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## *Public Service Problems*

### **SCOPE**

It is the responsibility of all City employees to look for problems involving all types of public services and to report these conditions promptly. Such problem areas include abandoned vehicles, clogged storm drains, missing traffic signs, dead animals, health violations, etc.

### **EMERGENCY PROBLEMS**

Emergency problems, such as broken water mains, malfunction of traffic signals, flooding, etc., should be reported immediately by telephone or radio.

Telephone - Supervisory personnel who have been issued cell phones, Smartphones or Blackberries, should report issues directly to City's One Call Center by dialing 311 or 443-263-2220.

Radio - Other personnel who carry radios can radio to their yard and have the clerical staffs there enter the service requests. Clerical staffs should report issues directly City's One Call Center by dialing 311 or 443-263-2220.

### **EMPLOYEE LISTS**

All City agencies must prepare and maintain lists of: (1) all persons assigned City automobiles and trucks; and (2) all persons who use City cars or personal vehicles on a regular basis to conduct City business. Such lists must be kept up-to-date and both lists referenced above, (1) and (2), shall be periodically updated and emailed by Agency to Office of Risk Management/Department of Safety by January 30<sup>th</sup> of each year as well as by June 30<sup>th</sup> of same year so that all updates of personnel are known to those agencies charged with monitoring driving responsibilities.

### **EMPLOYEES REQUIRED TO SUBMIT REPORTS**

Persons named on the above lists will be expected to make full use of the City's complaint system.