5. Sewer Spill and Cleaning Procedures – Hazardous Training Personnel

Dispatch Central Training Manual – Our Bureau has a dispatching center to receive calls from residents twenty-four (24) hours daily and seven days (7) weekly, including holidays, to catalogue incidents and dispatch crews to address any issues that are related to our Storm, Distribution and Sanitary systems. This document is a copy of our training manual, which is presented to our employees at the time of assignment and referred to as necessary.

Dispatchers Spill Report – This document is utilized to report substance spillages. It is completed by HAZWOPER certified employees. Only employees with this certification are capable of being assigned to emergency responses related to spillages.

Standard Operating Procedure - This document is utilized upon the discovery of a substance spill.

Hazardous Waste Trained Employees – This document shows employees in the Bureau that have been certified to perform in HAZWOPER incidents.
GENERAL:

The city of Dayton is comprised of many departments which serve the public in various ways. To excel in public service one strives to learn fundamentals of each department and intricacies within their division. Great resources are the City of Dayton’s website www.cityofdayton.org The Water Departments website at www.daytonwater.org and the Water Department’s intranet site (http://h2ointra2/intranet/).

Water Utilities Field Operations (WUFO) is one of several divisions of the Water Department for the City of Dayton. WUFO is comprised of the Sewer Maintenance Bureau and the Water Distribution Bureau. The other divisions are:

Water Administration – Manages department budget. Oversees disciplinary matters.

Water Engineering – Manages capital construction projects, GIS group, Technology Group, surveying, and Drafting.

Water Reclamation- Treats wastewater

Water Supply & Treatment – Treats water and manages water pumping stations.

Environmental Management – Works to protect our water resource from pollution and contamination.

Coordination amongst divisions is essential at times. Dispatch Central (DC) is staffed 24 hours a day, 7 days a week and serves to take and disseminated based on who-what-when-where-why-hazard. All DC personnel report to the Office Supervisor II who report directly to the Division Manager.

DC’s workload most often pertains to the use of multi-line phones, radio traffic, computers/software/hardware, Ohio Utilities Protection Service (OUPS), fax/copy machines, various forms and utilization of predetermined methodology. Additionally, we coordinate with other City of Dayton Departments such as Public Works, Police, Fire, and ITS.

DC receives many emergency calls. At DC, we quickly learn that ‘their emergency is not necessarily our emergency’. The number one emergency for us is safety; who-what-when-where-why-hazard. A report of an accident involving an employee is an emergency. Water running (leaking, bubbling up, running down the road, etc.) is an emergency.

This manual provides basic City of Dayton information as well as detailed instructions for DC operations.
ACRONYMS & ABBREVIATIONS:

320: Water Administration Building at 320 W Monument Ave.

AOC: Advised of Cost. $55.00 Trip Fee added to bill. Examples are: for curb box clean out, turn on/off, and low water pressure, or any other charge incurred by a customer.

Assembly Room: Large gathering room at Water Distribution building where crews have lunch and large meetings are held for staff.

Blue Room: Large gathering room at Sewer Maintenance building where crews have lunch and large meetings are held for staff.

Catch Basin: Opening at the curb or street where rain water drains to.

City Hall/2nd Floor: Commonly used in reference to Mayor/Commission/City Manager's Office.

Curb Box: Fittings installed over curb stop to allow access to turn valve off and on.

Curb Stop: Shut off valve at the property line used for emergency shut off or shut off for delinquent accounts.

Dig: Name used to describe an excavation for a repair.

F-Drive: Shared drive, networked. Can find schedules, LOPO list and documents at this location

Ford Box: Outside meter pit for smaller (5/8”-1”) meters.

GIS: Geographical information system (software) used in conjunction with Hansen to pinpoint locations and create work orders.

Groundwater: Water drawn from wells used as a water source for the public. Also natural water that flows from saturated ground or natural springs that can be confused with a piping leak.

Hansen: Work order management system software/database.

SR Service Request
WO Work Order
SL Service Line

Hydrant: Fire hydrant.

Hydrant Shop: Group that repairs fire hydrants and makes taps 2” and smaller.
IT: City of Dayton Information Technology group.
Lift Station: A sanitary or storm system pumping station.
LOPO: Leak on the property owner’s side of the water service.
Maintenance Shop: Group that replaces sidewalks, asphalt, curbs, and catch basins from excavations and citizen complaints about damaged catch basins.
Meter Shop: Group that installs and repairs water meters.
OT: Overtime work
Ottawa Yards: City of Dayton property that houses numerous operating Divisions.
OUPS: Ohio Utilities Protection System. Call before you dig.
OUPS Machine: Exclusive OUPS fax machine in the copier room off Dispatch area.
Packing Leak: Smaller leak from water main valve.
PC Training Room: Room in Sewer Maintenance building used for computer training.
Post: Your work area; where your work activity is performed.
Red Book: Hard back calendar book where all WUFO OUPS digs are logged.
Restoration Shop: Same as Maintenance Shop. Restores excavated areas to original
RDC: Regional Dispatch Center. Center that is “911” call takers for most of Montgomery County region.
Revenue: Is used to refer to our field workers who are not assigned to a specific job site; we may use the Revenue Crew to fill in throughout the day. Some persons use the work bubble in lieu of Revenue Crew.

Revenue may be used in reference to Water Revenue whom we often coordinate with. Water Revenue is part of the Finance department. Their responsibilities, as they may relate to use, include meter reading, metered accounts and collecting money from water customers. Rev is short for Water Revenue.

RWO: Short for Water Revenue Work Order.
Sewer(SM): Short for Sewer Maintenance Bureau

Shop: Dispatch Central. City staff radio into DC. ie: “921 to Shop”.

SOP: Standard Operating Procedures

SR: Service Request. A service request is information given to the Division by a customer that needs investigated.

Stockroom (Stores): Stockroom in the Water Distribution building that supplies parts, safety equipment, and completes purchases for the Division and the Water Department.

Tap: Connection into the water main for a customer’s water line.

Traffic: Activity. WUFO personnel (usually the Revenue Crew) radio into us asking if there is any traffic; meaning do we have any work activity to give to them.

Training Room: Room in Sewer Maintenance building used for training.

VoiP Voice Over Internet Protocol. Telephone system used by the City of Dayton.

Water(WD): Short for Water Distribution Bureau

WIMS: Water Department Information Technology group.

WO: Work order
PHONE ETIQUETTE OF DC PERSONNEL:

1. Always have a pen in hand with a Dispatch Caller Log to write information on.
2. Answer the phone with the time, our division name, and a question
   14:15, Water Utilities, How may I direct your call?
3. Remain courteous, focused and professional while obtaining:
4. Put the caller on hold while retrieving additional information for the caller.
5. Take control of the call without being discourteous or unprofessional.
6. Never interrupt the customer when they are speaking.
7. You must remain calm and professional even when the customer/caller is irate.
8. Keep the call length at a minimum, but always provide excellent customer service.
9. Transfer when possible/applicable.

Summary:

Have pen in hand and Dispatch Caller Log ready prior to picking up the handset; write the time on the Dispatch Caller Log. Smile and focus.

Answer the phone with the time of the call, “Water Utilities” and “How may I direct your call?”. Solicit this information: who-what-when-where-why-hazard.

Remain courteous, focused and professional; do not allow for long pauses, do not sigh, giggle, shout, scream, yawn in their ear, babble, etc. Address the caller as “Mr. Smith or Ms. Jones, or sir or ma’am if their name is unknown. Do not call them Babe, Sweetie, Darling or any other name that could be construed as being disrespectful, unprofessional or sexist.

