

## WELCOME TO THE DEPARTMENT OF PUBLIC WORKS

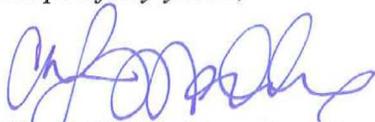
*The Department of Public Works plays a vital role in providing services to and improving the quality of life for the residents of the City of Los Angeles. We repair streets, pick up refuse, recycle our solid and liquid waste, clean up graffiti, maintain streetlights, and put up libraries. Our employees are also some of the most visible to the public, working in public streets as well as residential areas.*

*Our number one priority is to make Los Angeles a better place. For that reason, we strive to be courteous and cooperative when we encounter citizens at our work sites, at our public counters, and in our facilities. We strive to be friendly and cheerful when we answer the telephone, helpful in trying to solve problems, and understanding of cultural differences that might hinder communication.*

*From Refuse Collectors to Clerk Typists to Engineers to Tree Surgeons – each employee has been hired to serve the people of Los Angeles, and each person is a valuable part of the Public Works team. We may be employed by different Bureaus, but remember; we are all ONE DEPARTMENT!*

*I welcome each of you and express my sincere appreciation for your contributions in helping to make the Department of Public Works an important part of life in Los Angeles. I know you will learn to love Public Works as much as I do.*

*Respectfully yours,*



**Capri W. Maddox, President**  
*Board of Public Works*

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**EXECUTIVE DIRECTIVES**

EXECUTIVE DIRECTIVES REFERRED TO IN THIS MANUAL MAY BE ACCESSED AT:

<http://lacity.org/bpw/MES/NEO%20Manual.pdf>

# **Department of Public Works' Vision**

The vision of the City of Los Angeles Department of Public Works is to provide a high quality of life for all of its residents and visitors by operating as one department in the design, construction, operation and maintenance of a safe, well-planned, environmentally sustainable and cost-effective infrastructure and by recognizing its employees as the most valuable resource in achieving superb customer service.

## **Department of Public Works' Mission Statement**

To support and enhance a high quality of life for the City's residents, businesses and visitors by providing a well-planned, environmentally sensitive, cost effective infrastructure through superb customer service.

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### ***FACT SHEET***

## **City of Los Angeles Department of Public Works**

Public Affairs Office, 200 North Spring Street, Room M-165, Los Angeles, CA 90012 (213) 978-0333 / Fax (213) 978-0332

### **BACKGROUND**

In 1872, the City Council created Los Angeles' first Board of Public Works to handle "bids, contracts, bond fund work and assessments on sewer, drain and street improvements...design, construction and maintenance of streets, sewers, storm drains and City-owned buildings; disposal of refuse, sewage and street debris; and all public utilities owned, controlled or operated by the City, except waterworks."

The bureaus of the Department of Public Works were added over the years: Engineering in 1918, Street Lighting in 1925, Street Service in 1941, Contract Administration in 1942, and Sanitation in 1947.

The 2000 City Charter established the position of Director of Public Works. This position is the Department's Chief Financial Officer.

The Los Angeles Department of Public Works is the City's third largest department, employing more than 5,600 employees. Public Works is responsible for construction, renovation, and operation of City facilities and infrastructures including streets, sidewalks, bridges, sewers, storm drains, street lighting, traffic signals, wastewater treatment plants, and public buildings. The Department is comprised of the Board of Public Works and five bureaus.

### **EXECUTIVE MANAGEMENT**

The Department is governed by a five-member commission called the Board of Public Works. The Board is the City's only full-time policy-making body and meets three times a week.

### **FINANCES**

Expenditures made by the Department of Public Works amount to approximately \$1 billion dollars annually. Of this amount, operating expenditures account for about 70 percent of the total, with the remaining 30 percent used for capital improvement programs. These expenditures are financed from a combination of permit fees, user service charges, proceeds from voter-approved general obligation bonds, revenue bonds, financial assistance or grants from federal, state and local agencies, property assessments and property and other taxes. Permit fees and user service charges recover costs associated with monitoring permitted activities or providing services. Voter-approved general obligation bonds are issued for purposes such as making seismic and fire and life safety improvements to bridges, public buildings, constructing and expanding police, fire, and library facilities, the zoo and animal shelters. Revenue bonds are issued to construct capital facilities associated with wastewater treatment and solid waste management facilities. Financial assistance from federal, state and local agencies includes funding for clean water, transportation improvement, park and recreational projects and disaster recovery. Property assessments include amounts to fund the operation and maintenance of the City's streetlights, while general property and other taxes provide revenue to the General Fund to support household refuse collection, street cleaning and maintenance.

### **HISTORY**

In 1872, the City Council created the Los Angeles Board of Public Works. The Board consisted of five councilmen appointed by the Council, with the Mayor as an ex-officio member and the City Clerk as secretary. The Board employed one individual to fill the roles of surveyor and engineer, but this position was abolished shortly after its inception. The Board also employed a superintendent of streets and highways who served at the pleasure of the Council but under the orders of both the Board of Public Works and the Council. In 1873, the office of street superintendent and surveyor was made appointive by the Mayor and Council, subject to their orders and to those of the Board of Public Works. The primary responsibility of the Department during this period was street improvement. When the State drafted a new charter for the City in 1878, the powers of the department were expanded to include sidewalk repair. At the same time, the surveyor was ordered to begin house numbering.

In 1889, Los Angeles enacted its first home-rule Charter. The new constitution replaced the Board of Public Works with an elected Street Superintendent and an appointed Superintendent of Buildings. In 1904, the Board of Public Works was revived by Charter amendment, which called for a three-member Board to replace the superintendent of buildings and streets. The Board also handled bids, contracts, bond fund work and assessments on sewer, drain and street improvements; design, construction and maintenance of streets, sewers, storm drains and City-owned buildings; disposal of garbage, sewage, and street refuse; and all public utilities owned, controlled or operated by the City, except waterworks.

In 1906, the City created the first bureaus under the auspices of the Board of Public Works, which were the Bureau of Assessment and the Custodian Bureau. These were followed in 1910 by the Bureau of Aqueduct Power, and later by the Bureau of Street Maintenance and Inspection and the Department of Electricity. The year 1918 saw the formation of a Mechanical Division under the Board's control. In 1924, many departments were created within the Board of Public Works to handle specific jobs, including the department for Mulholland Highway, the bridges and viaduct department, the department for Cahuenga Pass, and the department for Beverly Boulevard. Also in 1924, the Department of Construction was moved from the Park Department to Public Works. The Fire Alarm and Police Signal Construction Department officially became a part of Public Works as well. In 1925, two ordinances created the department of street lighting and a department to handle a special road project for South Sherman Way and Beverly Glen.

From 1907 to 1925, Charter amendments gave the Department additional authority so it could develop the harbor and the Los Angeles Aqueduct, which were to be transferred to the Harbor and Water commissions upon completion. The 1925 Charter established the Board of Public Works as a full-time, salaried body, which distinguished it from the other citizen commissions established by the Charter. The Board held the legal powers of street superintendent and powers and duties related to special assessments, bids, awards, contractors' bonds, and making assessments on all public improvements ordered by Council. The Board was to control the design, construction and maintenance of streets, bridges, tunnels, public buildings, and sanitary and storm sewers; the disposal of garbage, sewage and street refuse; street lighting; and street excavations.

The City has given Public Works a myriad of new responsibilities over time. In 1924, a Bureau of Construction and Building Maintenance was established (it was later re-named the Bureau of Public Buildings). In 1928, a Bureau of Right of Way and Land was established, followed by a Bureau of Standards in 1929. A Bureau of Transportation was created in 1955. Public Works' seven current Bureaus were added piecemeal over the years: the Department of Engineering existed as early as 1918, and became the Bureau of Engineering in 1925; the Bureau of Street Lighting was established in 1925; the Bureau of Street Maintenance (now Street Services) was re-established in 1941 and included Sanitation; a Bureau of Accounting was also established in 1941; a Personnel Division was created in 1942 and later became the Office of Management-Employee Services (which is now Personnel Liaison Services under the Personnel Department); a separate Bureau of Sanitation was established in 1947; the Bureau of Contract Administration is the modern successor of the Board of Inspection, created in 1942 and re-named in 1954.

Public Works has long been an omnibus agency, responsible for handling miscellaneous tasks not falling under the jurisdiction of other Departments. One measure of the workload being carried by Public Works is the

extent to which its functions are performed by separate Bureaus, many of which are themselves larger than many City departments.

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## ***WHO ARE THE KEY PLAYERS AND WHAT DO THEY DO?***

*Every Department has key players that make decisions, manage the operation, and lead the Department into new directions. Following are the Department of Public Works' key players:*

### **BOARD OF PUBLIC WORKS**

**200 North Spring Street, Suite 361  
Los Angeles, California 90012  
(213) 978-0259**

The Board of Public Works is the City's only full-time policymaking board. It meets each Monday, Wednesday and Friday morning in public session. The Board is an executive team composed of five members, selected and appointed by the Mayor of Los Angeles, and confirmed by City Council to five-year terms.

Board of Public Works Commissioners establish policy for the Department of Public Works, a department of more than 5,600 employees who design and execute public projects from sidewalks to bridges to wastewater treatment plants and libraries.

The Board of Public Works is charged with supporting and enhancing a high quality of life for the City's residents, businesses and visitors by providing well-planned, environmentally-sensitive, cost-effective infrastructure and services to promote public health, personal safety, transportation, economic growth and civic vitality. Additional responsibilities include responding to and aiding in recovery from earthquakes, storms and other emergencies as an integral part of providing and managing public works services; and providing for public participation in departmental policy consideration. The Board accomplishes the foregoing through effective oversight of the Department of Public Works including the Bureaus of Contract Administration, Engineering, Sanitation, Street Services, Street Lighting, and the Board Office.

