

**CITY OF ARDMORE**  
23 South Washington Avenue  
Ardmore, Oklahoma 73401



# **ENGINEERING DEPARTMENT STANDARD OPERATING PROCEDURES**

**Including  
Personnel and Administration  
Security  
Engineering Operations  
Logistics  
Communications and Control**

Prepared and Issued by:  
**Ardmore Engineering Department**

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## CERTIFICATION AND APPROVAL PAGE

The Ardmore Engineering Department Standard Operating Procedures provides for the establishment, publication and implementation of procedures to be routinely followed in the internal operations and administration of the Engineering Department.

### APPROVED BY:

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## FOREWORD

These standard operating procedures are published for the purpose of assembling in one location the key operating procedures employed in the Engineering Department of the City of Ardmore, Oklahoma.

Ongoing Updates. There are whole host of procedures, formal and informal, which are part of the Department's normal operations which are not presented here. This SOP assemblage is incomplete and so it will be updated on a weekly, monthly and yearly basis as new procedures are developed, the need for their publication is deemed necessary, and time is available to write appropriate procedures.

Order of Precedence. This SOPs do not supplant nor necessarily even augment laws, regulations, policies or ordinances. They are not intended to constitute new regulations nor rules; they are to serve as guidelines for various procedures. There may indeed be some apparent conflicts between these SOPs and other rules or policies of the City but they are unintentional and such apparent conflicts should not be further read nor construed to be understood otherwise. For example, there are certain elements of the City Purchasing Policies that are incorporated herein and an attempt as been made to transcribe those policies within these SOPs. Given the likelihood there remain occasions for confusion, the Purchasing Policy is printed in its entirety as an enclosure. The same notion would apply to the incorporation of the City Human Resources or Personnel Manual. That manual establishes policies and some procedures and these SOPs should be interpreted with precedence given to the that Manual.

Training. The SOPs presented here are intended to provide the basis or general theory behind a particular procedure, followed by one or more rules or procedures. They are intended to be simpler and more straightforward than ordinances or policy letters. More importantly, the SOPs include some training materials that are to be used by Department personnel and consequently the content is somewhat more informal.

Compliance. Much of the verbiage provides rules or guidelines for conducting certain procedures or undertaking certain tasks. Other parts of the SOPs use the word "shall" which specifies a certain requirement for future action; and could suggest that failure to follow a procedure is a prelude to punitive or negative administrative action. That is not the intention of these SOPs although one may readily deduce that willful or negligent violation of a safety procedure outlined herein for example would be sanctionable, but only in accordance with other City policies.

Revisions. Any offers or requests to add to or revise these SOPs are welcome. There remain other SOPs to be developed, as indicated by the table of contents, therefore if Department personnel have suggested changes or new procedures, such should be forwarded to the City Engineer.

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CITY OF ARDMORE, OKLAHOMA  
Engineering Department

## **STANDARD OPERATING PROCEDURE 0**

### **The Golden Procedure**

Endeavor to do unto others as you would have them do unto you.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 1**

**Policy Compliance  
and the  
Use of Standard Operating Procedures**

The Standard Operating Procedures as published from time to time by the Engineering Department are procedures and guidelines intended to expand upon and facilitate the implementation of Federal and State laws, municipal ordinances, and policies of the City of Ardmore and shall not be understood nor construed to be in conflict with or supplant those laws, rules and regulations.

If at any time any supervisor or employee has any question, doubt or issue with respect to the implementation of these standard operating procedures and their consistency with respect to established City policy, they shall immediately report such concern to their supervisor or the City Engineer, citing this SOP 1 as authority to act upon such concerns within or without the Chain of Supervision.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 2**

**Department Mission Statements**

The Mission of the Engineering Department and its Divisions are as follows:

**Engineer Department**

Provide capital and infrastructure planning, engineering design, construction and inspection services; constructs, maintains and repairs City streets, traffic signals, storm sewers, and buildings; administers, controls and coordinates City rights-of-way; maintains and repairs City vehicles and buildings; directly assists the Community Development and Utilities Department with their engineering and regulatory missions; and executes other duties as assigned by the City Manager, to promote the health and safety of the citizens of the City of Ardmore

**Street Division**

The Mission of the Street Division is to build, maintain and repair city streets, storm sewers, and rights of way; directly coordinate and operate with, support, and augment the Fire, Police, and Utilities Departments, and execute other duties as assigned by the City Engineer.