You are in control of the call. You obtain the required information: who-what-when-where-why-hazard. You write this information on the Dispatch caller Log (Note: every call and radio transmission must be documented on the Dispatch Caller Log). You close the call.

At DC, we “Take & disseminate”. We’ve completed the “Take” and begin to disseminate.

TAKING INFORMATION & DISPATCH CALLER LOG:

The Dispatch Caller Log form is kept in supply at DC:

1. Used to log all phone calls and/or radio traffic
3. Used as a reminder: what do I still need to do? Have I created the SR and/or WO?
4. Is to be dated in the upper left hand corner.
5. If you work the 23:00 – 07:00 shift please start a new sheet at 00:01 for the new date.
6. Place you completed call logs in the 3 ring binder on the counter in Dispatch at the end of your shift.
DISSEMINATE:

DC disseminates depending on the type of call:

1. Emergency:
   a. Accident involving WUFO personnel:
      i. Immediately contact Operations Administrator, Supervisor and/or Manager.
      ii. Call 9-9-1-1 (on City of Dayton phone) or Regional Dispatch Center (RDC) if WUFO personnel or citizen is injured.
         1. Provide location of accident
         2. Number of vehicles involved
         3. Inform RDC there are injuries and the number of injuries if known.
         4. Inform RDC that a City of Dayton vehicle is involved.
      iii. If crew requests DC to contact police for non-injury collision dial x2677 (non-emergency number to RDC)
   b. Accident reported but not involved:
      i. Call RDC or designee at their request
   c. From/about family of WUFO personnel
      i. Take message, radio personnel or their supervisor and ask that they call into the shop. If no response, contact Operations Administrator, Office Supervisor II or Manager.
   d. Leak
      i. Dispatch accordingly.
2. Non-emergency calls:
   a. Schedule, dispatch, transfer, etc.
      i. Note: Dispatch does not take non-emergency messages for employees
         (such as doctor appointment reminders, bill collectors, etc.).

Summary:

Dispatch Central takes required information, we pass it on. Dissemination is done via phone, radio, Hansen, logs, written messages.

HANSEN 8:

Hansen is a software package that serves the entire Water Department as well as Public Works. It's a combination of many tables/databases which allow users to, in part, record, track, project, maintain and cost work, assets and projects.

Water Distribution assets include water mains, nodes, service lines, valves, meters and hydrants. Service Requests (SR) are created to record problems of these assets such as leaks, locates, etc. Service Request problems require an inspection (by crew and/or supervisor) to determine what, if anything, we need to do. An inspection may lead to the creation of a Work Order (WO). Work Orders are created against an asset with a specific work activity to take place. Work Orders are also created for all work to be done by the meter shop.

Hansen allows for scheduling and costing from both the Service Request and Work Order.

CREATING A SERVICE REQUEST:

1. After signing into Hansen: Click on CAPS LOCK (all info is submitted in All Caps)
2. Click on the “CUSTOMER SERVICE” tab (located along the left side of page)
3. Select “Submit a Service Request”
4. Fill in:
   a. “Request Type” (click on arrow, click on + beside Service Request Types, click on “+” beside Water Distribution”, double click on appropriate request code)
   b. Location - “Address” (add house number and street, ENTER, highlight street address, click on SELECT)
   c. Contact - Last name, First name, Phone number including area code, Contact Type (this is normally “C” for customer), ENTER,
      i. if customers name & number appear in pop up, highlight and click on SELECT
      ii. if customers name & number does not appear in pop up, click on Add new Contact and click on SAVE
   d. Customer Comments – Type in information given by caller ie: Water is bubbling up in the middle of the street”, NEXT
   e. Information – Priority (this is automatically populated in with most request types, if no priority is listed add “1” for emergency request or “2” for non-emergency ), Responsibility (WDIST), Call Date (enter date and time call came in), Taken By (Hansen ID)
f. Additional Information – This is where WE tell the CREW what is to be done ie: “Investigate leak 11/18/13 – gave to James McCoy”, NEXT
g. Schedule On – add date work is to be done
h. Inspector – Area or department work is assigned to ie: WEST or HYDRANT, etc., FINISH
i. Double click on Service Request #
j. Click on REPORTS, click on Detailed Service Request
k. Click on printer icon
l. Click Print

CREATING A WORK ORDER FROM A SERVICE REQUEST:

1. After completing Service Request, click on the ACTION tab at the top of the Service Request
2. Select OPEN NEW WORK ORDER
3. If WO is for a main repair:
   a. Fill in Activity Code (use WD REP for curb stops and water mains, use WD RSL for service lines) and click NEXT
   b. Click NEXT
c. Pull down the arrow beside the ASSET box and highlight Water Main
d. Fill in Address Box – click on arrow at right side of Street Name box, highlight address and click on SELECT
e. Click on the MAP DRAWER tab at top of form and select SHOW ADDRESS
f. When map comes up, select WATER MAIN along the right side of map
g. Click on the Activation Wand at top of page
h. Draw box over “house” (hold down left mouse button and drag across house icon and water main)
i. Water Main icon will now show on map
j. Click on SELECT icon at top of page (white arrow)
k. Draw box over Water Main icon
l. Right click mouse and click on Set Asset
m. Close map
n. Asset information should now show on WO
o. Fill in:
   i. Initiated (date and time crew or supervisor called in dig)
   ii. Initiated by (your employee code)
   iii. Maint Type (UR unscheduled repair)
   iv. Problem (CSBRK – broken cs, MLLKM – main break, etc)
   v. Priority (1 for emergency dig, 2 for short notice or 48 hr dig)
   vi. Assign To (EAST, WEST, NORTH)
p. Click NEXT tab
q. In Comments:
   i. OUPS number
   ii. Type of work
   iii. Date and time of work
r. Click SAVE tab at top
s. Click on Work Order Number
t. Click on DOCUMENTS tab
u. Click on WORK ORDER WITH EMPTY GRID AREAS
v. Fill in form using #3 for first window and #7 for all other windows and then press OK
w. Click on the PRINT THIS REPORT icon to print

4. If WO is for a curb stop or service replacement:
   a. Fill in Activity Code (use WD REP for curb stops and water mains, use WD RSL for service lines) and click NEXT
   b. Highlight WATER SERVICE LINE and click next x 2
   c. Asset will already be filled in with Water Service Line number
   d. Fill in Address Box – click on arrow at right side of Street Name box, highlight address and click on SELECT
   e. Fill in:
      i. Initiated (date and time crew or supervisor called in dig)
      ii. Initiated by (your employee code)
      iii. Maint Type (UR unscheduled repair)
      iv. Problem (CSBRK – broken cs, SLLK – service line leak, etc)
      v. Priority (1 for emergency dig, 2 for short notice or 48 hr dig)
      vi. Assign To (EAST, WEST, NORTH, etc.)
   f. Click NEXT tab
   g. In Comments:
      i. OUPS number
      ii. Type of work
      iii. Date and time of work
   h. Click SAVE tab at top
   i. Click on Work Order Number
   j. Click on DOCUMENTS tab
   k. Click on WORK ORDER WITH EMPTY GRID AREAS
   l. Fill in form using #3 for first window and #7 for all other windows and then press OK
   m. Click on the PRINT THIS REPORT icon to print

CREATING A METER SHOP WORK ORDER:

Most Meter Shop work orders are initiated in Water Revenue and are “dropped” into Hansen every afternoon (Monday thru Friday). However, Dispatch does initiate Meter Change orders for leaking meters as well as any other emergency work assigned to the Meter Shop.