The current **Board of Public Works Commissioners** are:

- **Capri W. Maddox, President**  
(213) 978-0251
- **Valerie Lynne Shaw, Vice-President**  
(213) 978-0252
- **Steven T. Nutter, President Pro-Tempore**  
(213) 978-0253
- **Jerilyn Lopez Mendoza, Commissioner**  
(213) 978-0254
- **Warren Furutani, Commissioner**  
(213) 978-0255

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## ***EXECUTIVE OFFICERS OF THE DEPARTMENT OF PUBLIC WORKS***

**Victoria Santiago, Director**  
**OFFICE OF ACCOUNTING**  
200 North Spring Street, Suite 900  
Los Angeles, California 90012  
(213) 978-0901

**John L. Reamer, Jr., Director**  
**BUREAU OF CONTRACT ADMINISTRATION**  
1149 South Broadway, Suite 300  
Los Angeles, California 90015  
(213) 847-2688

**Gary Lee Moore, City Engineer**  
**BUREAU OF ENGINEERING**  
1149 South Broadway, Suite 700  
Los Angeles, California 90015  
(213) 485-4935

**Enrique C. Zalidvar, Director**  
**BUREAU OF SANITATION**  
1149 South Broadway, Suite 900  
Los Angeles, California 90015  
(213) 485-2210

**Ed Ebrahimian, Director**  
**BUREAU OF STREET LIGHTING**  
1149 South Broadway, Suite 200  
Los Angeles, California 90015  
(213) 847-2020

**Nazario Saucedo, Director**  
**BUREAU OF STREET SERVICES**  
1149 South Broadway, Suite 400  
Los Angeles, California 90015  
(213) 847-3333

**Arleen P. Taylor, Executive Officer**  
**BOARD OF PUBLIC WORKS**  
200 North Spring Street, Suite 361  
Los Angeles, California 90012  
(213) 978-0250

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**IMPORTANT TELEPHONE NUMBERS**

**Board of Public Works** .....(213) 978-0259  
**Public Affairs Office** .....(213) 978-0333  
**City Hall Operator** .....(213) 485-2121 or 3-1-1

*Employees should contact Personnel Liaison Services staff assigned to their Bureau with initial inquiries on all personnel matters at the following numbers:*

**Board Office** .....(213) 978-1800  
**Office of Accounting** .....(213) 978-1800  
**Bureau of Contract Administration** .....(213) 847-2466  
**Bureau of Engineering** .....(213) 485-4943  
**Bureau of Sanitation** .....(213) 485-2667  
**Bureau of Street Lighting** .....(213) 847-1448  
**Bureau of Street Services** .....(213) 847-0829

*If the issue is not resolved by the Personnel Liaison Services staff assigned to your Bureau, you may contact Personnel Liaison Services staff at the following numbers:*

**Disability Issues – Javlin Wells** .....(213) 978-1825  
**Employee Returning to Work from Injuries/Illnesses – Javlin Wells**... ..(213) 978-1825

## ***YOUR GOVERNMENT AT A GLANCE***

*This is a brief summary of the City government of Los Angeles and how the Department of Public Works fits within the government.*

**What is our form of government?** The City of Los Angeles has a Mayor-Council-Commission form of government as provided by the new Charter adopted by the voters in 2000. The Mayor, City Controller, and City Attorney are elected by the people every four years. Council members representing fifteen districts are elected by the people for four-year terms. Commissioners are appointed by the Mayor, subject to the approval of the City Council.

**What does the City seal represent?** The City Seal, as of 1905, reflects a lion and a castle, from the Arms of Spain that represents Los Angeles under Spanish rule from 1542-1821. The eagle holding the serpent, from the Arms of Mexico, represents Los Angeles under Mexican rule from 1822-1846. The Bear Flag shows the California Republic of 1846. The stars and stripes represent Los Angeles as an American city. The olives, grapes, and oranges are reminders of Los Angeles as a garden community. The Rosaries around the Seal represents the Mission Padres' role in the early years of Los Angeles.

**Who are the leaders of our government?** The Mayor serves as the elected head of City government. The Council is the governing body of the City. The City government consists of approximately 45 departments and bureaus which are headed by General Managers or advisory or controlling Boards or Commissions appointed by the Mayor.

**Who is the head of the Department of Public Works?** The Board of Public Works, a group of five full-time, paid commissioners, is the head of the Department. The Bureau Director of each of the six bureaus is the appointing authority for his/her respective bureau, with the Board acting as appointing authority for its own staff. Other Departments headed by a Commission, rather than a General Manager, include the Departments of Police, Fire, Airport, Library, Harbor, Pension, Recreation and Parks, Water and Power, City Employees Retirement, and Los Angeles Convention Center.

**What is a proprietary vs. non-proprietary Department?** A proprietary department is a self-governing department that controls its own funds. In the City of Los Angeles, there are seven proprietary departments: Airports, Library, Harbor, Water and Power, Recreation and Parks, City Employees Retirement System, and Pension. All other departments are non-proprietary. Non-proprietary departments are often referred to as Council-controlled.

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## ***HOW DID I GET HERE?***

*For questions in this section, contact Personnel Liaison Services at (213) 978-1800*

*Most of our employees are regular full-time employees and are hired through the civil service process. This means they filed an application with the City, passed a civil service examination, were placed on an eligible list, and then were interviewed and hired by the Department of Public Works for a position with the City of Los Angeles.*

### **A. TYPES OF APPOINTMENTS**

The following terms are used to describe employees and their employment status with the City.

**Regular** – An employee appointed to a permanent position of part-time or more from an eligible list or to any position from a reserve list.

**Emergency** – An employee who is appointed for a set period of time, generally not to exceed 240 days, to fill a vacancy when there is not an eligible list from which to make a regular appointment. The position must be vacated when a regular appointment can be made.

**Exempt** – An employee who is exempted or who occupies a position exempted from the civil service provisions of the Charter. For example, the Bureau Directors and some Assistant Directors are exempt.

## **B. TYPES OF POSITIONS**

To meet the needs of the Department, employees are hired in positions that are specifically identified by the terms and conditions as outlined below.

**Full-time** – Employees scheduled to work 72 hours or more in a two-week pay period, in a position that is expected to last longer than the length of the probationary period.

**Part-time** – Employees scheduled to work part-time or more but less than full-time. For example, a 20-hour a week job and a 30-hour a week job would both be considered part-time positions.

**Intermittent** – Employees appointed to a position of less than part-time. An employee in this position does not serve a probationary period and is not entitled to benefits.

**Limited** – Employees appointed from an eligible list to a position where employment is expected to last less than the length of the probationary period of the position to which the employee has been appointed.

**Temporary Training** – Employees appointed to a position that has been designated as a temporary training position by the Civil Service Commission for a specific period of time for training purposes. An employee in this position does not complete a probationary period.

## **C. EMPLOYMENT SCREENING**

Once an employee is hired there are many things that the employee must do to complete the employment process.

**Medical Screening** – After any job offer has been made and accepted, an employee, who is not currently working for the City, is scheduled for a medical examination to determine if the person can perform the duties of the classification adequately and safely. In some cases, because of unusual delays in obtaining a medical appointment, employees agree to be employed pending medical clearance. However, the job offer is contingent upon the employee's medical clearance by a City doctor.

**Immigration Reform and Control Act of 1986** – Federal law requires all new City employees to submit proof of identity and the legal right to work in the United States by presenting the originals of certain specified documents within three working days of the employee's appointment date.

**Certificates/Licenses** – Often employees are made job offers contingent upon their ability to submit satisfactory proof of their degree, work experience or other documents to substantiate employment, bonuses, or advance step hiring. Such certificate or license must be presented before starting work.

**Fingerprints** – All new regular employees hired from an open eligible list are fingerprinted prior to the completion of their probationary period. The fingerprints are submitted to the State Department of Justice to obtain an employee's conviction record. The Personnel Department and the Department of Public Works will use the information received to determine if disqualification is necessary. Your Bureau's personnel section will notify you of the date, time, and location for fingerprinting.

**Identification Cards** – All Department employees must have a Department photo I.D. card as it identifies you as a City employee. Your I.D. card is the document that identifies you as a City employee and thus is an important part of the Department's security system. Photos are taken between the hours of 9:30 a.m. and 11:00 a.m. and again from 1:30 p.m. to 3:00 p.m. Tuesday through Friday at the Department of General Services, Office of Public Safety, 201 North Los Angeles Street, L.A. Mall #2 and can be contacted at (213) 978-4660.

## **D. EMPLOYMENT OF VOLUNTEERS**

The Department encourages the use of volunteers to assist the Department in carrying out its responsibilities. Volunteers can be utilized to perform a variety of functions and must be trained and supervised by staff in carrying out their duties. All volunteers must be registered with the Mayor's Volunteer Bureau and complete all necessary paperwork. Volunteers will be provided free parking in exchange for their unpaid services. For additional information regarding the use of volunteers, contact the Mayor's Volunteer Bureau at **(213) 978-0811**.

## **E. PERFORMANCE EVALUATIONS**

Performance evaluation is a continuous process. All employees, regardless of classification, status or length of service, are expected to meet and maintain Department standards for job performance and behavior.

**Probationary Period** – A regular employee, who is new to the City or appointed to a higher position, must complete the working test portion of the examination process. During this time, an employee is evaluated on his/her fitness for the position by the actual performance of skills, knowledge, and abilities of the position.

An employee not performing the job properly during probation may be terminated for failure to meet Department standards and does not have the right to appeal to the Civil Service Commission. If an employee's absences during the probationary period total eight or more calendar days, the employee must serve an equivalent number of days before completing probation. During the probationary period, you have an opportunity to evaluate our Department and management has an opportunity to evaluate your job performance as an employee. An employee appointed to a higher position is generally granted a protective leave in his/her previous classification, from his/her previous department. Consequently you may return or be returned to your previous department prior to the completion of your probationary period. The probationary evaluation should chart your progress in the position and culminate with a recommendation to continue employment. If you do not receive a probationary report in the first three months, notify your supervisor. The evaluation process is continuous with formal evaluations completed at the second, fourth and, if necessary, at the fifth month of the evaluation period.

**Annual Performance Appraisals** – After you have successfully completed a probationary period, you will receive performance appraisals once a year near your employment anniversary date. Your annual evaluation will be discussed with you and a copy given to you in writing. The performance appraisal allows you and your supervisor to discuss your overall performance and summarize both formal and informal performance discussions held throughout the review period.

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## ***HOW DO I GET PAID?***

*For questions in this section, contact your Bureau's payroll section*

*The City's payroll system is complex, and many factors can affect the final amount of your paycheck. To ensure that all changes in one's payroll status and additions/deletions to the payroll records are processed during the period in which they are effective, Department deadlines for the submission of your timesheet have been established. Therefore, it is important that you understand and follow the Department's payroll procedures.*

*To get a clear understanding of the City's pay period dates, paydays, and holidays obtain a Payroll Calendar from your supervisor or the Controller's website. Below are some of the common factors affecting an employee's work hours, job responsibilities and compensation.*

### **A. WORK SCHEDULES**

The City's normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, except for legal holidays. However, each department and bureau, depending on its function and the service it provides, staffs its offices for the best possible service to the public. It is very important to report schedule changes as they happen to your Bureau's payroll section.

### **B. REST PERIODS AND LUNCH**

To maintain a level of continuity in our offices and to accommodate as many of our employees as possible, lunch periods are often staggered. Most of our employees take a 30-minute or 45-minute unpaid lunch period, normally scheduled between 11:00 a.m. and 2:00 p.m.

In addition, we recognize that rest periods for relaxation and refreshment are necessary. Accordingly, employees may take a 15-minute break during each four-hour period. These breaks can be scheduled during the first half of your day and during the last half of your day. However, they cannot be taken during the first or last hour of your workday and cannot be accumulated. Arrange your rest periods and lunch period with your supervisor.

### **C. TIME SHEETS**

Employees are required to report all time charges on a daily or weekly time sheet for cost accounting reporting. Timesheets are submitted every Friday morning, unless instructed otherwise, to meet payroll deadline periods. After completing the form, you must obtain your supervisor's signature before submitting the form to Payroll. Most offices are using D-time to report time for employees. Remember that your time sheet is a legal record of the hours you have worked, and your paycheck is based on the time recorded on your time sheet. Any addition, correction or change to your time sheet must be made and initialed by your supervisor.

### **D. PAYDAY**

The yearly calendar is divided into 26 payroll periods. Each payroll period is two weeks and employees are paid biweekly. The payroll period runs from Sunday of week one through Saturday of the following week. The payday for City employees is every other Wednesday. Your pay will be for all time worked through the end of the preceding payroll period. Depending on the time of month when you were hired and when the necessary "paperwork" is sent to the City Controller's Office, your first payroll check or pay raise may appear 3 ½ weeks after you began employment with the Department.

