



CITY OF LA CROSSE

PARKING UTILITY

Office of the Director of Public Works

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MEMO

Date: 5-12-14

To: P.U.B.

From: Robert Haines - ADPW

RE: parking ramp emergency response schedule

Here's the proposed schedule for providing a 24/7 response capability at the parking ramps. I think having PD involved as our "first responders" will be a deterrent to frivolous calls from people who have been imbibing & then using the ramps, so I think it's in the City's best interest to do that. I also think the public is best served by providing the quickest response, which is going to be on-duty CSE's who are already in the downtown area.

I assume having the CSE's doing repairs is dependent on their willingness to learn how to do so, and I am more than willing to teach any & all. I also expect to usually be available by phone to talk about repairs with whomever is on-call.

<i>Response Activity</i>	<i>Business Hours</i>	<i>Non-business Hours</i>
Initial response to verify equipment problems	on-duty CSE's	on-duty CSE's or on-call CSE's
Non-emergency repairs	PW staff or on-duty CSE's	NA
Emergency repairs	PW staff or on-duty CSE's	on-call PW staff or CSE's

NOTES: Rotating on-call schedules will be created for both CSE & PW staff, and both on-call & callout pay will be per Employee Handbook section 5.2.

A weekly on-call rotation is envisioned but that will depend on how many people are in the on-call pool.