To create a Work Order in Hansen for Meter Change:

1. Click on “Create Work Order” (located along the left hand side of page)
2. In box next to “Keyword”, type: WD MC (or click on “search” and select appropriate action)
3. Click “next” (located at top of page)
4. Pull down arrow next to “Asset” box and select “Service Line”
5. Click on new arrow
6. Type in address and click on “search”
7. Highlight the grey address and then click on select
8. Under “Address Information” – type in address
9. Fill in "Initial Information"
   a. Initiated - Date & time call came in
   b. Schedule Start – Date and time work is to be done
   c. Initiated By – Employee code of person creating Work Order
   d. Maint Type – AS (Area Scheduled Maintenance)
   e. Problem – click on arrow and select appropriate problem code
   f. Priority – Type in 2
   g. Assigned to – MSHOP (or click on arrow and select from list)

10. Click "Next" at top of page

11. Under Comments:
   a. Type callers name and phone number
   b. Type callers comments/complaint
   c. Add AOC (Advised of Cost) if a trip fee will be assessed to bill
   d. Type work type and scheduled time & date
      ie: Change meter 03/31/15 btwn 8-11
   e. Click on save at top of page

METERS:

The City of Dayton serves approximately 60,000 metered accounts and therefore a majority of
calls received at Dispatch Central pertain to meter activities which may be either scheduled or
unscheduled.

All meter shop requests go on a Work Order. Our meter activities include:

**Meter Set:** Meter sets involve a process beginning in Water Revenue/Finance
where an account is established. Revenue sends the order to Water
Engineering who verifies backflow prevention. Water Engineering then
creates a Hansen Work Order. Dispatch Central NEVER creates a work
for a Meter Set. This process starts in Water Revenue.

**Meter Change:** Most meter change orders are initiated in Water Revenue/Finance and
are “dropped” into Hansen each afternoon (DC also receives an email
called “Shop Mail” that lists and gives details of all orders taken by
Water Revenue/Finance for that day).

DC does initiate Work Orders (WO) for the following:

1. Emergency shut offs (water running)
2. Low pressure
3. No water complaints
4. Meter is leaking

WO’s are updated by DC:

1. When a customer calls and states they need to reschedule an
   appointment because they either missed the scheduled date/time
   or will be unavailable to keep appointment.
2. When a customer calls and states they found a “tag” on the door (usually because Water Revenue (WR) believes the meter is dead or they are unable to obtain a read).

**Meter Take:** Meter take orders are generated when an owner wants the meter taken from the property. A take includes a final meter read and water turned off at the curb. Most meter takes are for “virtual takes”. This means the meter is left in place, a final read is obtained, water is turned off at the curb and the account is abandoned. Actual takes are discouraged except when building is going to be demolished. Meter take orders normally come to DC on the daily shop mail. 2nd shift DC personnel input the information into Hansen and print out orders due the next business day.

**Meter Test/Hold:** Meter Changes initiated in WR may include comments for Meter tests and/or Meter holds. Owner must contact WR and sign paperwork requesting a test. Owners generally want a meter tested due to a high read, high water bill, etc. A request for a meter hold most often occurs when the integrity of the meter is at stake (ie: to be tested).

2nd shift DC personnel print all meter orders scheduled to be completed the following day. Work orders are looked up through Hansen reports and also by scheduled day to ensure no orders are missed. These printed orders are placed in the Meter Shop Mail Box.

WD does not get involved in Landlord/Tenant disputes! IE: A renter reports that their landlord has not paid the water bill and they have no water… There is nothing WD can do – we do NOT get involved! Or, a landlord calls and states they want the water off at a property they own because tenant has not paid rent and/or water bill or they are trying to evict resident. It is illegal for a landlord to turn off utilities to try to evict a tenant. Advise them that they need to go through the proper eviction process and we will not turn water off.

Completed meter shop work orders are resolved by 3rd shift. Meter shop personnel make copies of completed orders to send to water revenue and then place the originals in an interoffice envelope. This envelope is then placed in the wall pocket marked “Meter Orders From Shop”. After 3rd shift personnel has entered the meter information into the computer and resolved the work order, the original WO is placed in a file box. When the box is full, it is stored in the stock room.

**REVENUE METER WORK:**

Water Revenue/Finance coordinates with WD to assure meters are set, changed, taken, tested or held. Works Orders initiated by Water Revenue/Finance are “dropped” into Hansen Monday thru Friday at approximately 14:30 hrs. Revenue also emails a daily report to Dispatch personnel (Shop Mail). This email contains all meter changes and meter takes initiated by WR for that day. It may also include Curb Box Maintenance requests. 2nd shift personnel will then:

1. Print email from Water Revenue
2. Open each Meter Change WO and add:
   a. Scheduled Time
   b. Initiated By
c. Problem Code –
3. Initiate Curb Box Maintenance Service Requests in Hansen, assign to appropriate area, print out and place in proper mail boxes (These come on the daily “Shop Mail”).
4. Initiate Meter Take Orders in Hansen using information from Water Revenue’s Shop Mail.
5. Generate a report of WO’s scheduled for next business day as follows:
   a. Click on Hansen “Work Order” tab
   b. Click on “Lookup Work Order”
   c. Click on “Reports” (located in the blue bar near top of page)
   d. Click on “New Meter Shop Multiple WO’s”
   e. Enter Schedule Date Range Begin Value and End date (both should be the next business day)
   f. Under “Enter Assigned:” pull down window and chose “MSHOP”
   g. Click on “OK” button
   h. Wait for report to generate, then click on the print icon
   i. Click “print” on print screen
   j. When all WO’s have printed, separate into areas start times and place in Meter Shop mailbox.

NOTE: There are times when we have exceptions for this work being completed on 2nd shift, i.e., Hansen down, or computers down; then the work is to be completed by the next shift.

CREATING A SERVICE REQUEST FOR SEWER MAINTENANCE THROUGH “CALL CENTER”

1. After signing into Hansen: Click on CAPS LOCK (all info is submitted in All Caps)
2. Click on the “CUSTOMER SERVICE” tab (located along the left side of page)
3. Select “Call Center”
4. Fill in:
   a. Location “Address” (add house number and street, ENTER, highlight street address, click on SELECT) NOTE: “Address” window can be changed to “Intersection” by clicking on arrow beside “Address” box, if needed
   b. Customer - Click on Icon to the right of “Other Callers” and highlight callers information – Click on SELECT. If customers name and number does not appear in pop up, fill in Contact – Last name, First name, Phone number, including area code, Contact type (this is normally “C” for customer), enter
   c. Comments – Type in information given by caller i.e: Sewage backing up in basement
   d. Click on “Problem” tab near top of page
   e. Click on + below “Welcome” icon
   f. Click on + beside “Sewer Service”
   g. Follow Tree - Click on + beside “Inside House” or “Outside House”, click on appropriate answers to script. This will fill in most of the “Problem” section of the form.
   h. Double click in “Bulk PickUp” box and then double click in “Call Date” to add time and date
5. Click on “SAVE” near top of page.
6. Double click on SR# (located in “Problem” box
7. Click on REPORTS, click on Detailed Service Request
8. Click on printer icon
9. Click PRINT

WHEN HANSEN IS DOWN:

1. Hand write the call on the Dispatch Caller Log as usual.
2. Hand write the work on the Sewer Maintenance or Water Distribution paper service request forms (located in the file cabinet directly to the left of the refrigerator - 2nd drawer down).
3. Make a copy of the handwritten form before giving to crew.
4. When the computer is up, ENTER THE HAND WRITTEN WORK ORDERS INTO HANSEN.
5. For calls other than WUFO (Streets, Waste, etc.):
   a. Emergency calls - take info, email information to street maintenance or other department and call the Supervisor listed on the On Call sheet.
   b. Non-emergency calls - Explain to the caller than computers are down and they will need to call THE Public Works Call Center back after 8 am on regular business days, or they can try to call DC after a extended period of time.