**Maintenance Division**

The Mission of the Maintenance Division is to maintain and repair city buildings, vehicles and heavy equipment; maintain and repair traffic signal systems and striping, implement building, vehicle and traffic signals plans and programs as directed by the City Engineer; and execute other duties as assigned by the City Engineer

**Projects Division**

The Projects Division is to provide engineering design and construction services for all capital improvements projects of the City; provide construction inspection services; and provide process, systems and control engineering and technology support for process.

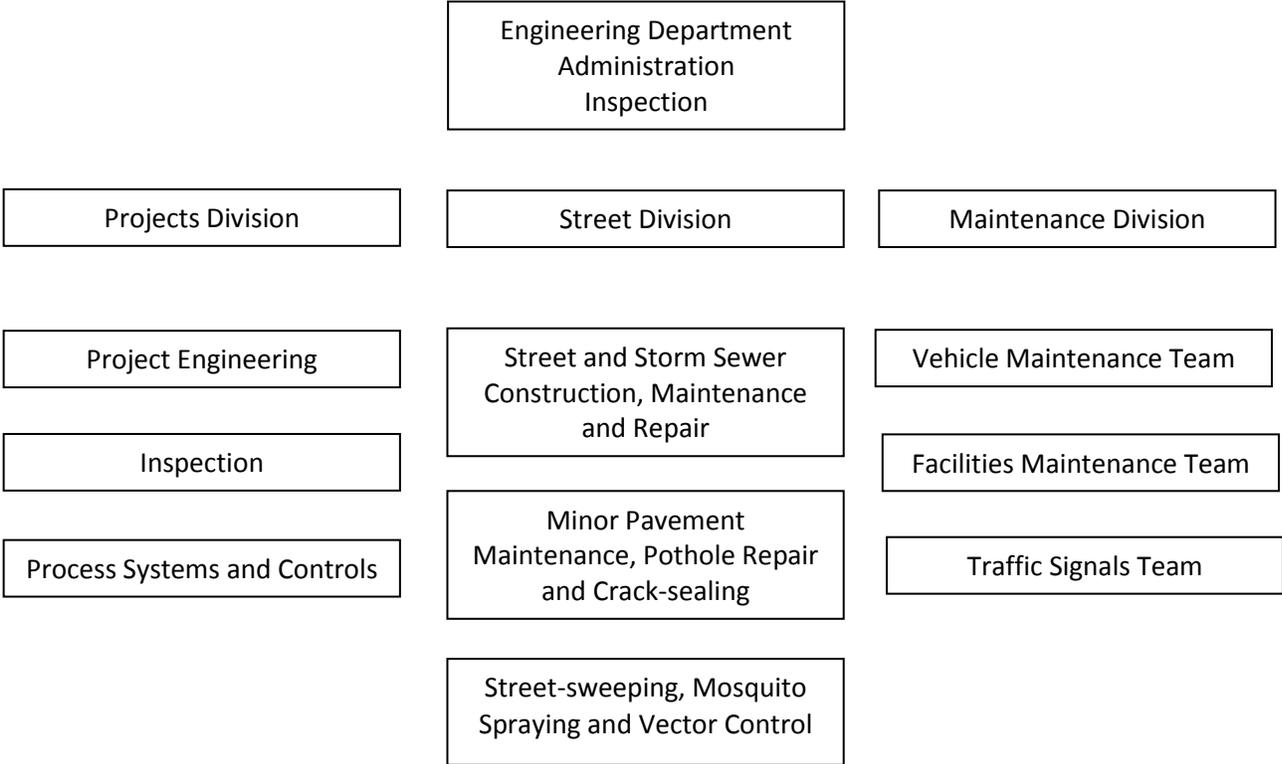
No individual nor Division is authorized to perform any work or undertake any assignment not explicitly or implicitly written above without the expressed permission of the City Engineer.

CITY OF ARDMORE, OKLAHOMA  
Engineering Department

**STANDARD OPERATING PROCEDURE 3**

**DEPARTMENT ORGANIZATION**

The Engineering Department is organized into a Main Office and 3 Divisions.