### **E. DIRECT DEPOSIT**

Direct deposit is designed to reduce the costs associated with printing and distributing payroll checks. In addition, many of our employees find it convenient to have their paycheck automatically deposited in their bank or credit union account. If you would like to make a similar arrangement, obtain an authorization card from your Bureau's Payroll Section or the Controller's Office.

### **F. COMPENSATION PLAN**

The City strives to pay salaries that are competitive with those in our community and industry. Our Compensation Plan is applicable to classes of positions and is approved by the City Council. A class code number identifies each classification, class title, and salary or salary range. The salaries and salary ranges are fixed by separate ordinances implementing the various Memoranda of Understanding (MOU) between the City and recognized employee organizations. These MOUs are a result of negotiations between various bargaining units and the City. If you are a non-represented employee, your salary will be reviewed at the time your MOU is renegotiated and recommendations will be made to the City Council regarding your pay.

**Salary Ranges** – The salary range for most classes of positions consists of a five-step plan. Most employees begin work at the first-step of the salary range. Movement to the next step of the salary range, for most employees, will take place after one year of service, and then again annually until you reach the fifth step of your salary range. Should you be hired on a "flat-rate" basis, as most trade employees are, you will not receive step increases.

The Department may approve an advance step hire for positions that are difficult to fill because of the nature of the position **or** because the experience and skills of the individual far exceed those of other available candidates for the position.

**Premiums** – If you work the swing shift, have a license or registration pertinent to your position which is not required, or operate certain equipment, you may be entitled to a premium. Check your Memorandum of Understanding or talk to your supervisor.

### **G. OVERTIME PAY**

Overtime is generally compensated either in time or at time and a half for each hour of overtime worked. Except in cases of emergency, all overtime must be authorized in advance by the supervisor.

Salaried employees, as defined by the Fair Labor Standards Act, with few exceptions are not entitled to overtime pay. Refer to the Los Angeles Administrative Code Section 4.113 or your MOU to determine if you are a salaried employee.

## **H. PAYROLL DEDUCTIONS**

Various mandatory payroll deductions are made each payday to comply with federal and state laws pertaining to taxes and insurance. Some examples include: Federal and State Income Tax Withholding, 1.45% Medicare (FICA), and 6% Retirement.

At the end of each calendar year, the Controller's Office provides employees with the Wage and Tax Statement (W-2) form. This statement summarizes your income and some of your deductions for the year.

City payroll deduction cards can be obtained from the authorized organization in which you are participating. Cancellation cards for payroll deductions are available in the Payroll Section or from the Controller's Office.

### **Social Security/Medicare**

Employees who are members of the City Employees' Retirement System do not pay into or receive credit towards Social Security. However, if you are hired by the City on or after April 1, 1986, a deduction in the amount of 1.45% is withheld from your paycheck. This amount represents the employee contribution portion of the Federal Medicare Program.

Employees, who are not members of the City Employees' Retirement System – such as emergency appointments from outside City service and part-time exempt employees – will automatically be enrolled in the City's pension savings plan.

### **Voluntary Child/Spousal Support Deduction**

The City Controller has set up a program that allows an employee to pay their child support obligation through a voluntary payroll deduction plan. The employee can authorize the deduction by filling out a Voluntary Child/Spousal Support Deduction card and submitting it to the City Controller's Office, Payroll Section. If you have any questions, contact the City Controller's Office at **(213) 978-7555**.

### **Charitable Contributions**

The City sponsors and actively participates in many charitable campaigns. Employees are encouraged to participate and support the charities of their choice. Employees may contribute to the following charities through payroll deduction: Los Angeles Brotherhood Crusade, Combined Health Appeal, United Way, United Negro College Fund, Library Foundation of LA, Meals-on-Wheels, National Hispanic Scholarship, United Latino Fund, Earth Share, Los Angeles Women's Foundation, and others. In addition, the City actively participates in the AIDS Walk America and the March of Dimes Walk every year.

## **I. JOB DESCRIPTIONS**

Every civil service classification in the City has a class specification and a job bulletin. These documents describe the basic job duties and responsibilities of the classification. In addition, the Department may have position descriptions (Form PDES 3) that further describe the job classification as used in a particular function in the Department. These documents help employees and supervisors communicate about job responsibilities and aid in staffing and training.

However, these documents are only guidelines and are not all-inclusive of the duties and responsibilities of any specific position. Your job can be expected to change over time. Therefore, from time-to-time, employees are expected to perform duties and handle responsibilities that are not part of their normal routine or that are not necessarily included in job descriptions.

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## ***WHAT'S IN IT FOR ME?***

*For questions in this section, contact Personnel Liaison Services at (213)978-1818*

*Employment with the City has often been valued for three main reasons: stability, advancement opportunities, and benefits. The City-paid annual employee benefit package usually exceeds 35 percent of your base salary.*

*The City's benefit package has been designed to promote both quality of life and career growth by offering a liberal schedule of paid time-off for holidays, vacation, and sick or personal leave; choices of subsidized health care programs; career support services; and a secure retirement plan. While this manual outlines the general benefit programs, please read your MOU carefully as it will specify any other benefits negotiated for your specific job classification.*

## **A. VACATION**

The City's vacation plan is designed to provide you with the opportunity to rest and get away from work or to handle your personal business. To satisfy your preferences as well as meet the staffing needs of the Department, discuss your vacation plans well in advance with your supervisor.

A regular, full-time employee, after completing the **qualifying period of one year**, is entitled to 88 hours (11 days) of vacation with full pay. Thereafter, subject to deductible absences, employees accrue vacation time of 7 hours and 20 minutes per month, with a maximum accrual of 176.0 hours, until five years of service. On your fifth anniversary of service, you receive 48 additional hours (6 days) as a lump sum and begin to accrue vacation time at the rate of 11 hours and 20 minutes per month with a maximum accrual of 272.0 hours, until 13 years of service.

Thereafter, employees accumulate vacation at increasing rates up to five weeks of vacation. Your paycheck stub will reflect your vacation accrual and balance; however, it will only reflect whole hours.

Vacation time is used in hourly increments and must be scheduled with and approved by your supervisor. Unused vacation time can be accumulated at a maximum of twice the annual allotment. The annual allotment is based on your years of service. For example, employees with less than five years of service can accrue a maximum of 176.0 hours (88 x 2). Vacation time accrued and not used after reaching the maximum will result in a loss of vacation time. The lost vacation hours are automatically donated to the Catastrophic Illness Program.

## **B. HOLIDAYS**

The City observes 12 paid holidays during the year which are: New Year's Day, Martin Luther King's Birthday, Presidents' Day, Cesar Chavez's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day. All holidays are eight-hour days. If you are on the 9/80 work schedule and a holiday falls on a normal nine hour day, you must make arrangements to make up the one hour difference during that same work week or use approved vacation time.

On a normal Monday through Friday work schedule, when a holiday falls on a Saturday, you will get the preceding working day off. If a holiday falls on a Sunday, the next working day is observed as the holiday.

Your supervisor receives a calendar each year (Personnel Bulletin No. 175 – Legal Holidays) that gives the specific dates for the 12 holidays. Check with your supervisor regarding your holidays.

**Floating Holiday** – After completing six months of satisfactory City service, full-time employees are eligible for a floating holiday(s). A floating holiday is an eight hour unspecified day-off that is subject to the approval of your supervisor and may be taken on any workday during the calendar year. However, you must use your floating holiday before the end of the calendar year, as it cannot be carried over to the next calendar year.

If you are on the 9/80 work schedule and you use a floating holiday on a normal nine-hour day, you must make arrangements to make up the one-hour difference or use approved vacation time. Refer to your MOU for the number of floating holidays defined for your classification.

## **C. SICK LEAVE**

Every full-time employee is eligible for sick leave with pay upon completing six months of City employment. At the end of six months of continuous service, full-time employees who have not been absent without pay for more than 10 working days, will receive eight hours of accrued sick leave for every month through the end of that calendar year. Following the completion of the six-month employment period, on January 1<sup>st</sup> of each year employees receive **12 sick leave days (96 hours) at 100% salary and 5 days (40 hours) at 75% salary.**

Sick leave may be used for employee illness or injury, family illness, or to avoid future medical or dental care problems (preventive medicine). A doctor's statement of illness may be required by your supervisor for any use of sick time, even for one hour, and is usually required for sick leave in excess of three consecutive days.

Sick leave with pay can be granted in hourly increments for absences from work because of non-work related illness or injury if an employee has sick leave hours available. An employee who accumulates more than 800 hours of 100% sick leave will be compensated at one half of his/her current salary for those unused hours in excess of 800 hours annually.

If you are on a medical leave of absence, you must return to work when the physician determines that you are able to resume normal duties. If you wish to extend your leave beyond this point, you must apply for a personal leave of absence. We require your physician's release before reinstatement to the active payroll. We encourage employees to accumulate sick leave so it is available to help in the event of a long-term illness.

**Preventive Medicine** – You may use your sick leave accrual, if you have a balance of 100% time, to secure preventive medical treatment (i.e. annual dental cleaning or medical checkups) for yourself or the members of your immediate family. Refer to your MOU as the number of hours that you are entitled to is based on your bargaining agreement.

**Family Illness** – An employee may use his/her sick leave accrual for an aggregate number of days, not to exceed 12 days, in any one calendar year to care for a member of one's immediate family. Refer to your MOU for the total number of days and the definition of immediate family for your bargaining agreement.

#### **D. FAMILY AND MEDICAL LEAVE ACT (FMLA)**

The City of Los Angeles provides all qualified employees with Family and Medical Leave, paid and unpaid, up to four (4) months per twelve (12) month period for certain family medical conditions, your own serious medical condition, birth/adoption of a child, or foster care. Employees must request this leave and provide advance notice when the leave is foreseeable.

To be eligible for this leave an employee must have been employed by the City for at least 12 months and have worked at least 1,040 hours during the 12 months preceding the start of the leave. In accordance with your MOU, some paid leave using available sick and vacation accrual may be substituted for unpaid leave. If approved, the City will maintain the employee's medical coverage for the duration of the leave. Upon return from the leave, the Department will restore you to an equivalent position.

**California Pregnancy Disability Leave** – In California, employees are also entitled to a disability leave for the period of time that a woman is disabled (generally 6-8 weeks, but as much as four months). Therefore, if an employee is requesting a leave of absence for childbirth, the four-month bonding leave under the Family Medical Leave Act is in addition to the period of time to which the employee is entitled while actually disabled.

#### **E. CATASTROPHIC ILLNESS LEAVE DONATION PROGRAM**

The Catastrophic Illness Leave Donation Program allows civilian employees who are catastrophically ill, or who must care for a catastrophically ill family member to draw up to 480 hours from a "bank" of time donated entirely by other City civilian employees. All donations of time are made anonymously, and the identities of those who apply to use the program are kept strictly confidential.

To be eligible an employee must have exhausted all sick leave, vacation, floating holidays, accumulated overtime, and 50% disability through FLEX benefits. In addition, the employee must be a permanent full-time or part-time employee who is part of the City Employees' Retirement System. For

more information about the requirements for this program, contact the Employee Benefits Office, at (213) 978-1655, or stop by Room 867, City Hall, 200 North Spring Street, Los Angeles, CA 90012.