Error Reporting Form:

Anytime a PC program of system we monitor (security system, Ottawa Yards gate etc.) malfunctions you must complete an Error Reporting Form.

1. Describe the error.
2. Write down who you called and their response.
3. Write how the problem was resolved.
4. Place a copy of the completed form in the mailbox of the Office Supervisor II.
## Computer System Contact List

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>First Contact</th>
<th>Second Contact</th>
<th>Third Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Systems &amp; Software</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actuate (Performance Management)</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Dave Johnson</td>
<td></td>
</tr>
<tr>
<td>ArcGIS</td>
<td>Cathy Gruelich</td>
<td>Steve Hill</td>
<td></td>
</tr>
<tr>
<td>Crystal Reports (Printing in Hansen, etc)</td>
<td>Dave Johnson</td>
<td>Nick James</td>
<td>Xue &quot;Sue&quot; Wang</td>
</tr>
<tr>
<td>CyberKey</td>
<td>Michael Warren</td>
<td>Lavall Glasper</td>
<td></td>
</tr>
<tr>
<td>Discipline Notification and Management System</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Dave Johnson</td>
<td></td>
</tr>
<tr>
<td>Granite XP</td>
<td>Nick James</td>
<td>Steve Hill</td>
<td></td>
</tr>
<tr>
<td>Hansen (Including interfaces)</td>
<td>Nick James</td>
<td>Dave Johnson</td>
<td>Xue &quot;Sue&quot; Wang</td>
</tr>
<tr>
<td>Intranet (SharePoint)</td>
<td>Nick James</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Dave Johnson</td>
</tr>
<tr>
<td>Pretreatment Permitting (PACS)</td>
<td>Dave Johnson</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Paul Ragland</td>
</tr>
<tr>
<td>P-Card Manager</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Dave Johnson</td>
<td>Nick James</td>
</tr>
<tr>
<td>Pro-Watch (Card Access)</td>
<td>Michael Warren</td>
<td>Dave Johnson</td>
<td>Lavall Glasper</td>
</tr>
<tr>
<td>Titan - Lab systems</td>
<td>Dave Johnson</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Paul Ragland</td>
</tr>
<tr>
<td>Water Public WebSite</td>
<td>Nick James</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Dave Johnson</td>
</tr>
<tr>
<td>Electronic Operation and Methods Manual</td>
<td>Steve Hill</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Dave Johnson</td>
</tr>
<tr>
<td>Web Development</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Dave Johnson</td>
<td></td>
</tr>
<tr>
<td>MS Access Development</td>
<td>Xue &quot;Sue&quot; Wang</td>
<td>Dave Johnson</td>
<td></td>
</tr>
<tr>
<td><strong>Hardware</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commvault - File Restores</td>
<td>Michael Warren</td>
<td>Lavall Glasper</td>
<td></td>
</tr>
<tr>
<td>Server Closets, Data Centers</td>
<td>Michael Warren</td>
<td>Lavall Glasper</td>
<td>Paul Ragland</td>
</tr>
<tr>
<td>Desktop Support (PCs, Laptops, Printers, Tablets, etc)</td>
<td>Jim Tudor</td>
<td>Michael Warren</td>
<td></td>
</tr>
<tr>
<td>Network Support</td>
<td>Juan Soliz</td>
<td>Lavall Glasper</td>
<td>Brad Miller</td>
</tr>
<tr>
<td>Payroll Kiosks</td>
<td>Jim Tudor</td>
<td>Michael Warren</td>
<td></td>
</tr>
<tr>
<td>SCADA (Historian) - All Divisions</td>
<td>Brad Miller</td>
<td>Paul Ragland</td>
<td></td>
</tr>
<tr>
<td>Servers Management / Systems Access</td>
<td>Lavall Glasper</td>
<td>Juan Soliz</td>
<td>Michael Warren</td>
</tr>
<tr>
<td>Video Camera / DVR</td>
<td>Michael Warren</td>
<td>Lavall Glasper</td>
<td></td>
</tr>
<tr>
<td>TimeClock</td>
<td>Jim Tudor</td>
<td>Michael Warren</td>
<td></td>
</tr>
<tr>
<td>TV Monitors</td>
<td>Jim Tudor</td>
<td>Michael Warren</td>
<td>Lavall Glasper</td>
</tr>
<tr>
<td>VoIP Phone System</td>
<td>Jim Tudor</td>
<td>Michael Warren</td>
<td>Lavall Glasper</td>
</tr>
<tr>
<td>Xerox Copiers</td>
<td>Jim Tudor</td>
<td>Lavall Glasper</td>
<td>Michael Warren</td>
</tr>
<tr>
<td>E-Mail (Including Outlook and Exchange)</td>
<td>Jim Tudor</td>
<td>Michael Warren</td>
<td>Lavall Glasper</td>
</tr>
</tbody>
</table>
Listed below are contacts for different situations and the current contacts to assist DC.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Responsible Department/Division</th>
<th>Contact</th>
<th>Support Contract for Issues (If Any)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktops Located in the Guard Shack</td>
<td>Water/WIMS</td>
<td>Call Dispatch at (937) 333-4900 they will contact WIMS</td>
<td></td>
</tr>
<tr>
<td>Proximity Reader will not work, but other methods will open the gate</td>
<td>Water/WIMS</td>
<td>Call Dispatch at (937) 333-4900 they will contact WIMS</td>
<td>Copp Systems Integrators (CSI)</td>
</tr>
<tr>
<td>Gate will not operate automatically or manually</td>
<td>Facilities Management</td>
<td>Romona Carver X4010 or 477-5382 or Bill Landis 333-2593</td>
<td></td>
</tr>
<tr>
<td>Cannot see or control cameras at the guard shack</td>
<td>Water/WIMS</td>
<td>Call Dispatch at (937) 333-4900 they will contact WIMS</td>
<td>Copp Systems Integrators (CSI)</td>
</tr>
<tr>
<td>Call Box at gates will not work (does not dial at all)</td>
<td>Water</td>
<td>Water Electrician</td>
<td></td>
</tr>
<tr>
<td>Call Box will dial, but no one can answer</td>
<td>Central Services / IT</td>
<td>HelpDesk (937) 333-2748</td>
<td></td>
</tr>
<tr>
<td>Operators cannot use the phone to open the gate</td>
<td>Central Services / IT</td>
<td>HelpDesk (937) 333-2748</td>
<td></td>
</tr>
<tr>
<td>Gate will not open for Vehicle with RFID's</td>
<td>Facilities Management</td>
<td>Romona Carver 937-477-5382 after hours or X4010 will contact CDO Prefer to change to Richard Bailey</td>
<td>CDO (50/50 shared cost)</td>
</tr>
<tr>
<td>RFID Software</td>
<td>Facilities Management</td>
<td>Romona Carver 937-477-5382 after hours or X4010 will contact CDO, prefer to change to Richard Bailey.</td>
<td>CDO (50/50 shared cost)</td>
</tr>
<tr>
<td>Gate arm is broken</td>
<td>Facilities Management</td>
<td>Larry Jacobs 657-8338</td>
<td></td>
</tr>
<tr>
<td>Perimeter Fence issues</td>
<td>Facilities Management</td>
<td>Larry Jacobs 657-8338</td>
<td>PO</td>
</tr>
<tr>
<td>Parking issues</td>
<td>CUYF</td>
<td>Romona Carver X4010 or 477-5382</td>
<td></td>
</tr>
<tr>
<td>Electrical issues INSIDE guard shack</td>
<td>Water</td>
<td>Water Electricians</td>
<td></td>
</tr>
<tr>
<td>Lighting issues OUTSIDE guard shack</td>
<td>Facilities Management</td>
<td>Facilities Electricians</td>
<td></td>
</tr>
<tr>
<td>Mechanical gate hit/needs replaced</td>
<td>Facilities Management</td>
<td>Larry Jacobs 657-8338</td>
<td></td>
</tr>
<tr>
<td>Guard Shack HVAC issues</td>
<td>Facilities Management</td>
<td>Facilities Electricians X5382 or Bill Landis 469-6177</td>
<td></td>
</tr>
<tr>
<td>Phones/Phone console</td>
<td>IT</td>
<td>HelpDesk (937) 333-2748 or Dessa Foster</td>
<td></td>
</tr>
<tr>
<td>Gate opening buttons don’t work</td>
<td>Facilities Management</td>
<td>Facilities Electrician X2593 or Bill Landis 469-8177</td>
<td></td>
</tr>
<tr>
<td>Toilet/sink problems</td>
<td>Facilities Management</td>
<td>Facilities Plumber X3515</td>
<td></td>
</tr>
<tr>
<td>Roof issues</td>
<td>Facilities Management</td>
<td>Larry Jacobs 657-8338</td>
<td></td>
</tr>
</tbody>
</table>

