



City of

# Saskatoon

## Public Works Operations Manual

### Standard Operating Procedures for Water and Sewer

#### WS-C02 Severe Storm Response

#### 1. Objective:

- 1.1. To minimize property damage and personal injury as a result of a severe storm event.
- 1.2. To ensure emergency repairs are completed in a timely and efficient manner, while minimizing disruption in service to the customer.
- 1.3. To acquire information on failures/deficiencies of the storm sewer collection system.

#### 2. Scope:

- 2.1. This procedure does not apply to storms producing multiple utility losses, catastrophic property damage or a serious threat to public safety.

#### 3. Reference:

- 3.1. Saskatchewan Department of Labour- Occupational Health and Safety Regulations (1996)
  - i. Section 87(4)(a, b) Personal Protective Equipment/General Responsibilities
- 3.2. City of Saskatoon Policy number A04-011 (B)(4) - Safety Rules and Personal Protective Equipment
- 3.3. WS-C02 Severe Storm Response Contact List #: WS-C02.01
- 3.4. WS-C02 Severe Storm Response Dangerous Intersections List #: WS-C02.03
- 3.5. Traffic Control Manual

#### 4. Outstanding Issues:

- 4.1. None

#### 5. Approvals:

- 5.1. The Manager on Call (Public Works) or Wastewater Supervisor will approve the activation of this procedure.

#### 6. Responsibilities:

##### 6.1. Manager On Call (Public Works)

- i. Contacts Meteorological Services to inform of the situation, request technical cause of event and a forecast regarding possible intensification.
- ii. Approves requests for extra staff and equipment.
- iii. Organizes remediation activities.

- iv. Appoints a staff member to facilitate follow up activities.

#### **6.2. Wastewater Supervisor (or designate)**

- i. Complies with all safety rules and regulations.
- ii. Deploys staff and/or responds to flooded areas.
- iii. Communicates the condition at the flooded locations.
- iv. Requests extra staff and equipment be mobilized.
- v. Ensures that flooded intersections are not left unattended.
- vi. Ensures flooded roadways are closed off.
- vii. Performs site remediation activities.
- viii. Completes the Preliminary Flood Response Form for each site they attended.

#### **6.3. Labourer**

- i. Complies with all safety rules and regulations.
- ii. Works unsupervised if required.
- iii. Requests the closure of roadways.
- iv. Ensures that flooded intersections are not left unattended
- v. Performs remediation activities.
- vi. Completes the Preliminary Flood Response Form for each site they attended.

#### **6.4. Dispatch Personnel**

- i. Contacts the Manager On Call (Public Works) if flooding is reported.
- ii. Calls in extra dispatch staff if required.
- iii. Dispatches staff as required or requested by the Manager On Call (Public Works) or the Wastewater Supervisor.

#### **6.5. Staff Member Appointed to Facilitate Follow up Activities**

- i. Ensures all complaints, claims and paper work are collected.
- ii. Investigates the causes of flooding for each complaint and claim if required.
- iii. Compiles and organizes the data gathered during the storm event.
- iv. Completes required paper work.
- v. Updates the WS-C02 Severe Storm Response Dangerous Intersections List #: WS-C02.03 and map.
- vi. Prepares a summary table of claims, complaints and other relevant data.
- vii. Forwards and/or files all information appropriately.
- viii. Reviews the overall response to the storm event.
- ix. Determines if all emergency needs had been met.
- x. Identifies and requests resources that may be required to better respond to the future storm events.
- xi. Updates the storm response procedure accordingly.

### **7. Inputs:**

- 7.1. Storm information from Environment Canada or The Weather Network.
- 7.2. Weather watches, warnings and advisories.

### **8. Outputs:**

- 8.1. Information on the Preliminary Flood Response Form #: WS-C02.04

### **9. Control Mechanisms:**

- 9.1. The type and severity of storm will affect the response and remediation methods in this procedure.

## **10. Procedure:**

- 10.1. Central Dispatch will contact the Manager On Call (Public Works) if there are reports of flooding.
- 10.2. For the applicable phone numbers see *WS-C02 Severe Storm Response Contact List #*: WS-C02.01.
- 10.3. If required additional dispatch staff will be deployed.
- 10.4. The Manager On Call (Public Works) will contact the Meteorological Services to advise them of the situation, to request the technical cause of event and a forecast regarding possible intensification of event.
- 10.5. Staff must be deployed to the reported flooded locations and the known dangerous flooding locations listed in the *WS-C02 Severe Storm Response Dangerous Intersections List #*: WS-C02.0310.5. The staff responding to the flooding will communicate the conditions at flooded locations to the Manager On Call (Public Works).
- 10.6. Flooded intersections, especially those with manhole lids off must be closed to traffic as per *Traffic Control Manual* and monitored as often as possible until flooding subsides.
- 10.7. Flooded intersection(s) must not be entered unless it is absolutely necessary.
- 10.8. All Staff must take care and exercise extreme caution on streets and intersections and must wear the personal protective equipment required by both *Section 87(4)(a, b) Personal Protective Equipment/General Responsibilities* and *City of Saskatoon Policy number A04-011 (B)(4) - Safety Rules and Personal Protective Equipment*
- 10.9. The Manager On Call (Public Works) will approve requests for extra staff and equipment.
- 10.10. If it is suspected that some one has fallen into the storm sewer, Fire and Protective Services must be notified immediately.
- 10.11. After the immediate flooding safety concerns have been met, action must be taken to rectify any deficiencies caused by the flooding.
- 10.12. Requests for staff and equipment should go through Central Dispatch to the Manager On Call (Public Works).
- 10.13. The Manager On Call (Public Works) will organize remediation activities.
- 10.14. A Preliminary Flood Response Form must be filled out for each flooded location.
- 10.15. A staff member shall be appointed to facilitate follow up activities.
- 10.16. Ensure all complaints, claims and paperwork are directed to the appointed staff member.
- 10.17. The appointed staff member investigates the causes of flooding for each complaint and claim if required, organizes the data gathered during the storm event and completes required paper work
- 10.18. The appointed staff member updates the flood location tables and map, prepares a summary table of claims, complaints and other relevant data and forwards and/or files all information appropriately.
- 10.19. The appointed staff member reviews the overall response to the storm event, determines if all emergency needs were met and identifies and requests resources that may be required to better respond to future storm events.
- 10.20. The appointed staff member updates the storm response procedure.
- 10.21. All locations of flooding and/or where manhole lids were blown off must be added to WS-C02 Severe Storm Response Dangerous Intersections List #: WS-C02.03
- 10.22. Copies of the Preliminary Flood Response Form must be forwarded to the Municipal Engineering, Planning and Design Manager or designate.

## **11. Associated Forms:**

- 11.1. Preliminary Flood Response Form #: WS-C02.04
- 11.2. Severe Storm Response Contact List #: WS-CO2.01
- 11.3. Severe Storm Response Dangerous Intersections List #: WS-CO2.03