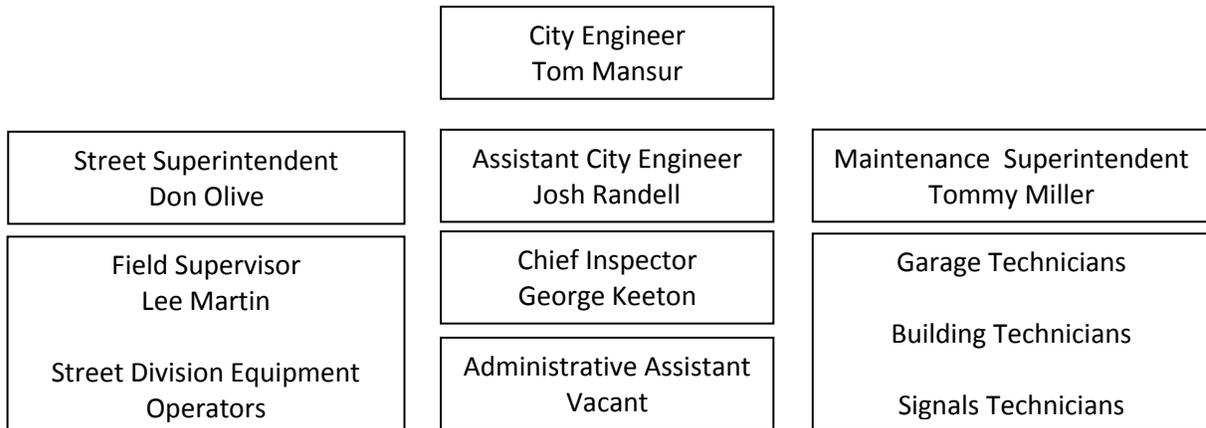


**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 4**

**Chain of Supervision**

The Chain of Supervision, often referred to in military terms as the Chain of Command, within the Engineering Department is as follows:



Employees of the Street Division report directly to the Street Superintendent. He may as needed, as the operations require, designate one or more individuals to supervise fellow employees however each employee of the Street Division shall be assigned to and rated by the Street Superintendent.

Employees of the Maintenance Division report directly to the Maintenance Superintendent. He may as needed, as the operations require, designate one or more individuals to supervise fellow employees however each employee of the Maintenance Division shall be assigned to and rated by the Maintenance Superintendent.

The Assistant City Engineer, Division Superintendents and the Chief Inspector report directly to the City Engineer.

The City Engineer is in charge of, manages, and is individually responsible for the performance of the Department. The Assistant City Engineer, by professional agreement and as a licensee of the State, shares management and functional duties of and with the City Engineer, and exercises supervision and control of subordinate superintendents when commonsense and operational efficiency so dictate, or when acting in the absence of the City Engineer.

Any questions arising from this guidance shall be immediately referred to the City Engineer at anytime.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 5**

**Department Communications**

In order to effectively perform our various Department and Division missions, it is important that each manager, superintendent, supervisor, and employee interact and communicate in clear terms and on a timely basis. One of the best ways to ensure that "...everyone is on the same page...", is to establish procedures, formal and informal, to pass and receive information and action items within our Department.

Each individual should know to whom they report, from whom they receive orders, guidance and information, and upon whom they can rely for operational guidance, administrative support, and personal assistance. It is also just as important that each member of our Department knows what kind of information must be reported and to whom such information should be passed. The individuals to whom each of us reports, and to whom we owe a duty to pass information, is shown in SOP 4.

Personnel of the Department shall follow the procedures listed below to pass information, orders, and guidance.

- **Personal Contact.** Superintendents shall daily assign job orders, work tasks or other orders to their personnel, which orders and taskings shall include a clear statement as to what is to be done; the orders or taskings will specifically designate the individual who is responsible for the work and its proper execution.
- **Work Orders.** Many assignments and tasks in the Street and Maintenance Divisions will originate as work orders issued by the Department or Superintendents. The work orders should be used to assign work but also should be used to report the conclusion of the work and summarize the manhours and costs of the work.
- **Monthly Staff Meetings.** Superintendents shall conduct formal, scheduled staff meetings on a monthly basis with their personnel, reiterate for each individual to whom they report and by whom they shall be rated.
- **Street Division Work Site Control.** Much of the work performed by both the Street and Maintenance Divisions is undertaken at remote sites. For street jobs, the Street Superintendent or Field Supervisor controls and passes assignments to a work team. In the absence of the Superintendent or Field Supervisor, the next most senior individual on the work team and at the site, based on time in service with the City, shall assume charge and responsibility for the safety of the site and positively exercise control over the movement of equipment and vehicles thereon. Positive control means directly communicating with other employees and supervising their work.
- **Building Maintenance, Traffic Signals and Garage Work Control.** As with the Street Division, much of the work of the Maintenance Division is performed in remote or many separate locations. The Superintendent will assign the task to a specific individual; and

when the Superintendent or the team leader are not available, the next most senior individual, or a specific named individual designated by the Superintendent, shall assume charge and responsibility for the conduct of work and safety of the technicians and mechanics. Said individual shall exercise positive control.