**LEAKS:**

Water running is an emergency. Water running is a leak. A leak is an emergency. Running water may incur damage at a cost to the City of Dayton; a leak is a liability!

Dispatching Leaks:

1. **Normal hours:**
   - a. Meter
   - b. Curb to house/structure
   - c. Street
   - Dispatch to area Meter Installer
   - Dispatch to Revenue Crew or Meter Installer
   - Dispatch to Revenue Crew or Area Supervisor
2. After-hours:
   a. Meter
   b. Curb to house/structure
   c. Street

3. Leaks inside dwelling:
   a. We offer to turn the water off at the curb stop (completely shutting off water to the property). A trip fee of $55.00 will be added to the Water Utility Bill for this service. The property owner/occupant can also have a plumber who is licensed to do work in the City of Dayton shut the water off also. The City of Dayton staff is prohibited from recommending any specific plumbing company to the citizen/public.

Leaks are commonly reported as:

1. Water running down the street/curb
2. Water bubbling up in the yard/street
3. Water around that lid in my yard/near the curb
4. Water coming up in the street
5. Water coming out of windows/doors of a vacant house
6. Meter is leaking/spraying water
7. Hole my meter is in outside is flooded/water is coming out of a lid

**LEAK INVESTIGATION GUIDE:**

Revenue Crew receives:

1. Leaks in the street
2. Leaks between curb and sidewalk
3. Water coming up in the yard
4. Water coming up around curb stop/lid
5. Leak in the house (if requesting water be turned off at curb stop). *Note: A Revenue Crew can be sent to turn water off but can’t change or fix a meter problem. Make sure we try and determine if it is a meter before we send a crew.*

Area Supervisor receives:

1. Leaks in the street (afterhours, weekends, and anytime revenue crew is unavailable)

Meter Shop receives:

1. Meter leaking
2. Leak in Ford Box
3. Water coming up in the yard, walk, or around curb box (afterhours, weekends, and anytime revenue crew is unavailable)
4. Leak in the house (if requesting water be turned off at curb stop - afterhours, weekends, and anytime revenue crew is unavailable)
DISPATCH CENTRAL TRAINING MANUAL

DISPATCH CENTRAL’S LEAK CRITERIA:

When a customer or citizen calls to report a “leak” get ALL the appropriate information ie: Who, What, Where, When, How, Why, and is it a Hazard?

For example: “I want to report a problem at the Old McCrory’s Building”.

1. **Who** am I speaking with? *(Need their name and number as to provide additional information later)*
2. **What** are your reporting? *(Need to know the purpose of the call)*
3. **Where** is the leak?
   a. Not just the old McCrory’s building, but “The building at the corner of Main St. and Fourth St. downtown, in the NW corner of the basement”.
   b. Find out exactly where the leak or water is.
   c. Do not just take the information that there is a leak and dispatch it. Determine exactly where it is (between the curb and the building? In the street? Or did it just rain and now water is coming down the driveway? Is it in the basement or is it at the curb by the curb stop? Think...Think...Think!
4. **When** did you notice it? *(Does the building always leak when it rains or is the person calling a realtor and he/she was checking out the basement and found 6” of water)*
5. **How** is for you. How do YOU, as dispatch personnel, need to investigate this before sending the information to the crews or supervisor to investigate:
   a. Is it on the Leak On the Property Owner list?
   b. Is it on the Leak on the City list?
   c. Is it listed on the Ground Water or Sump Pump lists?
   d. Did someone call in earlier about the same problem? If so, has the crew been there yet? *(You don’t want to send two crews to investigate the same problem)*
6. **Hazard**?
   a. Is the bottom of the meter busted out and water is pouring out?
   b. Has a contractor hit an 8” line and there is 3’ of water running down the street?
   c. Could this be a liability to the City of Dayton?

DISPATCH CENTRAL’S LEAK CRITERIA TO DISPATCH:

During regular business hours (Mon-Fri from 0700 hr-1530 hrs)

1. All leaks or water running **between the curb and the street or in the street**:
   a. Dispatch personnel create a service request and dispatches the revenue crew or area supervisor to investigate.
   b. If leak needs to be dug and is called into OUPS for Emergency or Short Notice, dispatch personnel also creates a work order
   c. If leak needs to be dug and is called into OUPS for a Non-emergency (48 hr OUPS), the area supervisor creates the work order.
2. All leaks between the curb and the house:
   a. Dispatch personnel create a service request and dispatches the revenue crew. If none available, the area meter setter is dispatched.
   b. If leak comes in as a leak in the Ford Box or Meter Pit, dispatch personnel creates a work order and dispatches the area meter setter.
During winter months when we have a 2nd shift crew

2. Dispatch personnel create a service request and dispatches the crew assigned to 2nd shift to investigate.
3. The Service Request is assigned to the area supervisor and placed in his/her mailbox.
4. If leak comes in as a leak in the Ford Box or Meter Pit, create a work order and send the 2nd shift meter setter.