#### F. LEAVES OF ABSENCE WITHOUT PAY

Leaves of absence without pay may be granted at the Department's discretion to regular, full-time employees to maintain continuity of service in instances where unusual or unavoidable circumstances require prolonged absence. You may be granted various types of leaves, including educational, personal, long-term illness, and military. While you can return to a job with the Department after taking your leave, there may be other factors to consider such as benefits continuation, reinstatements and approval processes. See your supervisor and/or call your Personnel Liaison Services staff for the details.

#### G. LEAVES OF ABSENCE WITH PAY

A leave of absence is any period of time in which an employee is absent from work. A leave is a privilege, not a right. It is the responsibility of the Bureau Director to grant leaves of absence; however, the Personnel Department has the responsibility for approving or disapproving leaves for over 15 calendar days after they have been granted by the Bureau Director.

**Bereavement Leave** – In the event of death in your immediate family **all** City employees, regardless of their employment status, are entitled to a maximum of three working days with pay to handle family affairs and attend the funeral. An additional two sick days of accrued 100% sick time may be used, if necessary, for the employee to travel 1500 miles or more one way. You must request this time and provide satisfactory proof of the death. There is no limit to the number of occurrences that you may take during the year; however, multiple family deaths will be considered as one occurrence. The initial three days of bereavement leave is not deducted from your sick leave or vacation time. This is an additional benefit that is available to all employees from your first day of employment. "Immediate family" is defined as: spouse, children, parent, grandparent, brother, sister, mother-in-law or father-in-law, any relative who resides in your household, the domestic partner of an employee, a household member, and the following relatives of the employee's domestic partner; mother, father, child, or grandchild. Refer to your MOU for details.

**Military Leave** – An appointing authority must grant a military leave to any employee who enlists or is drafted, whether or not the employee has passed probation. The Military and Veterans Code of the State of California provides that employees of any governmental agency who are called to active duty with the National Guard, Army, Air Force, Navy, or Coast Guard and who have served one year continuously or who have one year combined military and City service are entitled to leave with pay not to exceed 30 calendar days in any one fiscal year when ordered to active duty. Such paid leave must be used for either temporary or extended active duty, or a combination of both, but may not exceed a total of 30 calendar days for both in any one fiscal year. Attendance at reserve drills is not considered active duty. If you are called to active duty, you must notify your supervisor and present a copy of your orders.

**Jury Duty** – Department employees are encouraged to fulfill their civic duty of performing jury service when called. The City's Administrative Code ensures that employees will receive their salary for each day of jury service. You must, however, sign over to the City all court payments received for jury service (excluding transportation fees), along with the original Certification of Jury Service. Court payments are paid to the Department's Cashier. You have a responsibility to report for work on any day that you are not required to serve on Jury Duty, unless you make a request and receive approval to use accumulated overtime or vacation time. If you should become sick during your jury service, contact your supervisor and make a request for sick leave for the period of illness. Sick leave can only be paid if you have accumulated sick time. Please contact your supervisor promptly after receiving notification to appear for jury service.

#### H. CIVILIAN MODIFIED FLEXIBLE BENEFITS PROGRAM

The Flexible Benefits Program (FLEX) was developed by the Joint Labor-Management Benefits Committee and approved by the City Council in July 1996. FLEX provides employees, working part-time or more, the opportunity to design a benefits package that meets their individual needs.

If you are a member of the City Employees' Retirement System, complete and official details of each benefit will be mailed to you, in a separate booklet, normally within 4 to 8 weeks from the date of the first paycheck. It is your responsibility to enroll by calling the request line at **(800) 778-2133** or enroll via the web at: [www.lacity.mercerhrs.com](http://www.lacity.mercerhrs.com) after receiving your package. The effective date of your coverage depends on the date you call to select your benefits. You will receive a confirmation of the benefits you selected.

For full-time employees, the City contributes the full cost of employee-only coverage under all four options. Family coverage under all HMO options is also available at no cost; however, employees must pay to enroll dependents in the Blue Cross PPO Plan.

Failure to enroll in one of the insurance plans will result in default coverage in Kaiser single-party for medical and DeltaCare Preventative Maintenance Insurance single party for dental.

**Disability Insurance** – The City offers a Basic Disability Insurance Plan at no cost to the employee that provides additional income protection beyond current sick leave benefits for employees who become disabled. A Supplemental Disability Insurance Plan is also offered. This plan is offered on an employee-pay-all basis, however, the premiums are competitive and the level of coverage is good.

**Dependent Care Reimbursement Account Plan** – The Dependent Care Reimbursement Account (DCRA) Plan allows the employee to set aside pre-tax dollars in an account to pay for dependent care expenses such as day care or pre-school, before-school and after-school care for children age 12 years or younger, or eldercare. The account qualifies under Internal Revenue Code (IRS) Section 129 as a dependent care assistance program and is therefore subject to the rules and regulations of the IRS.

Review your confirmation carefully, any changes must be made within 15 days from the date you receive your confirmation. Any selection you make will remain in effect for the remainder of the calendar year.

Changes can only be made during the stated open enrollment period October 1 through October 31 of each year or within 30 days of a change in status, i.e. marriage, divorce, birth, death, etc. For additional information contact the Employee Benefits Office at **(213) 978-1655** or visit the office at 200 North Spring Street, Room 867, City Hall, Los Angeles.

**Group Health and Dental Insurance** – Employees have a choice of four health care programs, including Health Maintenance Organizations (HMO) and a Preferred Provider Organization (PPO) plan, plus three dental options. Detailed descriptions of each health care provider should be reviewed in the booklet mailed to your home address.

Any money that you set aside from your salary to fund a DCRA is exempt from federal and state income taxes. Because the DCRA allows you to be reimbursed for qualified dependent care expenses with money taken from your salary before it is taxed, this account can be used to reduce your taxable income.

**COBRA** – In April of 1986, Congress passed the Consolidated Omnibus Budget Reconciliation Act (COBRA). The provisions of this act allow you and your dependents, under certain circumstances, to continue your health insurance if you leave City employment. The provisions also allow for continuing coverage if your hours are reduced to a point that causes loss of your benefits.

## **I. RETIREMENT**

The Los Angeles City Employees' Retirement System (LACERS) is an excellent retirement program designed to provide you with a monthly income for life with a possible continuation of payments to your spouse/domestic partner.

Your retirement benefits under this system are based upon your pay and years of service with the City. Employees contribute eleven (11) percent of their bi-weekly salary. While you are employed by the City of Los Angeles, you make contributions to the system. Your contributions are made on a pre-tax basis,

which means that the money is taken out of your pay before taxes are deducted. As a result, your current taxable income is lower, and taxes on your contributions are deferred until you receive your retirement benefits.

The retirement system gives qualified members several retirement options including an early retirement option, optional Family Death Benefit Insurance Plan and Disability benefits. Please refer to LACERS' Summary Plan Description for details on your benefits. You may also visit LACERS' website at [www.lacers.org](http://www.lacers.org) for this information.

If you have any questions about your retirement benefits, visit LACERS at 202 West 1<sup>st</sup> Street, Suite 500, Los Angeles, or contact them at (213) 473-7200 or (800) 779-8328.

#### **J. DEFERRED COMPENSATION**

The City's Deferred Compensation Plan offers an opportunity for employees to create a source of future income to supplement the benefits they will receive from the City's retirement system. This plan allows employees to defer receiving a part of their current salary until a much later date, usually at retirement. Thus, you're building a source of future income to supplement your retirement benefits while legally reducing your current taxable income. Your biweekly deferrals and earnings on your deferred compensation account are not subject to state and federal income taxes until you withdraw them.

You are also eligible to roll over any Individual Retirement Accounts (IRAs), 401(k), 403(b), or other pre-tax retirement savings accounts into the City's Plan. Doing so may provide the means to more conveniently and cost-effectively manage your retirement accounts. The City has contracted with Great-West Retirement Services to provide administrative services for the City's Plan. If you would like more information about the Plan, please contact Great-West at (888) 457-9460 or visit the Plan website at [www.cityofla457.com](http://www.cityofla457.com). Plan representatives are also available Monday through Friday during regular office hours at the City's Employee Benefits Office located at 200 N. Spring Street (City Hall), Room 867, Los Angeles, CA 90012.

#### **K. EDUCATIONAL OPPORTUNITIES**

The Department is committed to the training and development of all its employees. As such, the bureaus provide various training opportunities such as employee orientation; project management; basic, technical, supervisory, and management skills; and executive development courses.

The City's Personnel Department sponsors a number of training and development programs for City employees. All of the programs have been customized based on information obtained through needs assessment studies, management employee focus groups, employee survey instruments, and/or recommendations from subject matter experts. These courses include communication, supervisory development, career development, and administration.

In addition, employees are encouraged to demonstrate initiative in identifying useful courses for their own learning goals. Supervisors are responsible for helping employees' select appropriate classes for the employee's development and reinforcing the application of the material to the job.

The City also sponsors college courses through Los Angeles Trade Technical College on supervisory development that are offered on-site at City facilities. In addition, more than a dozen universities and colleges in the area offer graduate level programs for those who want to further their education.

If you are interested in any of the above educational opportunities, please contact the Training Section in your Bureau.

#### **L. CAREER OPPORTUNITIES**

The Department is committed to the career advancement of its workforce through the Civil Service System. The Civil Service System, at its best, means a shared responsibility between employee and employer for promotional career growth. The Civil Service policies, rules, and procedures that govern and protect employees ensure impartiality.

**Promotional** – City advancement opportunities are advertised and posted weekly through the Personnel Department's green and blue bulletins *The City of Los Angeles Has a Job for You*. Employees are

encouraged to review the bulletins so as not to miss an advancement opportunity. Employees can also view opportunities through the Internet at [www.lacity.org/per](http://www.lacity.org/per) or by calling **(213) 473-9310**.

**Transfer** – The City advertises transfer and temporary placement opportunities that are available for City employees in the various City departments. For information regarding these opportunities refer to the Personnel Department’s weekly blue bulletins *The City of Los Angeles Has a Job for You*. Employees can also view opportunities at the above Internet site or call **(213) 473-9310**.

**Civil Service Hiring Process** – The City offers a process based on merit and ability and is summarized as follows:

1. Identification of an appropriate examination for which the potential candidate qualifies;
2. Submission by the candidate of an examination Notification Card to the Personnel Department in order to be notified when the examination is opened for filing;
3. Completion of and submission by the candidate of a City application and other required application paperwork to the Personnel Department prior to the deadline date prescribed on the examination bulletin;
4. Preparation by the candidate for the examination through individual study, in-service courses, and/or mock interview;
5. Successful completion by the candidate of the Personnel Department’s examination process;
6. Successful completion by the candidate of a certification interview with a City department if the candidate is reachable on the eligible list that resulted from the above-mentioned examination;
7. Acceptance by the candidate of a job offer from a City department; and,
8. Successful completion of probation.

If you need assistance in understanding the career opportunities available in the City ask your supervisor or contact your Personnel Section.

## **M. SERVICE PINS**

Employees receive service pins at the end of 10, 15, 20, 25, 30, 35, 40, and 45 years of City service. Every quarter, the Personnel Department notifies the Department of those employees who qualify. Pins for 10 to 25 years of City service are presented by the Bureau. Pins for 30 years or more of service will be presented at a meeting of the Board of Public Works Commissioners.