Each individual of this Department shall report any and all communications to, from or with any person outside of the Department, whether in person, phone, or email, with their supervisor, where such communication consists of missions, orders, taskings, work orders, duty or task assignments, personnel matters, requests or demands for assistance, or any other matters which deal with the department of Department personnel, is a leadership or personnel issue, require the use of Department labor or require or are likely to require the expenditure of funds or manpower.

- No one outside the Department, except the Mayor, City Manager or Assistant City Manager, is authorized to obligate funds from the Engineering Department budget and approved by the City Commission, without the foreknowledge of the City Engineer nor is any subordinate authorized to implement any procedure on their own accord which is not manifest in the Division Mission statement and quantified in the budget.
- These communications requirements apply to all interchanges, however informal or routine; and they apply to communications into and out of the Department. For example, we routinely require services of the sewer team which has line televising capability to televise our storm sewers. When requesting that team's assistance, each supervisor or employee shall ensure that the individual has obtained clearance from their supervisor or Department Head. This is a matter of professional courtesy.
- When any individual of the Department is contacted by City Hall management or another Department Head he or she shall endeavor to accommodate their requests or desires and shall not argue or decline any orders therefrom; however they shall immediately report same to the City Engineer. The reporting of such communication exchanges shall be made to one's next level of supervision by email, phone call or text message within 2 hours of such exchange. Failure to report such communications shall be considered a willful procedure violation.

The purpose of this procedure is not to maintain or centralize power; it is to ensure that all personnel responsible for the task at hand are informed and support the work. It is common courtesy expected of any professional, and, if properly implemented, will improve coordination and reduce confusion. Likewise, all members of the Department are expected to extend the same courtesy to each of its own team members as well as other Departments.

**"In organizations, real power and energy is generated through relationships. The patterns of relationships and the capacities to form them are more important than tasks, functions, roles, and positions."** —Margaret Wheatley

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 6**

**Professional Performance**

The Department as an organization and each supervisor and employee therein shall act, perform, undertake and proceed in their daily activities and assignments in a professional manner. Professionalism is not only an attitude, it is the manifestation or the result of each employee's talent, concern, and devotion to doing our jobs well. Professionalism is also the combination of procedures which, when repeatedly performed, result in repeated success.

A professional is often thought of as an individual who is engaged in a learned and complex profession such as a medical doctor or college professor and who may be expected to conform to the technical and ethical standards of that learned group. Professional also is often construed to mean a person who participates for gain or livelihood in an activity or field of endeavor or does so on a permanent or career basis, gaining knowledge and capability by experience and skill.

The manner in which each member of this Department approaches and undertakes their assignments is both a theory and a procedure and is therefore the subject of this standard operating procedure. Historically, for over the last century, people have become more and more specialized in their work, trade or craft. This is particularly true in the field of engineering which has become much more complex.

By definition, Engineering includes analysis, design, construction and maintenance activities, and the citizenry has a right to expect a level of care and expertise beyond that of the average individual. With a reputation to uphold, these trusted workers of our society who have special knowledge or a specific trade are and shall be considered professionals.

Accordingly, each personnel assigned to the Engineer Department shall employ such actions and procedures in the undertaking of their assignments and tasks as professionals, exercising in thought and action, those and only those procedures which are typically expected of professionals in their realm of endeavor, craft or trade. This is the essence of good workmanship. Professional work is work which is

- Performed in a series of logical steps which avoid or eliminate having to repeat work
- Accomplished using the right technicians, tools and materials
- Assembled and thereafter operates safely
- Clean, finished and looks good
- That of which one may take personal pride

The standards of a professional extend to the most mundane and trivial tasks or subtasks of our work. Those procedures are included within but not necessarily enumerated in this standard operating procedure. It should be noted that adherence to safety procedures and the exercise of caution in our work are essential elements of professional performance and workmanship.