After hours, weekends and holidays

List for staff that are on stand-by list for the Division during a given week is located by the Dispatch Printer

1. Send a Meter Installer on all report of leaks:
   a. Between the curb and the house
   b. Inside the structure (Meter Installer can change meter and/or turn water off at the curb stop or the stop waste valve. The meter setter does NOT make plumbing repairs)

2. Send the on-call supervisor:
   a. Leak reported in the street
   b. Anytime requested by meter setter or crew

As a security measure and acknowledging their whereabouts, the 2nd shift meter installer will call in on the radio when arriving at a location and when departing a location. For example:

989 to Shop
This is Shop, go ahead
I am arriving at 123 N. Main Street
That’s clear at 17:42

989 to Shop
This is Shop, go ahead
I am leaving 123 N. Main Street and headed to 456 S Mound Avenue
That’s clear at 17:58

LEAK ON PROPERTY OWNER:

A leak on the property owner is a leak between the curb stop and the building.

1. The Operations Administrator will maintain the Leak On the Property Owners list (found on the F: drive see item #2)
2. Dispatch personnel prints the Leak On the Property Owners list each morning at the start of 1st shift Monday thru Friday (go to My Computer; click on F:drive/1 WUFO/Water Bureau/Leak on Property Owner). Second and Third shift personnel are to review the printed list at the beginning of their shift.
3. All Property Owner leaks are designated on the Service Request created in Hansen.
4. Property Owner leaks are identified by the unique way they are recorded on the service request:
   a. Priority – is changed from a “1” to a “5R” (5=low priority; R=Resident)
b. Responsibility – is changed from WDIST (Water Distribution) to RES (Owner/Resident Responsibility)
c. Assigned to – is changed from area supervisor (EAST, WEST, NORTH) to LOP03 (Leak On the Property Owner)
d. Reprint and place in Operations Administrators mailbox.
e. Staple “red tag” to SR if provided by the crew or meter installer.

5. Dispatch personnel updates the service request anytime new information is received from crews, supervisor or resident ie: “Water has been turned off due to leak is worse and running across sidewalk and freezing, causing hazard” or “Customers have contacted 2 plumbers for estimates and will try to have service replaced by next week”.

6. Dispatch personnel must use caution to ensure we never resolve a SR RES leak.

7. Dispatch personnel must use caution to ensure Revenue Work is created using REV, not RES.

8. Give the Operations Administrator a copy of the SR anytime updates are made to the Service Request.

**BUSINESS HOURS/AFTER-HOURS:**

Our normal business hours are Monday thru Friday, 07:00 – 15:30 excluding City of Dayton designated holidays with two exceptions:

1. Water Distribution Winter Schedule: From the first Monday following Thanksgiving to the first Monday of March, WD maintains a 2nd shift crew due to the increased main break activity of winter.

**City of Dayton holidays are:** New Year’s Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day after Thanksgiving, Christmas Eve, and Christmas.

If a holiday falls on a weekend the observed holiday will be on Friday or Monday. Example if Christmas eve is Friday and Christmas Day is Saturday the observed holidays will be Thursday and Friday.

Water Distribution Bureau has a supervisor on call, and a stand by Meter installer, for after-hours emergencies.

Sewer Maintenance Bureau has a supervisor on call, and a stand by Crew Leader for after-hours emergencies.

Public Works/Street Maintenance provides us with a weekly standby list for after-hour emergencies. All non-emergency requests for ALL Public Works departments, including Street Maintenance, are entered into Hansen and will be handled by the appropriate department(s) on the next business day. The list is located on the work station in DC.

Water Lab provides us with a procedure which includes an after-hours process; this is posted on the door of the specimen refrigerator. This refrigerator is exclusively used for specimens due to potential contamination issues.
TURN ON/TURN OFF WATER:

Turn Off is generally requested when repairs are to be made by the homeowner. DC must advise the homeowner or agent that a licensed plumber who is registered with the city is able to turn the water off at the curb. If the owner still wants Water Distribution to do the turn off, we advise the owner of a $55.00 trip fee which is added to their water bill. We then take the information and create a Hansen Service Request and dispatch the appropriate crew or meter setter to turn off the water at the curb stop.

Again, WD does not get involved in Landlord/Tenant disputes! IE: A renter reports that their landlord has not paid the water bill and they have no water.... There is nothing WD can do – we do NOT get involved! Or, a landlord calls and states they want the water off at a property they own because tenant has not paid rent and/or water bill or they are trying to evict resident. It is illegal for a landlord to turn off utilities to try to evict a tenant. Advise them that they need to go through the proper eviction process and we will not turn water off.

Water Distribution ONLY TURNS ON WATER THAT WAS TURNED OFF BY WATER DISTRIBUTION! If Water Revenue has turned off water at the curb due to non-payment of their bill, we DO NOT turn the water back on. Refer the customer to Water Revenue at 333-3550. Water Revenue emails DC a Daily Shut-Off List so we can advise customer they have no water d/t billing issues and refer them to that Water Revenue for more information or to resolve the billing issue.

Water Distribution does turn on water (we turned off) after repairs have been completed. Again, the caller must be advised of the $55.00 trip fee which is added to their water bill. Also advise SOMEONE MUST BE ON SITE IN ORDER FOR WATER TO BE TURNED ON!! This is to protect the customer and to limit our liability (there could be a leak inside and property could be destroyed/damaged if leak is not immediately discovered).

OUPS:

Ohio Utilities Protection Service
Phone number: (800) 362-2764

Call before you dig. OUPS coordinates with various utilities and RTA as to assure underground lines are located and marked so the agency that is excavating knows where other utilities are in the area to minimize dangerous, and costly mistakes, from striking a utility. For example, Vectren marks the gas line so that WD doesn't hit it while digging in the area to repair a water main. Each type of utility has a designated color that they mark their lines with. The colors are:

- Blue – Water lines
- Green – Sewer lines
- Orange – Communications/Telephone lines
- Pink – Temporary surveying markings
- Purple – Reclaimed water/irrigation lines
- Red – Electric lines
- Yellow – Natural gas, oil, and petroleum lines
- White – Proposed excavation area (used by anyone to designated area to be dug)
During regular business hours, the Division of Water Engineering has a designated Locator to mark water and sewer lines and retrieve OUPS tickets. WUFO staff mark our lines during non-business hours (2nd and 3rd shifts, weekends, and holidays). After normal business hours DC staff must check the OUPS printer each time it prints a ticket and quickly disseminate the information to the on-call WD and SM supervisors (Note: A separate service request must be generated for WD and SM locates).

When DC calls OUPS for WUFO digs, they are categorized as follows:

1. **Emergency** To be dug within the next 2 hours
2. **Short notice** To be dug more than 2 hours from call but less than 48 hours
3. **Non-emergency** To be dug at least 48 hrs from call but not more than 10 days

When calling OUPS, be prepared with the following information:

1. County/City where digging will take place (Montgomery Co., City of Dayton)
2. Address and cross-streets or intersections (including N. or S./E. or W. prefixes as well as St./Av./Blvd./Ln/Pk. etc. suffixes)
3. Distance from intersection (if applicable)
4. Front, rear, sides of property and distance off the road
5. When we plan to dig (Emergency, 8am tomorrow, 48 hrs.)
6. Type of work (repair water main, valve, sewer main etc.)
7. Means of excavation (always a backhoe specifically told otherwise)
8. Caller’s name
9. Caller’s phone number (937-333-4900)

Record OUPS calls in the RED OUPS BOOK at the time of the call with the following information:

1. Address and cross streets
2. Asset
3. OUPS Confirmation number
4. Service Request number. Also Work Order number for Emergency and Short Notice digs.