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## ***WHERE CAN I GO FOR ASSISTANCE?***

*For questions about this section contact the organizations directly*

*The City recognizes that employees have a myriad of needs and therefore officially recognizes or sponsors many programs that serve as further resources for employees. Some of these programs are free to employees, while others are supported through membership.*

### **A. EMPLOYEE ASSISTANCE PROGRAM**

The City’s Employee Assistance Program (EAP) is available to all regular employees (who are members of the City Employees’ Retirement System) who need help with problems that may be affecting their emotional well-being and/or work performance. The program is administered through the Personnel Department’s Employee Benefits Division and provides up to **five free confidential** counseling sessions per incident for you or your immediate family members.

The services are as broad as the kinds of problems people have. The program provides assistance and counseling for marital and family problems, alcohol and drug dependency, emotional and psychological disorders, childcare and eldercare problems, legal issues and questions, credit and financial concerns, tax consultation services, stress and interpersonal conflicts, and situational life problems. If you need any of these services, you can self-refer by calling **(800) 213-5813**.

### **B. CREDIT UNION**

Established in 1936, the Los Angeles Federal Credit Union (LAFUCU) provides a variety of banking services and programs including saving accounts, checking accounts, and loans utilizing direct deposit and payroll deduction. City employees and their families may join this non-profit financial institution for a **one-time fee** of \$5.00 plus a \$50.00 deposit in your checking or savings account. There are branch offices in the Civic Center and Glendale, and facilities (Access Centers or ATMs) at Hyperion Treatment Plant, Los Angeles Airport, Piper Tech, Port of Los Angeles, Van Nuys, and West Los Angeles. In addition, the credit union is part of a network of ATMs within and outside the City of Los Angeles. Accounts can also be accessed, and transactions completed, through the Internet. The LAFUCU's web site address is: [www.lafcu.org](http://www.lafcu.org). Contact the LAFUCU at **(213) 485-5000, (213) 484-8640, (818) 242-8640 or (800) 252-4009** (outside local areas) for additional information about services and locations.

### C. COMMUTING AND PARKING

The Mayor and City Council actively encourage ridesharing. There are several ways to rideshare. Choose the one that is best for you. The Commuter Services Office can provide carpool match-lists, preferential parking for ridesharing, transit information, and bike route maps. You'll be saving money, gaining time, reducing stress, and helping clean the environment all at the same time. For additional information about the commuting programs, call the Commuter Services Office at **(213) 978-1593**.

**Carpool Program** – The City provides parking at a reduced rate in the Civic Center or other designated lots for carpools consisting of two or more employees. The carpool members take turns driving, thus saving wear and tear on each member's car.

**Vanpool Program** – The City has luxury vans that carry 12 passengers, with reclining seats, individual reading lamps and air ducts. Vanpools are available from many work site locations. Monthly fares are charged based on the number of round-trip miles the vanpool travels daily.

**Public Transit** – The City reimburses up to \$50.00 for every month you use the rail lines or bus lines to get to work. It's easy – take public transit to work, complete a Transit Subsidy Reimbursement form, obtain your supervisor's signature, and then your reimbursement is added to your paycheck.

**Parking** – Parking policies vary according to the location in which you work. Seniority, salary level, and whether the employee is on mileage (i.e. must routinely use their own vehicle for City business) generally determine whether preferred parking is assigned. If the Department provides you parking, you must work with your parking coordinator to obtain a pass and a copy of the rules governing your parking space. If you do not qualify for any of the commuter options above, then you must pay for parking in a nearby private lot. Your supervisor or co-workers may be able to provide information on which lots are closest to your office, and what the daily/monthly fee will be.

**DASH** – It's a service of the City of Los Angeles, Department of Transportation, and is a component of METRO, the region's integrated transportation system. DASH Downtown Los Angeles provides convenient, coordinated links to the Red Line, Blue Line, Metrolink and regional express and local buses. DASH shuttles operate in Downtown Los Angeles along the Spring Street corridor and nearby City Hall, Piper Tech and Personnel buildings, and Chinatown area for 25 cents. To facilitate travel and parking in the civic center, employees are encouraged to utilize the DASH service. If you are traveling on the DASH to conduct City business you can obtain free DASH tickets from your supervisor or office staff.

### D. CHILD CARE

Established in 1989 for children of City employees, the Joy Picus Child Care Center serves over 100 children from 6 weeks through 5 years of age. Enrollment is based on the application date and space availability. There is no sliding scale fee; however, there are reduced rates for City and DWP employees. In addition, the center will make referrals to help employees find other appropriate childcare.

**Note:** Through flexible benefits you can use your pre-tax dollars to save on dependent care that is provided by any licensed care center.

### E. EMPLOYEE BENEFIT ASSOCIATIONS

**Los Angeles City Employees Association (LACEA)** – This association is a non-profit, voluntary employee benefits association that offers high quality insurance products and related programs to its members. Employees can obtain information about group life, accidental death and dismemberment, group auto insurance, home loan programs, and income protection insurance benefits. All full-time City employees, their spouses, and dependents are entitled to all benefits and services through membership. Dues are \$2.25 per pay period. As it is a non-profit association, unique about LACEA is that they refund any monies remaining after claims and operating expenses to active life insurance policyholders. You can contact the Los Angeles City Employees Association at LACEA, 120 West Second Street, Los Angeles, CA, 90012 or call **(800) 464-0452**.

**All City Employees Benefits Service Association (ACEBSA)** – ACEBSA offers benefits and services to its members for a fee of \$1.75 per pay period. Membership is open to all City employees who pay into the Retirement System.

All members receive a complimentary \$1,000.00 life insurance policy and, to keep up with activities and/or events, the monthly publication of ACEBSA entitled *El Pueblo*. Members may also take advantage of additional insurance benefits such as term life, whole life, cancer and short-term disability. Some of the additional services offered by ACEBSA include photo developing and complimentary Notary Public services.

ACEBSA offers ticket media for amusement parks and movies, as well as occasional special events; and runs various sports leagues and tournaments throughout the year. ACEBSA administers the ACE Assistance Program (which assists City employees in case of catastrophic circumstances) and a Scholarship program. For more information, call ACEBSA at **(213) 485-2485** or visit them at 201 North Los Angeles Street, Space 17 (in the City Hall Mall across from CVS Pharmacy), Los Angeles.

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## ***WHO ELSE CAN HELP?***

*For questions about this section contact the listed organization*

*In most cases, if you have a job-related problem, question or complaint, you should first discuss it with your supervisor. The simplest, quickest and most satisfactory solution will often be reached at this level. However, if this does not help the situation you still have other avenues to pursue to resolve your concern.*

### **A. MANAGEMENT-EMPLOYEE RELATIONS**

In 1968, the California Legislature adopted the Meyers-Milias-Brown Act which mandated, cities, counties, and other local government agencies to “meet and confer” in good faith with employee organizations on all matters affecting wages, hours, and other terms and conditions of employment. In 1971, the City Council adopted an Employee Relations Ordinance to establish policies and procedures for the administration of management-employee relations in City government.

Most of our employees are represented by recognized employee organizations (unions) for purposes of employment relations with the City: specifically, negotiating wages, hours, and other terms and conditions of employment. Agreements reached between the City and its employees on these matters are contained in a Memorandum of Understanding MOU. Each bargaining unit has its own MOU.

City employees have the right to form, join, and participate in the activities of employee organizations as well as to refuse to join or participate in these activities. Employees should not be interfered with, intimidated, restrained, coerced, or discriminated against because of the exercise of these rights. Certain employee organizations have negotiated the right to charge employees a service fee (agency shop fee) even if they are not members of the organization. For additional information obtain a copy of your MOU from your employee organization listed on the following pages.

**Grievance and Complaint Handling Procedure** – The employee organization represents members of their bargaining unit in employee grievances. A grievance is any dispute between an employee and management regarding the interpretation or application of the memorandum of understanding or of

departmental rules and regulations governing personnel practices or working conditions. The MOU has a grievance procedure that employees use to resolve this type of dispute.

Most grievance procedures require several appeal steps to assure objectivity by subjecting the grievance to scrutiny from different viewpoints with the purpose of resolving the grievance at the lowest level possible. If after informally discussing your concerns with your supervisor, the matter is not resolved to your satisfaction, you may then initiate the formal grievance process and present your complaint in writing. This grievance procedure has been developed to resolve employee complaints promptly, fairly and without fear of reprisal. If you choose the grievance process, be sure to follow the steps and procedures as outlined in your MOU. If you need additional information, contact your employee organization.

**Agency Shop** – In 1982, the California Legislature granted employee organizations the right to negotiate and to charge a service fee to their members for their basic negotiating services. Under agency shop, an employee is required, as a condition of employment, either to join the recognized employee organization, pay the union a service fee equal to union dues, or have the equal dues amount donated to charity if the employee has valid religious objections to belonging to a union. With few exceptions, the agency shop dues are automatically withdrawn from your paycheck upon completion of six months of employment.

## **B. MINORITY EMPLOYEE ORGANIZATIONS**

The City of Los Angeles first formalized its commitment to equal employment opportunity on January 8, 1971, with the adoption of an Equal Employment Opportunities Program and the recognition of associations officially representing the needs of minority groups. The City later expanded its commitment with the adoption of the City's Affirmative Action Plan in June of 1973.

There are seven affirmative action associations that were established by the City Council to officially represent the needs of minority, female, and disabled employees in City government. These non-profit organizations are fee supported through membership. They provide workshops for personal and professional development, scholarship programs for members and their families, recreational and social programs, and employee advocacy.

The organizations include:

- Affirmative Action Association for Women (AAAW)
- Association of City Employees with Disabilities (ACED)
- Gay and Lesbian United Employees (GLUE)
- Los Angeles Association of Black Personnel (LAABP)
- Los Angeles City Employees Asian American Association (LACEAAA)
- Los Angeles City Employees Chicano Association (LACECA)
- Los Angeles Filipino Association of City Employees (LAFACE)

A current list of telephone numbers for these associations may be obtained by calling the City Clerk's Office at **(213) 978-1133**.