If at any time any supervisor or employee has any question, doubt or issue with respect to the implementation of these standard operating procedures or what constitutes professional work and behavior, they shall immediately report such concern to their Superintendent or the City Engineer.

**"The price of excellence is discipline; the cost of mediocrity is disappointment."** —William Arthur Ward

**"IF A MAN IS CALLED TO BE A STREET SWEEPER, HE SHOULD SWEEP STREETS EVEN AS A MICHAELANGELO PAINTED, OR BEETHOVEN COMPOSED MUSIC OR SHAKESPEARE WROTE POETRY. HE SHOULD SWEEP STREETS SO WELL THAT ALL THE HOSTS OF HEAVEN AND EARTH WILL PAUSE TO SAY, 'HERE LIVED A GREAT STREET SWEEPER WHO DID HIS JOB WELL.'"**

**MARTIN LUTHER KING, JR**

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 7**

**Ethics, Fraud, Waste and Abuse**

The honest and efficient conduct of City and Department business and the compliance with laws, ordinances, regulations and policies of the State and City is an essential and primary goal of our duties as public servants and employees of the City.

The purpose of this SOP is to implement procedures within our Department which will prevent fraud, waste and abuse; and, should such eventualities arise, provide for the reporting of such for management disposition.

Nothing in this SOP may be construed to contradict or supplant legal requirements and policy guidance already in effect and applicable to our Department. However, because of the breadth of our responsibilities and potential for fraud, the following additional rules and procedures apply to Department.

Procedure 7A: While on duty and in service of the Public, employees of the Department shall tell the truth. When one speaks, it shall be assumed that they are speaking truthfully. This is known as the Truth Procedure.

Procedure 7B. All purchases originating from this Department shall be approved in advance by the Superintendents, Assistant City Engineer or City Engineer. Submit all purchase orders to the City Engineer or Assistant City Engineer for approval and presentation for payment.

Procedure 7C: Any individual purchasing fuel, repair parts, supplies, bench stock, tools, hardware or any other item of value for the City shall obtain the written or verbal approval of their Superintendent. This pre-purchase approval procedure applies to any and all purchases of any item of any value from any source at any time. The manner in which written or verbal approval is granted shall be determined by the Superintendent.

Procedure 7D: No employee may receive any tangible thing from any person at any time for any reason, regardless of value, for doing or not doing their jobs, other than their salary [and associated benefits]. Exceptions may be granted by the City Engineer for the receipt of ball caps, ballpoint pens, novelty items with company logos, business cards, and other non-fungible items. If otherwise offered anything of value, employees shall forthrightly decline to receive the item by saying,

- "No thank you"; or
- "No thank you; I am not authorized to receive anything..."; or
- "No thank you; I am not authorized to receive anything other than my pay for the pleasure and privilege of working for the City..."

Procedure 7E: If at anytime an employee becomes aware of or suspects an ethical violation, fraud, waste or abuse, they shall report such to the City Engineer by telephone or in-person within 24 hours of the incident or issue. Gossiping about possible ethical issues does

not constitute proper reporting required within the meaning of this procedure and could possibly be construed as failure to report ethical violations.

"Being honest may not get you a lot of friends but it'll always get you the right ones." John Lennon

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

## **STANDARD OPERATING PROCEDURE 8**

### **Teamwork and Respect**

Our Department cannot effectively perform its mission if we do not work as a Team and treat each individual with respect. Each person in our Department is unique, but none of us are special. Accordingly, we will treat everyone with respect.

Respect is very simply defined as regard for an individual that recognizes his or her inherent and constitutional rights to life and liberty without one's arbitrary opinion or prejudice.

Even if we do not agree with an individual's life style or personality or other characteristics, each of us shall respond to each person as we would expect and hope they would respond to us. There is no requirement for us to like each other but we shall respect each other.

Outward manifestations of Respect are procedures required of each members of this Department as hereinafter required to include the

- avoidance of unnecessary and unhelpful argumentation
- positive and courteous manners and speech,
- helping others without being asked, and
- the avoidance of gossip or personal criticism.

There is an entire panoply of laws and rules which govern what is or is not allowed in the workplace. In order to more practically implement those directives and prohibitions about the way we treat each other, all personnel of this Department shall routinely and habitually implement the following Teamwork Procedures.

