Water Department (CWD) provides continuous (i.e. 24-hour, 7-day a week) emergency response coverage with personnel on duty to receive phone calls and to take appropriate action, as required. With regard to off-hour emergency response, a 2 person crew is on duty Monday thru Friday 3:00 pm to 11:00 pm and on Saturdays from 7:00 am to 3:00 pm (NOTE: off-hours is defined as all hours during the week excluding Monday thru Friday 7:00 am to 3:00 pm).

Refer to table below:

"CWD FIELD PERSONNEL SHIFT SCHEDULES"

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7:00am-3:00pm	ON-CALL	(REGULAR	WEEK DAY	HOURS)			2-PERSON CREW
3:00am-11:00pm	ON-CALL	2-PERSON CREW	2-PERSON CREW	2-PERSON CREW	2-PERSON CREW	2-PERSON CREW	ON-CALL
11:00pm-7:00am	ON-CALL	ON-CALL	ON-CALL	ON-CALL	ON-CALL	ON-CALL	ON-CALL



OFF-HOUR EMERGENCY COVERAGE

Memo

Robert W. Healy, City Manager

October 2, 1996

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All other off-hour shifts are covered with an on-call system. The on-call system is intended to provide a response within a one hour period. Our records indicate that the on-call system has performed as intended with all calls responded to within one hour of notification. In review of recent emergency calls (i.e. July 1st to September 9th) and with reference to the council order, there was one emergency call that occurred on Sunday, August 18, 1996 at Cambridge Street near the intersection of Berkshire Street. This call involved a leak on a temporary aboveground water bypass main in connection with the Cambridge Street water main installation project. The CWD received notification of the leak at 10:10 am and a CWD representative was on-site within one hour of notification. The water leak was controlled by 11:30 am.

For your general information, the on-call system was initiated in September of 1995 as a result of bargaining unit negotiations. The notion of an on-call system was contemplated subsequent to a productivity analysis of each shift. It was discovered that the shifts that are now covered by the on-call system responded to a total of 132 calls over a 3-year period (i.e. 1991-1993). This equates to 44 calls per year or approximately one call every 8 days.

In view of the low number of emergency calls, it was concluded to migrate to an on-call system for these shifts. The implementation of the on-call system allowed the CWD to re-deploy existing personnel to working shifts. The re-deployment has resulted in improved productivity by making better use of the existing work force. This is evidenced by the additional work that is now being performed by in-house crews with respect to water meter maintenance and water main installation.

Please advise if you should require further information or assistance with this matter. Thank you.

Cosnent Agenda #17

5-490

Relative to Awaiting Report Item Number
Fourteen, regarding a report on th loss
of off-hours emergency response crews at
the Water Department.

In City Council October 7, 1996

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