DEPARTMENT OF PUBLIC WORKS  
RECOGNIZED EMPLOYEE ORGANIZATIONS

| Title of Employee Unit   | MOU<br>NO.                 | Title of Recognized Employee Organizations<br>Address   | Telephone  |
|--|----------------------------|---|--|
| Administrative<br>Supv. Technical<br>Supv. Administrative<br>Technical   | 01<br>19<br>20<br>21       | Engineers and Architects Association (EAA)<br>350 S. Figueroa Street, Suite 600<br>Los Angeles, CA 90071-9863   | (213) 620-6920<br>(213) 620-6955 FAX   |
| Plant Equip. Operation & Repair<br>Representation  | 09                         | International Union of Operating Engineers (IUOE)<br>Local 501<br>2405 W. 3rd Street<br>Los Angeles, CA 90057   | (213) 385-1561<br>EXT. 113<br>(213) 385-7324 FAX                                 |
| Equip. Operation & Labor Employees<br>Prof. Engr. & Scientific<br>Service Employees<br>Service & Crafts<br>Supv. Prof. Eng. & Scientific | 04<br>08<br>15<br>14<br>17 | SEIU Local 721<br>1545 Wilshire Blvd.<br>Los Angeles, CA 90017  | (213) 368-8660   |
| Supervisory Blue Collar  | 12                         | LACSSA - LIUNA, Local 777<br>514 Shatto Place, Ste. 260<br>Los Angeles, CA 90020  | (213) 380-6678<br>(213) 380-6685 FAX   |
| Clerical & Support Services<br>Executive Administrative Assistants   | 03<br>37                   | AFSCME District Council 36<br>514 Shatto Place, 3 <sup>rd</sup> Floor<br>Los Angeles, CA 90020  | (213) 487-9887<br>(213) 487-9822 FAX   |
| Building Trades Rank & File<br>Supervisory Bldg. Trades & Related Employees  | 02<br>13                   | Los Angeles County Bldg. & Constr. Trades Council (LACBCTC)<br>1626 Beverly Blvd.<br>Los Angeles, CA 90026<br><br>IBEW Local 11 (Electric)<br>297 N. Marengo Avenue<br>Pasadena, CA 91101<br><br>Plumbers Local 78<br>1111 W. James Wood Blvd.<br>Los Angeles, CA 90015 | (213) 483-4222<br>(213) 483-4419 FAX<br><br>(626) 243-9700<br><br>(213) 688-9090 |
| Inspectors   | 05                         | Municipal Construction Inspectors Association (MCIA)/SEIU Local 721<br>205 S. Broadway, Suite 716<br>Los Angeles, CA 90012  | (213) 482-6797   |
| Craft Workers/Hiring Hall  | 35                         | Los Angeles County Bldg. & Constr. Trades Council (LACBCTC)<br>1626 Beverly Blvd.<br>Los Angeles, CA 90026  | (213) 483-4222<br>(213) 483-4419 FAX   |
| Management   | 36                         | Los Angeles Professional Managers' Assoc. (LAPMA)<br>Management Div./SEIU Local 721<br>1545 Wilshire Blvd., 8 <sup>th</sup> Fl<br>Los Angeles, CA 90017   | Charley Mims<br>(213) 479-9176 CELL  |

## ***HOW DO WE COMMUNICATE?***

*For questions about this section ask your supervisor*

*The Department of Public Works encourages communication at all levels. Any employee who wants to speak with a member of the Board of Public Works about Department business matters can. While the Board recognizes that effective communication is essential to Departmental operations that communication must first be achieved at the supervisory level and should not conflict with any provisions of established Memoranda of Understanding. Therefore, the one thing the Board asks is that, if at all possible, you discuss the matter with your immediate supervisor before calling for an appointment.*

*Understanding that good communication is one of the most important requirements for operating any organization successfully, the Board also encourages its employees to communicate at all levels. In keeping with the Board's philosophy, you are also encouraged to speak first with your supervisor and the other managers in your office who are within your supervisory chain of command.*

### **A. TELEPHONE USE**

Almost all of our transactions involve verbal communication, and much of our verbal communication is conducted by telephone, therefore it is perhaps the most important office machine in our office. The degree to which all Department employees use proper etiquette has a significant effect on how we are perceived by our customers, outside agencies, and the general public.

Department telephones are to be used for business purposes in serving the interests of the public and in the course of normal Department operations. Answer all calls promptly and courteously.

**Voicemail** – Voicemail has become an important part of our verbal communication process. It provides a means for callers to leave messages when you are not immediately available. However, Voicemail is not to be used as a reason for not answering your phone when you are at your desk. It is a tool to assist the public and your co-workers when you are not readily available to provide assistance. Voicemail is accessed through the use of a personal password; however, supervisors must be provided each employee's password to access the system in case of emergency.

### **B. TECHNOLOGY AND COMPUTERS**

The Department is making every effort to provide employees with the best computers and advanced technological systems available. Systems such as personal computers, fax machines, electronic mail (e-mail), and internet access have been installed for use in conducting the City's official business and are to be used only in the course of employees' assigned duties. All materials, information and software created, transmitted, downloaded or stored on the City's computer systems are the property of the City.

The Citywide Internet Policies and Guidelines adopted by the City Council in 1996 are intended to guide you in the performance of your duties as a City employee and to place you on notice that you should not expect the Internet and e-mail in your possession, or those that you may use periodically, and their contents to be confidential or private. All data, including any stored or printed as a document, is subject to audit and review. Computers are accessed through the use of a personal password; however, supervisors must be provided each employee's password to access the system in case of emergency. **Do not have any expectation of personal privacy in the use of the Internet, e-mail, fax machines, or voicemail.**

Employees are not to load any unauthorized software on the City's computer equipment. In addition, employees have a responsibility to ensure that any software used is free from computer viruses and that if a virus is detected, it is reported to the Systems Administration Section to clean the drive.

**Fax Machines** – A fax machine speeds up the process of sending a written business communication from one location to another location. All you have to do is place your document in the fax machine's document feeder, dial the destination's fax number, then press the Start key on the fax machine's operation panel. The machine scans the document and electronically sends the signal through the

telephone line to its ultimate destination. The Department has several fax machines, for official City use only, that are centrally located in most offices to facilitate business communications.

**E-mail** – Electronic mail is a process of sending and receiving a typewritten message and/or document electronically between terminals linked by telephone lines or microwave relays.

The Department is linked through the use of Google Mail office automation software to facilitate communications for employees that need to conduct business using e-mail. Through the use of electronic mail, a full-featured calendaring system and document management, Google allows you to send interoffice communications, schedule personal and group appointments, create task lists, send notes, coordinate events, perform basic mail routing, organize documents, and manage projects.

### **C. CITY MAIL**

The **Mayor’s Executive Directive No. 23** states that City departments are to use the messenger mail service for all inter- or intra-office communications to keep mail costs within budgeted funds. The inter- and intra-City messenger mail service operates through the use of the gray multi-use interoffice correspondence envelopes (Form Gen. 100 A and B) for all correspondence not requiring the U.S. Postal Service. The Department of General Services is responsible for the pickup and distribution of all City mail as well as U.S. mail, parcel post, and express delivery.

### **D. JOB POSTING**

We encourage our employees to strive for upward mobility. We attempt to promote the most capable and experienced individuals based on demonstrated skills, knowledge, and abilities. At the same time, we may need to recruit and hire outside the Department to attract the most qualified individual for a particular opening. Current job openings in the City are posted on the Department bulletin boards, with the steps to follow to apply for them. We also distribute job bulletins received from the Personnel Department and other City departments, and special “Notices” to advertise paygrade advancement opportunities to all of our offices. Check your bulletin board for positions for which you qualify and wish to apply. You may also check the City’s website at [www.lacity.org](http://www.lacity.org).

### **E. NEWSLETTER**

The Department of Public Works has a publication entitled “Cityworks” to communicate to all employees about issues and information. The Newsletter contains a variety of information. Employees are encouraged to submit articles or ideas that can be used in the Newsletter to: Newsletter Editor, 200 North Spring Street, Suite M-165, City Hall, Los Angeles, CA 90012.

### **F. BULLETIN BOARDS**

All Department work locations maintain a bulletin board to communicate information to employees. The bulletin boards are to be used to post notices of union meetings, elections, social events, Paygrade Advancement Notices and other matters of interest to employees. You are responsible for regularly reading the information posted on your bulletin board. If you have an item that you want placed on either your office bulletin board or bulletin boards in other offices, you must obtain approval from your office management. All items posted must be approved in advance.

### **G. SUGGESTION PLAN**

We encourage you to suggest methods to improve the quality and efficiency in the Department and the City through the City’s Suggestion Award Plan. The purpose of the Suggestion Award Plan is to encourage employees to submit suggestions to save money, to improve procedures and services to the public, to provide tangible rewards and recognition for adopted suggestions, to promote safety, and to stimulate employee interest in the programs and development of the City. The City recognizes employees who have submitted meritorious suggestions that have been formally adopted by presenting them with a Certificate of Commendation and/or a cash award. Your suggestions should be detailed so

that any system or procedure that you suggest can be adequately evaluated. For more information about the Suggestion Award Plan call Personnel Liaison Services at (213) 978-1800.

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## ***WHAT SAFETY AND EMERGENCY PREPAREDNESS MEASURES ARE IN PLACE?***

*Safety and Emergency Preparedness is a shared responsibility of both the employer and the employee. We strive to provide safe working conditions for our employees, and employees are expected to do everything reasonable and necessary to make the Department a safe place to work. We observe the safety and emergency preparedness/response laws of the City, State and Federal governments. No one will knowingly be required to work in an unsafe manner. Safety rules are posted on the Official Bulletin Board in each Division, Floor or Service Yard, and you are responsible to become familiar and observe them at all times. An Injury and Illness Prevention Plan (IMP) is in place that tells you exactly how to handle this type of situation.*

*Employees are encouraged to report any unsafe conditions to their supervisor. Anonymous reporting is acceptable. All possible precautions must be taken to avoid injury to the public, your co-workers and yourself. This may be accomplished as easily as posting appropriate warning signs or keeping tools, equipment and materials out of high-traffic areas.*

*All City employees are required to assist in the response and recovery stages of a City Emergency. It is important to maintain a home Family Emergency Preparedness Plan to ensure your piece of mind in the event of a City disaster, so that you can report to work as quickly as possible. The plan should include an out-of-City contact phone number for all family members and what you would do if separated from each other. Your local chapter of the Red Cross can assist you in creating a family plan.*

### **A. PRE-EMERGENCY SUGGESTIONS**

- ◆ Have emergency phone numbers clearly posted
- ◆ Learn the Emergency Plan for your floor, work area and Bureau
- ◆ Familiarize yourself with the City/Bureau Safety Manual which includes IMP
- ◆ Become familiar with the stairway locations in the building, and in particular, the stairways or exits serving your floor
- ◆ Note the locations of manual fire alarm devices, fire extinguishers and emergency supplies
- ◆ Provide and maintain emergency supplies at your work station, such as a 2-day supply of food, water, hard-soled shoes, flashlight and batteries, blanket and personal items like eyeglasses and medications
- ◆ Know your Floor Warden, Building Emergency Coordinator, Bureau Emergency Preparedness Coordinator, and Bureau Safety Coordinator/ Officer

### **B. FIRES AND EMERGENCIES**

**IN CASE OF EMERGENCY, DIAL “9” and then “9-1-1.”** Emergency procedures are included in your City telephone directory, Floor Warden Manual, Building Occupant Instructions, Bureau Emergency Plan and Bureau Safety Manual for such things as fire, earthquake, bomb scare, civil unrest and medical emergency. If your supervisor has not covered this information with you, please ask him/her to do so. You must have a clear understanding of your responsibilities during any emergency, both large and small.

### **C. EMERGENCY OPERATIONS ORGANIZATION (EOO)**

The City of Los Angeles EOO is the agency responsible for emergency preparations, response and recovery. It was created in 1980 as the Mayor and City Council recognized that in response to a disaster, there must be a unified and streamlined chain-of-command to coordinate all of the City’s resources, to meet immediate threats to life and property.

The authority to declare a local emergency rests with the Mayor. During these periods, the EOO is under the direct supervision of the Mayor as EOO Director. In times of crisis, the City will bring every available resource from local jurisdictions, the state and federal governments, community-based non-profit organizations, private business, neighborhoods and all citizens to bear against the problem. If you have any questions about the Department/Bureau emergency plan or your responsibilities, contact your supervisor or Bureau Emergency Preparedness Coordinator.