- Procedure 8A: No person may openly grouse or complain about their assignment or task. If they have some rational reason to object to their assignment, they shall meet in private with their Superintendent. If they simply do not want to work with someone on a project, for some personal reason of animus, not otherwise based upon race, creed, color, religion, national origin or sexual orientation- which discrimination is already outlawed-- they shall report same to their Superintendent. In order to properly grouse or complain, each employee shall do so with their Superintendent in private or postpone such grouching until off-duty.
- Procedure 8B: Individuals may express their concern or objections but shall do so in a civil and positive manner, hereafter known as the Civility Procedure. No person may openly grouse or complain about their assignment or task because they do not like it. This Procedure naturally forbids nonconstructive criticism, profanity, personal verbal attacks, or public arguing. Outward, overt and public complaint is the first step toward insubordination, is a prohibited procedure, and is not compensable.

- Procedure 8C: We shall address all persons in our Department by "Sir" or "Ma'am", concluding each paragraph, if not each sentence with such sign of respect. If a person in your Division or Team gives you anything, the recipient shall say "Thank you" and the other person shall say "You're Welcome". This shall be known hereafter as the Department Courtesy Procedure (DCP).

Nothing in this SOP shall be construed to infringe upon one's 1st Amendment rights to free speech nor shall it be construed to limit management's duty to establish and maintain a professional and productive work environment.

**"It's not differences that divide us. It's our judgments about each other that do."** —Margaret Wheatley

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

## **STANDARD OPERATING PROCEDURE 9**

### **Gossip, Unproductive or Personal Speech and Schmoozing**

A Gossip is a person who routinely or often engages in idle chatter about other people, who habitually reveals personal or sensational facts about others that is otherwise unproductive, unnecessary, irrelevant and usually unsubstantiated, or a person who spreads rumor and innuendo. While we as citizens shall and must maintain our First Amendment rights to free speech, unproductive and non-work related speech, other than cordial schmoozing, on City time is a theft of time not protected by said Amendment. Accordingly, all Department personnel will employ the following procedures to eliminate or deal with gossip and unproductive speech.

When a member of this Department is engaged, willingly or unwillingly, in a conversation that is gossip, innuendo, or rumor, any and all parties thereto shall implement the following procedures.

- Procedure 9A: In the event of incipient or ongoing gossip, or conversation that could be construed as gossip, the individual or individuals first engaged in, party to or within earshot thereof and identifying such practice shall raise their left hand so as to notify those party to the conversation that their speech is or could be construed as gossip and unproductive. This shall be known as the Warning Procedure.
- Procedure 9B: In the event of ongoing gossip, or the devolution of any conversation to racist, sexist or obscene content, any party to the conversation shall report same to their Superintendent posthaste (without delay).

There may remain occasions from time-to-time where the nature of various conversations may make people uncomfortable and could otherwise be considered unproductive even though the various participants have no negative intent. As normal human beings we wish to be friendly and are naturally concerned about the well-being of our co-workers. This kind of speech is often referred to as "schmoozing". Oftentimes these inquiries might concern a person's health or family situation. It is not the purpose of this SOP to squelch comraderie, friendship, and the benefits of good morale arising from our concern for each other. In order to promote these kinds of interaction but also guard against uncomfortable situations, many of which may be totally innocent or otherwise genuine, any person of this department should implement the following procedure:

- Procedure 9C: If any employee is party to a conversation in which they do not wish to participate or subject to an inquiry of a personal nature to which they do not wish to respond, the individual should kindly but firmly say so and any other employee of this Department shall neither continue with such conversation nor thereafter act upon any negative opinion they may deduce therefrom. This shall be known as the Privacy Procedure. Appropriate responses might take the form of a smile followed by
  - "Well, I would rather not discuss that..." or
  - "Hey, let's not get too personal...", or
  - "Uh, I think we better get to work"....

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 10**

**Uniforms**

Superintendents shall specify uniforms for each of their subordinate personnel consistent with the following guidance.