Email the Division Manager, Operations Coordinator, and Office Supervisor II:

1. Address and cross streets
2. Asset
3. OUPS Confirmation number
4. Service Request number. Also Work Order number for Emergency and Short Notice digs

**OUPS POSITIVE RESPONSE SYSTEM:**

Dispatch staff is responsible for entering information into the OUPS Positive Response System after hours and on weekends. Supervisor and/or crew leader will give dispatch staff the proper information for each ticket after they have responded.
The link to the site is: http://newtin.oups.org/newtinweb/login

Username and password are:

   Username: DaytonWater
   Password: Dispatch

To enter in a ticket:

1. Go to the site
2. Type in Username and Password
3. Click on “Positive Response”
4. Pull down window arrow next to correct OUPS ticket number and highlight proper response
5. Submit

To inquire on a ticket to see who has responded (COD, DPL, Vectren, etc.) and what the was located:

1. Go to the site
2. Type in Username and Password
3. Click on “Response Display”
4. Type in ticket number
5. Submit

CITY PLUMBERS/PRIVATE PLUMBERS:

Private plumbers often call to coordinate a curb stop replacement with the City of Dayton Plumbing Group via Dispatch Central when the citizen is replacing their water service on the property owners side of the line. This must be called in to DC no later than 07:30 on the scheduled work day. Dispatch personnel create a service request with the following information:

1. Address
2. Plumber and/or Plumbing Company name and phone number
3. Date and time City of Dayton plumber needed
4. Permit Number (No service request will be generated until plumber can provide a permit number)
5. Assign to INM01 (Larry Inman – Plumbing Supervisor)

Service Requests are to be printed out and placed in the PLUMBERS mailbox in WD hallway. The City of Dayton plumber assigned to the replace curb stops for the month will pick up the service requests around 07:30 on normal business days.

This is the only association we have with the private plumbers.
MAPS/SYMBOLS:

On occasion it is necessary to read a blue print map. In addition to understanding north, south, east, west, we must be able to identify valves, mains, plugs, hydrants and services.

GIS is the software most often used to pinpoint a location and identify the asset. GIS allows the user to pick a symbol/asset from a clearly defined display list. GIS Maps can be accessed from the City of Dayton Water Intranet homepage. Click on "GIS Maps" from the menu located at the left side of the page and then:

1. Click on the City of Dayton seal
2. Click on House icon and type in address or location & click SEARCH
3. Click on Maps
4. Pull down arrow under "I want to see..." and choose appropriate map (ie: All Utilities, Water System, etc.)
5. Use Zoom feature to zoom in on address
6. For Intersection Drawing
   a. Locate intersection
   b. Click on "i" bubble (located on upper right hand side of page)
   c. Click in blue circle of intersection ("i" will appear)
   d. Click on "Intersection Link" (located in IDENTIFY MAP INFORMATION popup)

Our hard-copy card Curb Box file requires knowledge of these symbols as well as our Service Line asset file in Hansen:

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>XC</td>
<td>Between curb &amp; walk</td>
<td>XXC</td>
<td>Double service between curb &amp; walk</td>
</tr>
<tr>
<td>XH</td>
<td>Towards house</td>
<td>XXH</td>
<td>Double service in towards house</td>
</tr>
<tr>
<td>XS</td>
<td>In street</td>
<td>XXS</td>
<td>Double service in street</td>
</tr>
<tr>
<td>XW</td>
<td>In sidewalk</td>
<td>XXW</td>
<td>Double service in sidewalk</td>
</tr>
<tr>
<td>FMB</td>
<td>Ford Meter Box</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2211</th>
<th>NAME</th>
<th>CITY</th>
<th>STREE</th>
</tr>
</thead>
<tbody>
<tr>
<td>L# 75022</td>
<td>Name</td>
<td>AMERICAN CONST/</td>
<td></td>
</tr>
<tr>
<td>H=90610</td>
<td>DATE 11/12/58 METERED</td>
<td>0-0-58</td>
<td></td>
</tr>
<tr>
<td>3/4&quot;</td>
<td>Size of Pipe</td>
<td>N. Wooley/Flag</td>
<td></td>
</tr>
<tr>
<td>13' 4&quot;</td>
<td>Feet E. of E. of Curb.</td>
<td>X H</td>
<td></td>
</tr>
<tr>
<td>8&quot;</td>
<td>Feet N. of S. of Found.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6" MAIN. E. SIDE/
SIMPLEX ALARM SYSTEM:

Simplex is an in-house security system. It is to be turned on (set) afterhours, weekends and holidays. It is to be turned off during normal business hours. It is primarily used to monitor doors.

To set system, press 9 – 4 – 5 – “enter” on the keypad.

If system will not set:

1. Verify what location(s) is/are faulted
2. Manually verify that door is closed and locked
3. If fault is on a garage door, 2nd shift meter setter can be asked to check/close/lock doors
4. If meter setter is unable to get the doors down and/or alarms to set, or if after 2030 hrs or on weekends/holidays, contact the on-call supervisor.

STRUCK HYDRANT:

There are two key questions required upon taking a report of a struck hydrant:

1. Is the hydrant leaking?
2. Is the head still there?

A Service Request is created and assigned to the Hydrant Shop and the hydrant crew is dispatched to investigate (during normal business hours).

If struck hydrant is reported after normal business hours and the hydrant is leaking, the on-call supervisor is notified.

FAQ'S ONLINE:

Locate the Online FAQ’s as follows:
From Home Page –
    Quick Links -
        Dayton webpage -
        Departments -
        Water -
        Quick Hits -
        Frequently Asked Questions

These are very common questions asked by customers calling dispatch central. The answers are accurate and up-to-date. The questions/issues range from water mains, meters, water bill, brown water, low pressure complaints, no water complaints, etc., to dead animal pick-up. Become familiar with the FAQ’s!
WHEN ALL ELSE FAILS:

When all logical steps have been taken, all lists/procedures have been exhausted, and dissemination does not appear possible - call the Dispatcher or Office Manager for further instructions. Only call after hours IF it is an emergency situation that cannot wait until normal business hours to be resolved.

Dispatcher: Teresa Cook  cellphone # 238-2910
Office Supervisor II: John Lewis cellphone # 272-4704

SCENERIO’S AND SOLUTIONS:

Accidents/Injuries

1. Crew "1066" reported they are involved in an accident with no injuries.

2. A Crew calls and says they are involved in an accident and crew members are injured.

3. A Crew calls and says they see a sever accident but they are not involved.

4. A Crew reported they are involved in an accident with no injuries at 23:15.

5. A crew calls and they say they have a crew member injured.

Computer/PC/Software/Equipment

1. Hansen is showing me something different than what I usually see on a screen. I have no notification of a change.

2. Should I create a service request for a caller who really needs a plumber?

3. MyP/C will not boot up and it is 23:00
4. The server is down and my phone is ringing.

5. I can't connect to GIS.

6. You can input a SR into Hansen but you can't print the order for the crew or meter installer.

7. The Dispatch printer will not print.

8. My PC will not boot up.

9. The VoIP phone system will not work.

10. The OUPS printer is not working.

11. The OUPS machine keeps beeping.

12. It's 01:15 and the DC printer is out of toner.

13. It's Thanksgiving Day and the WD building does not have heat.

Meters/Water/Revenue Services

1. A caller says they want to move their water meter outside.
2. A customer is angry because we did not set their meter last month.