#### **D. WHAT IS A CITY EMERGENCY AND WHAT IS EXPECTED OF ME?**

A City emergency is any occurrence that overwhelms existing resources to deal with the event. Since 1987, the City of Los Angeles has declared 13 federal declarations of emergency, which include earthquakes, fires, floods and civil unrest.

When the EOO receives official warning of an impending or threatened emergency, or upon the declaration of a local emergency, the EOO is immediately activated and all necessary personnel, as the Mayor may direct, are called into active service. The Emergency Operations Center (EOC) will be activated and pre-designated representatives from all City Departments will be deployed to that location; the EOC will coordinate and manage the emergency. Simultaneously, regular City services will continue wherever possible.

City employees may be assigned, regardless of their civil service classification, any duties that they are capable of performing safely during a City emergency. If the event occurs during normal working hours, all City employees shall remain at work to make themselves available for disaster relief. Individual employees may not be released without Bureau Director approval. The Mayor has the sole authority to order a general release of City employees; anyone who leaves their assignment without authorization may be subject to disciplinary action. If the emergency occurs outside of normal working hours, all employees shall respond according to established Department/Bureau procedures. You must also listen to the Emergency Broadcast System (EBS) and comply with instructions given to City employees. In general, all employees will be expected to report to work as normal unless they are informed over the EBS or by other means, that the Mayor's Office has directed that non-essential employees not report to work.

#### **E. WORKPLACE VIOLENCE PREVENTION**

The Personnel Liaison Services office developed a directive on WORKPLACE VIOLENCE PREVENTION AND CONTROL to provide procedures/guidelines to help reduce the potential for violence in our Department. Employees should read this directive and understand their responsibility in recognizing and responding appropriately to violence or threat of violence in our workplace.

Nothing is more important to the Department than the safety and security of its employees, customers, and visitors. The Department is committed to maintaining a workplace that is free from violence or threats of violence. Therefore, threats, threatening behavior, or acts of violence against an employee, a customer, a visitor, or any other individual cannot and will not be tolerated. All reports of workplace violence will be taken seriously and will be investigated promptly and thoroughly.

Employees are encouraged to immediately bring to the attention of supervisors and managers any issue that has the potential to create violence in the workplace. Any form of violence or threat of violence whether actual or reasonably perceived – involving a City employee or occurring in the workplace, must be reported to a supervisor, manager, or the Department's personnel officer. Such behavior must be reported whether it is committed by another City employee, a contractor, a customer, or a member of the public.

Full cooperation by all employees is necessary if the City is to maximize the safety and security of its employees, customers, and visitors. The City will not tolerate retaliation against any employee who reports workplace violence or a threat of violence.

If you have further questions about workplace violence prevention contact your supervisor, your Bureau Personnel Section, or the Departmental Workplace Violence Prevention Coordinator, Personnel

Liaison Services, at (213) 978-1810. The Personnel Liaison Services office at City Hall maintains a certified nonviolent crisis intervention counselor as a resource.

#### **F. DOMESTIC VIOLENCE AND ABUSE POLICY**

The City has recognized the need to promote a work environment that is supportive of victims of domestic violence and sensitive to the effects of domestic abuse. Therefore, it is the policy of the City to offer assistance and a supportive environment to its employees experiencing domestic violence or abuse by providing an understanding and supportive workplace environment and referrals to appropriate community and workplace resources. The Department's intent is to ensure that employees who are in battering relationships have the opportunity to obtain assistance so that they remain productive members of the workforce.

Employees experiencing difficulties from domestic violence/abuse may contact the following resources for assistance:

Deborah McCraney  
Departmental Workplace Violence Prevention Coordinator  
Personnel Liaison Services Bureau – Group 1  
Phone: (213) 978-1810  
Fax: (213) 978-1813

Commission on the Status of Women  
Phone: (213) 978-1675  
Fax: (213) 978-1668

Employee Assistance Program Provider  
MHN A HEALTH NET COMPANY                      Web Site: [www.members.mhn.com](http://www.members.mhn.com)  
Phone: (800) 213-5813                              Access Code: cityoflosangeles

#### **G. NO SMOKING ORDINANCE**

The City has adopted smoking ordinances regulating places of employment and designating facilities in City buildings as non-smoking. For reasons of safety, public relations, and other concerns, smoking is prohibited in all City-owned or leased buildings and in City vehicles. Ask your supervisor how these Ordinances apply to your job environment. Refer to the **Mayor's Executive Directives Nos. 46 and 51** for additional information.

#### **H. ALCOHOL AND DRUGS**

We recognize that alcohol and drug abuse in the work place has become a major concern. In November 1988, the Federal Government passed the Drug-Free Workplace Act, which requires the City to certify that it will provide a drug-free workplace. In compliance with the Act, the City's policy bans the use, possession, sale, transfer, manufacture, distribution, or purchase of illegal drugs, alcohol or other intoxicants by employees at any time on City premises or while on City business.

The City's alcohol and drug policy is to provide a safe and healthy work place for all employees, to comply with federal and state health and safety regulations, and to prevent accidents. We believe that by reducing drug and alcohol use, we will improve the safety, health, and productivity of employees.

If your job duties require that you have a Commercial Drivers License, you will be subject to the Federal Department of Transportation Drug and Alcohol Testing Program. All City drivers are subject to random testing. At least half of the City's drivers are tested each year on a random basis for drugs. At least 25 percent must also be tested for alcohol.

#### **I. SEATBELT POLICY**

State law requires that you always use seat belts whenever you drive or ride in a motor vehicle. In addition, the **Mayor's Executive Directive No. 42** states that all City employees must wear seat belts and shoulder harnesses whenever they drive or ride in a City or mileage vehicle, or otherwise travel by car on City business.

#### **J. WIRELESS COMMUNICATION**

Pursuant to state law, wireless (cellular) telephones may only be used in a hands-free mode while driving a motor vehicle.

Also, state law prohibits using an electronic communications device to write, send, or read a text-based communication while driving.

#### **K. INJURY ON DUTY/VEHICLE ACCIDENTS**

The City covers the costs of full-time and part-time employees who become ill or injured during the course of employment or as a result of employment. No matter how insignificant an injury may seem when it occurs, notify your supervisor immediately. If the injury is serious and no supervisor is present, get medical attention first and then report to your supervisor as soon as possible.

**Workers' Compensation** – It is the employee's responsibility to report all work-related injuries, complete all necessary paperwork, keep his/her supervisor informed, and get a written release from the doctor to return to work.

While an employee is completely incapacitated from work due to an accepted Workers' Compensation (WC) claim for any period not exceeding one year from the date of injury, he/she will be compensated at his/her full salary. If the employee's full incapacitation continues beyond a year, he/she will be compensated at the rate set by the State of California.

If you believe an employee, attorney, doctor, or facility is engaged in Workers' Compensation fraud, the department encourages you to report it to the Workers' Compensation Fraud Investigation Hotline at **(213) 978-7929**. Your information can be given anonymously.

**Temporary Modified Duty Program** – The Department of Public Works has a program designed to reduce the high cost of Workers' Compensation by providing work for employees who were injured on the job and have temporary work restrictions. The restrictions may prevent the employee from working his/her regular job but permit him/her to work elsewhere until he/she recovers fully. This period of work is referred to as "temporary modified duty" and may not exceed 90 days for a particular injury or illness. If, at the end of 90 days of working temporary modified duty, the employee has still not recovered sufficiently to be released to his/her regular position, then the employee must await full recovery at home and be returned to injury on duty status.

**Vehicle Accident** – If you are an employee who is required to have a Commercial License, you must follow the accident reporting procedures established by your division.

If you are the driver or occupant of a City vehicle, other than a commercial vehicle, and an accident occurs, look in the glove compartment of the City car for instructions on how to proceed. Normally, you are required to call the Los Angeles Police Department at (213) 485-2681 at once regardless of the extent of damage. The number to call is also posted in every City vehicle. Try to keep the other party at the scene of the accident until the police arrive. Make notes of all important facts and details regarding the accident including witnesses, description and location of the cars involved, and the name and address on the other party's driver's license.

You will be required to make a detailed written report of any accident in which you are involved. In case of a death within City limits, call the Police Department. Elsewhere in Los Angeles County, call the nearest Sheriff's Office.

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### ***WHAT IS EXPECTED OF ME?***

*For additional information contact Personnel Liaison Services at (213) 978-1800*

*All employees of our Department are expected to maintain the highest tradition of public service. Groups of people who are working together for any purpose require certain guidelines pertaining to their conduct and relationships. Accordingly, our employees must be aware of their responsibilities to the Department, their co-workers, and the public.*

#### **A. CODE OF ETHICS**

City employees are in a position of public trust and have an obligation, even higher than the private sector, to do our jobs well in the spirit of public service. As such, all employees shall conduct themselves in an ethical manner, both on and off the job, and in a manner that does not present the appearance of a conflict of interest. The City's Code of Ethics governs job performance, defines the relationship that must be maintained with the public, and affirms general standards.

The Code of Ethics underscores the point that as citizens who are also public employees we are bound to uphold the law. In particular it states the following: Loyalty to the Federal and State Constitution, attention to all applicable laws and regulations, support for the basic tenets of affirmative action, and commitment to all laws against discrimination.

In addition it affirms that employees are: Not to engage in anything which is in substantial conflict with the proper discharge of duties; to be impartial and act in the best interest of the City; not to accept gratuities or special attention in exchange for the performance of assigned duties; and not to develop a professional or financial interest in outside enterprises that must be dealt with in their work.

If you believe an employee is engaged in unethical conduct on the job, you are encouraged to report the activity to the Whistleblower/Complaint Program Hotline at **(213) 978-1999** or toll free at **(800) 824-4825**.

#### **B. STANDARDS OF EMPLOYEE CONDUCT**

The Department of Public Works expects all employees under its jurisdiction to maintain the highest traditions of public service. Specifically, the Department expects all employees:

1. To be regular and punctual in reporting for work, to be absent only for good and sufficient reason, and to give proper notice of intended absences;
2. To perform their duties and to discharge their responsibilities safely, effectively, and with proper regard for economy of time and material;
3. To be courteous and cooperative in their relations with other City employees and with the public;
4. To conduct themselves, both on and off the job, in a manner that reflects credit on their Department and on City service; and
5. To demonstrate by their behavior an awareness of, and respect for, sexual, cultural, and physical differences in their relationships with other employees and the public.

All employees in the Department of Public Works are expected to adhere to the Standards of Conduct.

### C. EQUAL EMPLOYMENT OPPORTUNITY

The Department of Public Works is committed to providing equal employment opportunity for all persons and strives to improve the representation of minorities, women, and the disabled at all levels of the workforce. The goal is to have its workforce reflect the diversity of the City's population. The Department insists that all employment decisions are based on merit and job-related criteria. California law provides protection against discrimination based on race, color, ancestry, creed, religion, sex, age, national origin, disability, marital status, sexual orientation, pregnancy-related conditions, medical condition, Acquired Immune Deficiency Syndrome (AIDS), or in retaliation for having filed or participated in a discrimination complaint.

