

CITY OF CAMBRIDGE
MASSACHUSETTS

WATER DEPARTMENT
250 FRESH POND PARKWAY
CAMBRIDGE, MASS. 02138

Nancy E. Barnes
Managing Director

617-349-4770

DATE: March 26, 1991

TO: Robert W. Healy
City Manager

FROM: Nancy E. Barnes
Managing Director - Water Department

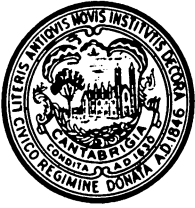
RE: Council Order #18, 9/24/90: Weekend and Evening Emergency
Procedure Policy

As you requested, I have reviewed the emergency response procedures of the Water Department. Attached to this memorandum is a letter I am sending to the employees through their supervisors that emphasizes the need to respond promptly and efficiently to customer and distribution emergencies. This memorandum will form the basis of a formal policy and procedure with appropriate support information that we will develop as soon as possible.

We will consider additional radio equipment so that crews can be reached when they are not in their trucks.

In the meantime, citizens of Cambridge should call 349-4770 to report emergencies anytime 24 hours a day.

Nancy E. Barnes



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Nancy E. Barnes
Managing Director

617-349-4770

DATE: March 26, 1991

TO: John Ferdinand, Sr.
Timothy Mac Donald
Joseph Palomba

FROM: Nancy E. Barnes

A handwritten signature in cursive script, appearing to read "Nancy", is written over the printed name "Nancy E. Barnes".

RE: Response to Customer or Distribution Emergencies

Please review the attached Council Order and John Cusack's response. I have been advised that the Council is concerned that our response to emergencies be immediate. They are also concerned that the emergency crews wait for authorization before they respond to emergency calls.

Please emphasize to the employees you supervise that it is absolutely essential that we respond immediately to emergencies as need be.

During normal business hours, this means that the person who takes the call from the customer is responsible for getting the information to the road crews through Mr. Ferdinand - or in his absence any other distribution supervisor. If no supervisors are available, the call for response should be made directly to the crew nearest the emergency location. Once a crew arrives at the site of the emergency, they should assess the situation and alert the office if further assistance is needed. Once the call for help has been made, the crew should take whatever action they can to remedy the situation before help arrives. If no help is needed, the crew proceed to remedy the situation as soon as possible.

At other times (evenings, nights, weekends and holidays), the person taking the call should alert the emergency crew and dispatch them to the site of the emergency. The emergency crew should proceed immediately to the location, assess the situation and call the office if additional help is needed. They should then proceed to take whatever action they can to remedy the situation. The office should immediately contact Mr. Ferdinand or such other designated person on the emergency call list, advise them of the situation and call out additional crew as needed. If none of the people on the list are available, the office should call out additional crew.

We can never anticipate the circumstances of every conceivable emergency or the conditions under which it will occur. When supervisory personnel are not available, employees will have to exercise good judgement in order to ensure that we respond to emergencies promptly and efficiently. By the same token, we need to ensure that additional crews are not called out on overtime arbitrarily or capriciously. In most cases, the emergency crew can valve off the affected water line or customer service and alleviate the situation.

I am aware that the crews can be hard to reach when they are not in the trucks to hear the radio call. This has already been a problem for me in attempting to hail the crew on the radio with no response. Therefore, we need to consider alternatives such as portable radios or beepers for the crews and implement the best alternative as soon as possible.

We also need to review and finalize the emergency call list at this week's staff meeting.

The bottom line is that we are here to protect the public health and safety. We absolutely **must** be prepared to take action at a moments notice to fulfill that role.

Please review this memo with the employees under your supervision as soon as possible, provide them each with a copy and report back to me when you have done so.



CITY OF CAMBRIDGE

CAMBRIDGE, MASSACHUSETTS 02139

TEL. 349-4300

FAX. 349-4307

EXECUTIVE DEPARTMENT

ROBERT W. HEALY

City Manager

RICHARD C. ROSSI

Deputy City Manager

April 1, 1991

To the Honorable, the City Council:

In response to Awaiting Report #9 regarding emergency evening procedures at the Water Department, attached is a response from Nancy Barnes, Managing Director of the Water Department.

As Ms. Barnes mentions, a formal policy and procedure is currently being developed. This information will be forwarded to the Council as soon as it is complete.

Very truly yours,

Robert W. Healy
City Manager

Consent Agenda # 6 S-403

Response to Awaiting Report Item
No. 9 regarding a further response
on emergency evening procedures at
the Water Dept.

In City Council,

April 1, 1991

Placed on file