3. It’s 07:20 and a plumber calls in a curb stop replacement.

4. Customer calls and says “Your guy refused to change my meter.”

5. Montgomery County told me to call you to turn my water off.

6. It is 09:25 and a plumber calls to have a curb stop replaced.

7. A WO was created from MTRPB address and it is not the same.

8. Daily meter paperwork only has abandoned on it.

9. Customer states their meter is leaking in their basement at 21:40.

10. Customer states Water Revenue told them to call DC to get a meter set.

11. A customer calls at 02:50 on a Sunday morning and says a lot of water is coming up in their yard.

12. It is 19:17 on a Monday and a WD staff member calls and says we have a main break.

13. Caller states they have low water pressure at their property.
14. Caller states I have a tag on my door that says I have a “Dead Meter” what do you mean?

15. Customer calls and wants to know how much their water bill is.

16. Customer wants to know when we will read their water meter again.

17. Customer calls and wants us to turn up the water pressure at their property.

18. Customer calls and states there is water coming up like a geyser in their front yard. Wants to know if he has to pay for that water.

19. Customer states there is a storm water fee on their water bill and they don’t have a storm sewer in their area.

20. Caller states the thing in the yard where we shut the water off is sticking up 3” above grade.

Misc Calls/Items

1. It’s been raining heavy all day on a Saturday and the phone lines are swamped so bad it is impossible to answer them all.

2. It is Sunday and someone calls and states they just got home and they don’t have any water.

3. There is an emergency call for a member of a crew.
4. A Crew calls and says they have closed a street.

5. Caller states their problem is on Todd Ct and I don't see a Todd Ct in Dayton.

6. A supervisor told me to do something one way and I have been instructed to do it another way.

7. Stand-by personnel are not returning my call.

8. It's 2nd shift and I have not heard from the Meter Installer for a while.

9. How do I or when do I close a SR.

10. It is raining very hard and I am swamped with calls at 22:30 Tuesday.

11. Someone calls and says where we fixed the street is very low.

12. A crew refuses to turn off the water at the location I gave them.

13. A Meter Installer says it is too close to quitting time to run an assignment.

14. The City vehicle we drive to the WD building at the Ottawa Yard gate will not start.

15. Customer calls at 17:50 and states his neighbor is dumping paint down the storm drain.
16. Customer calls and states there are a bunch of blue, green, orange, and red marks on
the street that were not there when they left a few hours ago.

**Public Works Calls**

1. A caller states that there is a huge pothole in the road and it is 22:00.

2. Someone calls and asks what the waste container fee is on their water bill.

3. Someone calls and says their park shelter is not open.

4. It is snowing hard and I am getting numerous calls about dangerous streets.

5. Customer wants to make a bulk waste pick up request but the water revenue system
shows water meter is off and out.

6. Someone calls at 21:40 and says there is a large dead animal on a major thoroughfare.

7. Someone calls at 18:30 and wants someone to inspect the house they rent for mold
issues.

8. Someone calls at 07:35 and states they lost $.75 in a parking meter.

**Security/Alarms**

1. It’s 02:30 and the security cameras go off line.

2. An amber light is flashing above the WD Operations Administrator’s door.
3. I see our WD garage doors open.

4. There is someone walking around the Ottawa Yards at 20:25.

5. The alarm is going off in the WD building after hours.

6. The alarm system at WD will not set.

7. The entry gate to the Ottawa Yard is stuck open.

8. It is Sunday and the entry gate to Ottawa Yards will not open.

Sewer/Storm

1. Customer states there is water in their basement at 11:00 on a Monday.

2. A customer calls and states they have sewage in their basement at 12:30 Tuesday.

3. Customer states they have sewage in their basement at 17:30 on a Saturday.

4. A customer calls at 13:15 and states the thing in front of their house that the storm water goes into is clogged. It is sunny and dry outside.

5. A customer calls at 18:15 and states the thing in front of their house that the storm water goes into is broken.
6. A customer calls at 21:15 and states they drove over a manhole and it flipped up and hit their car.

7. Customer calls at 20:00 and states they have a sewer smell in their basement but there is no sewage and the basement is dry.

8. Customer calls and says there is water shooting out of the toilet bowl.

9. Environmental Management calls and says a semi-truck has struck the wall on I-75 and diesel fuel is leaking into the storm grate.

**Water Quality**

1. The time is 02:47 I receive an ALL CLEAR for a BOIL ADVISORY.

2. It's Labor Day and a water sample is dropped off.

3. Caller state their water is brown colored.

4. Customer calls and says when they run a glass of water it is cloudy but it clears up.

5. Calls states they have brown water and they have washed their clothes and they are stained.
Water Distribution Dispatchers
Spill Reporting Procedures

CAUTION!
For spills of oil or petroleum products greater than 25-gallons, any quantity of hazardous or toxic substances, or smaller spills which cannot be safely contained: Instruct the caller to Call 911 and report the spill to the Fire Department.

Today's Date: ____________________ Time: ____________________

Date of spill: ____________________ Time: ____________________

1. Name of the caller? ____________________________________________

2. Phone number where we can reach you? __________________________

   Is there an alternate number for the caller? _______________________

3. Location of the spill? _________________________________________

4. What was spilled? _____________________________________________

5. Has it (or can it) reach a storm sewer catch basin? Yes No
   If yes, contact Sewer Maintenance OT Supervisor. (Circle response)
   Date/time contacted: ___________ Person contacted: ___________

6. Is the spill in the Well Field Protection Area? Yes No (Circle response)
   (Check Well Field Protection Overlay District address listing)
   If yes, contact Water Supply and Treatment at X6030.
   Date/time contacted: ___________ Person contacted: ___________

7. For all spills, contact the Division Environmental Management (DEM)
   at X3725 during regular business hours and call 470-8283 or 545-5072 after hours.

8. Fax this form to Division of Environmental Management at X2833.
Standard Operating Procedure when a Spill is Detected

1. When a Department of Water employee discovers a spill of 5 gallons or less of known material of manageable quantity:
   *(Employee must don PPE before continuing this procedure)*
   1.1. Contain the spill.
   1.2. Clean using dry methods: floor dry, booms, or pads.
      1.2.1. Clean up absorbents and place in plastic bag or bucket with a lid
      1.2.1.1. Take contaminants to the drum storage area and fill out the paperwork.
   1.3. Report the spill to Environmental at 937-333-3725 or to Water Utility Field Operations Dispatch, at 937-333-4905 after hours.
   1.4. Notify Immediate Supervisor or Overtime Supervisor, if after hours.

2. Respond with the following information:
   2.1. Identify yourself.
   2.2. Location of spill.
   2.3. Material spilled.
   2.4. Approximately how much was spilled.
   2.5. Surface type where spill occurred: Gravel, Soil, Asphalt, etc.
   2.6. Whether or not you called 911.
   2.7. Has it reached the Storm Sewer/Sanitary Sewer?
      2.7.1. If in Storm or Sanitary Sewer, can it reach a Lift Station?
      2.7.2. Is the spill in the Well Field Protection Area?
      2.7.2.1. If so also contact Joel Cain at 937-333-4914 or 937-405-7058 or dispatch at 937-333-4905 and the assigned and HAZWOPER certified supervisor will be contacted immediately.

*For spills of oil or petroleum products greater than 25-gallons, any quantity of hazardous or toxic substances, or smaller spills which cannot be safely identified, or contained: Call 911 and report the spill immediately.*
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<thead>
<tr>
<th>CCTV</th>
<th>R. Suhr</th>
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<th>T. Jernigan</th>
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Yellow highlight is the first person to call
*Italics* highlight is HAZWOPER Training

Updated By: Scott Darnell

Updated on 5/28/2015