It is the policy of the Department to engage in positive, specific and measurable activities to achieve and maintain equal employment opportunity for all persons. In California, the law is broad in its protection of groups who have borne discrimination and includes protection against discrimination based on race, color, ancestry, creed, religion, sex, age, national origin, disability, marital status, sexual orientation, pregnancy-related conditions, medical condition (cancer), Acquired Immune Deficiency Syndrome (AIDS), acquired or perceived, or in retaliation for having participated in a discrimination or sexual harassment complaint.

The Department has committed itself to ensuring equal employment opportunity and improving the representation of minorities, women, and the disabled at all levels of the workforce. The Department also affirms its intent that the workforce reflects the diversity of the larger community it serves. These commitments are enacted through the City's and Department's Equal Employment Opportunity Policies, a Diversity Committee, and in programs such as recruitment and in-service training programs that develop technical and professional skills to ensure the possibility of career advancement for all.

### D. DISCRIMINATION/HARASSMENT FREE WORKPLACE

Harassment or discrimination in employment is prohibited by law. Personnel Directive No. 36 describes the Public Works discrimination complaint procedure. A discrimination complaint may be filed by any employee or applicant for employment in Public Works by contacting the EEO coordinator in your Bureau's personnel office. It would be appropriate to file a complaint if any action, procedure, or practice in selection or employment is discriminatory or in retaliation for having filed a complaint. Public Works employees may also file discrimination complaints with the following agencies:

1. Office of Discrimination Complaint Resolution – (213) 473-9130
2. State of California Department of Fair Employment and Housing (DFEH) – (213) 439-6700
3. The Federal Equal Employment Opportunity Commission (EEOC) – (213) 894-1000

It is every employee's responsibility to maintain a work environment free from any form of harassment. All employees are expected to show sensitivity and respect toward individual and personal differences when working with other employees and the public. Therefore, you should refrain from improper remarks, jokes, and behavior while at work.

**Sexual Harassment** – In 1973 the City committed to creating a work environment free from sexual harassment. Sexual harassment is a serious form of discriminatory behavior and is against the law. Sexual Harassment is defined as unwelcomed, unwarranted, and unwanted behavior of a sexual nature that is not asked for and not returned. Harassment in any form – verbal, physical, graphic, or hazing – is strictly against City policy and will result in corrective action. **Personnel Directive No. 47** outlines the procedure for preventing and resolving problems related to sexual harassment.

**Sexual Orientation** – The **Mayor's Executive Directive No. 35**, issued in 2000, reinforced the City's policy that states that discrimination in the workplace on the basis of an individual's sexual orientation is unacceptable and will not be tolerated. In 1979, the City adopted Municipal Code Section 49.70 that protects gays, lesbians, bisexuals, and heterosexuals against discrimination in employment, housing, business establishments, City facilities and services, and education. (See **Revised Exec. Dir. PE-1 – 2005**.)

**Discriminatory Language** – Sexist and discriminatory language should be removed from all City communications including letters, memos, newsletters and other printed material. Therefore, it is the responsibility of all employees to avoid the use of any words or phrases that may lead to bias.

**Life-Threatening Illness** – We are committed to providing equal opportunity to all employees, **including** those who have a life-threatening illness (cancer, AIDS, cardio-pulmonary diseases, etc.). We are also committed to providing a safe work environment that meets or exceeds state and federal regulations. Consequently, employees who have a life threatening illness will be treated like other employees as long as they meet performance standards, and medical and other evidence indicates that their condition is not a threat to themselves or others.

As required by law, all information regarding an employee’s life-threatening illness must remain private and confidential. We ask all employees to treat employees with a life-threatening illness with compassion and understanding.

**Policy on AIDS: Anti-Discrimination, Education and Awareness** – In August 1985, the City Council enacted the nation’s first Acquired Immune Deficiency Syndrome (AIDS) discrimination protection. In October 1990 the City adopted a policy to promote AIDS awareness.

**Americans with Disabilities Act** – The Americans With Disabilities Act of 1990, as amended, prohibits discrimination on the basis of disability, and protects qualified applicants and employees with disabilities from discrimination in hiring, promotion, discharge, pay, job training, fringe benefits, and other aspects of employment. The law requires that covered entities provide qualified applicants and employees with disabilities reasonable accommodations that do not impose undue hardship. (See **Executive Directive 2001-31.**) The law covers applicants and employees of most private employers, state and local governments, educational institutions, employment agencies and labor organizations.

## **E. ATTENDANCE STANDARDS**

To maintain a proper level of service to the public, it is extremely important that all employees in the Department of Public Works maintain their punctuality and reduce absenteeism. The Department expects every employee to report to work on time. Absence Without Leave (AW) will not be tolerated. The use of emergency vacation is to be held to only real and legitimate emergencies, as determined by the supervisor.

If you are unable to report for work for any reason, if you will arrive late, or must leave early, notify your supervisor or, in his/her absence, the next level supervisor, before your starting time. When you are absent, give your supervisor an estimate of the length of time that you anticipate being absent. Your supervisor has the right to request a physician’s note verifying your need to be absent from work following an absence of any length of time.

**Attendance Improvement Program** – The City Council has adopted the implementation of a Citywide Sick Leave Monitoring and Control Program to reduce sick leave usage. The criteria established for Public Works employees is:

1. At least eight occasions and 82 hours of sick leave in the past 12 months, or
2. At least 10 occasions of sick leave in the past 12 months, regardless of the number of hours.

An occasion is defined as any sick leave usage (employee illness, family illness, or preventive medicine) regardless of the number of hours. However, an employee who is out ill for a consecutive number of days will only be charged with one occasion. Additionally, an employee who needs periodic treatment for a specific illness, such as an allergy, will only be charged with one occasion, regardless of the number of times they visit the doctor. The employee must, however, provide a doctor’s certificate or other suitable proof verifying such a continuing need.

## **F. ABSENCE WITHOUT A VALID LEAVE**

For the Department to operate effectively, you are expected to keep your supervisor informed of your status when you are off work because of illness or accident for any cause. Failure to notify your supervisor of your intended absence is sufficient reason to consider you to be Absent Without a Valid Leave. An Absence Without a Valid Leave will result in a loss of pay, and may result in your discharge from City service.

#### **G. SOLICITATION AND DISTRIBUTION**

Soliciting by one employee of another, or collecting from one employee by another, is prohibited while either employee is on work time, unless directly related to City business. Distributing literature and circulating petitions during work time or in work areas at any time is also prohibited. Trespassing, soliciting or distributing literature by anyone outside the City is prohibited on Department premises.

#### **H. EMPLOYMENT OF RELATIVES**

There is no prohibition against hiring relatives. However, good management practices are followed to prevent problems of safety, security, supervision, and morale. Relatives cannot be placed in positions where they will be directly or indirectly supervised by a family member. Further, efforts are generally made not to place relatives in positions where they work with or have access to sensitive information regarding a close family member or where there is actual or perceived conflict of interest. The Bureau Director must expressly approve of any exception.

#### **I. OUTSIDE EMPLOYMENT/CONFLICT OF INTEREST**

The Department recognizes the rights of employees to engage in activities outside of their employment that are of a private nature and unrelated to our work. However, employees are expected to devote their best efforts to the interests of the work of the Department and to the conduct of its affairs. Therefore, employees are permitted to engage in outside employment provided that such employment is not detrimental, incompatible, or an interference with his/her official duties or performance.

If you currently have a second job or may take one in the future, discuss it with your supervisor, and complete a Report of Outside Employment or Business Activity form. This full disclosure must be followed to assess and prevent potential conflicts of interest from arising.

#### **J. PERSONNEL RECORDS**

Important events in each employee's history with the City will be recorded and kept in the employee's personnel file. Performance reviews, change of status records, commendations, Notices to Correct Deficiencies, Suspensions, and educational attainment records are examples of records maintained.

**Change of Personal Information** – You are responsible for notifying your supervisor and Personnel Section in writing of changes in address, telephone number, and/or family status (births, marriage, death, divorce, legal separation, etc.), as your benefits may be affected by these changes. This responsibility also applies if changes occur while you are on a leave of absence.

**Release of Employee Information** – The California Public Records Act established regulations concerning the inspection and release of employee personnel records to protect citizens against the invasion of personal privacy. The **Mayor's Executive Directive No. 19** states in part that only the following information may be released to employers outside of the City: the dates of the individual's employment; the City departments in which the individual was employed, the Civil Service classes in which the individual was employed, and the individual's salary history.

No other information may be provided legally to an outside employer (this does not apply to another City department's inquiry) without a signed release from the employee, bearing his/her original signature.

Your personnel file is available for your periodic inspection in the Personnel Liaison Services' office at City Hall. Contact (213) 978-1817; (213) 978-1815; (213) 978-1830 or 978-1818 to make an appointment when you wish to review your folder.

## **K. PROGRESSIVE DISCIPLINE PROCESS**

We strive to take a constructive approach to disciplinary matters to ensure that actions that would interfere with operations or an employee's job are not continued. Discipline is treated as a progressive process that can ultimately end in the termination of an employee. Therefore, violations of our standards can result in one of the following forms of corrective action: counseling, written warning, Notice to Correct Deficiencies, suspension, or discharge. In arriving at a decision for proper action, we will consider the following: the seriousness of the infraction; the past record of the employee; and the circumstances surrounding the matter.

Although there is no way to identify every possible violation of standards of conduct, the following is a partial list of infractions that will result in corrective action:

1. Falsifying employment application, medical information, time sheet, mileage reports, expense accounts, or personnel or other City documents or records.
2. Unauthorized possession of City property, gambling, carrying weapons, or violating criminal laws on City premises.
3. Fighting, throwing things, horseplay, practical jokes, or other disorderly conduct which may endanger the well-being of any employee on City premises.
4. Engaging in acts of dishonesty, fraud, theft, or sabotage.
5. Threatening, intimidating, coercing, using abusive or vulgar language, or interfering with the performance of other employees.
6. Insubordination or refusal to comply with the instructions of the supervisor or failure to perform reasonable duties which are assigned.
7. Using City material, time, equipment, or property without authorization.
8. Performance which in the Department's opinion does not meet the requirements of the position.
9. Failure to maintain yourself in a fit and suitable condition for work as evidenced by positive alcohol or drug tests.
10. Violating safety rules and practices.
11. Poor attendance including excessive absenteeism.
12. Engaging in such other practices as the City determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the City, its employees, and the public.

This list is intended to be representative of the types of activities which may result in disciplinary action. It is not intended to be comprehensive.

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## ***WHAT IF I DECIDE TO LEAVE CITY SERVICE?***

*We hope that your association with the Department will be a long one and you will stay and grow with us. However, if you decide to leave City service or transfer/promote to another department you are encouraged to share your thoughts with us on your experience with the Department of Public Works.*

## **RESIGNATION**

Should circumstances require that you leave us, please advise your supervisor and Personnel Section two weeks prior to your date of departure. Advance notice helps you to make an orderly transition. This process includes returning the Department's identification badge, keys, parking pass, equipment, and property; and submitting a resignation form or letter. An employee who resigns after completion of probation may request restoration to the eligible list. An employee who resigns prior to completion of probation may request

reinstatement to the eligible list if the list has not expired. Talk to your supervisor or Personnel Section to obtain more details should you plan to resign.