- Personnel in the main department office shall wear business casual dress including dresses, slacks, and shirts but specifically excluding jeans, T-shirts, and shirts or blouses with distractive messages.
- Street and Maintenance personnel shall wear blue jeans with a uniform shirt that has the City logo and their name tag sewn or embroidered thereon. The shirt shall be tucked-in unless the individual is directly engaged in manual labor.
- Street personnel working in the field, on a job site, driving a truck, operating a vehicle or equipment, or likely to have occasion to do so during the work day shall wear their uniform shirt and safety vest.
- Superintendents and the employee in charge of a particular work site, normally a crew chief, field supervisor or senior employee, may adjust the uniform at that particular work site, consistent with the weather and work requirements, provided all personnel thereat are wearing the same outfit, uniform or combination of allowed clothing (so as to be uniform).
- Personnel on duty and found out of uniform shall immediately get into uniform or the Superintendent shall dismiss them without pay for the remainder of the work day, citing violation of SOP 10.
- For Street Division employees actually engaged in labor or operations at a city worksite, the City Engineer may authorize the wearing of a reflective T-shirt in lieu of uniform shirt and safety vest, during the period June 15 to September 15. During this same period, the City Engineer may direct the wear of a specific form of headgear to prevent sunburn.

**"Dressing [neatly] is a form of good manners." Tom Ford**

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 11**

**General Safety Procedures**

A comprehensive and complete explanation of general safety procedures requires a voluminous exposition beyond the scope of these operating procedures. However, both to ensure each individual understands their responsibilities and can readily apply simple rules to every situation regardless of its complexity, the following policies and proscriptions shall be observed by all personnel, regardless of experience or seniority, in the Department.

Guidelines

- Our Department Mission does not require the performance of any orders, tasks or procedures which would justify the risk of death or serious injury
- No employee shall be required to perform a task for which they feel unqualified or under circumstances which they consider dangerous. Questions with respect to this guideline shall be referred immediately to the City Engineer.

Rules

- No employee, except mechanics operating in the Garage, shall crawl under a vehicle or piece of equipment to inspect or effect repairs.
- No employee shall enter a ditch or excavation deeper than 4 feet nor enter a culvert or pipe without the explicit authorization of the Street Superintendent and never do so by themselves
- No employee shall operate a chainsaw, chop saw, pavement saw or similar type of tool without a hard hat and eye protection. Any and all employees within 25 feet thereof shall also wear eye protection.
- No employee shall mount a tire from its wheel rim without the expressed permission of the Maintenance Superintendent.
- No employee shall perform any form of welding procedure without the foreknowledge and expressed permission of the Maintenance Superintendent
- No personnel shall be authorized to operate any heavy machinery, truck, backhoe, skid steer, excavator, street sweeper, asphalt applicator, trash truck or similar heavy equipments that has not been approved to do so by the Division Superintendent.
- In the absence of the Superintendent or Field Supervisor, the next most senior individual, based on time in service with the City, on the worksite shall assume charge and responsibility for the safety of the site and positively exercise control over the movement of equipment and vehicles thereon.

- In the absence of the Superintendent the next most senior individual in the garage, or a specific named individual designated by the Superintendent, shall assume charge and responsibility for the conduct of work in the garage and safety of the mechanics. Said individual shall exercise positive control over the shop activities.

**"Safety isn't expensive, it is priceless". Unknown**

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 12**

**City Engineer Open Door Policy and Procedures**

Any employee of the Engineering Department is authorized and welcome to talk to or meet with the City Engineer at any time with regards to any matter, with the following accommodations.

- If the employee wishes to meet with the City Engineer during normal duty hours, he or she shall see or call his or her Superintendent or supervisor and request permission to go meet with the City Engineer to ensure that their absence from their work place, job site or duties does not disrupt our operations.
- Supervisors and Superintendents will facilitate the employees request to meet with the City Engineer and not unnecessarily impede or delay such contact. The employee is encouraged to inform their supervisors of the reason for their request but are not obligated to do so.
- Employees may meet with the City Engineer after duty hours by calling the main department office during duty hours to arrange an appointment or contact the City Engineer directly at 580-319-2746 (weekdays between 8:00 am and 10:00 pm)(or weekends except from 8:00 am to 1:00 pm Sundays). Employees are welcome to call the City Engineer anytime (as long as it does not interfere with your duties).

The City Engineer is always willing to meet with any citizen or employee to discuss any matter, personal or professional. He prefers that each employee utilize their chain of command or chain of supervision to resolve issues, conflicts, problems or concerns, when that is feasible and desirable, but he will not take any negative action of any sort where an employee acts in good faith to seek guidance, raise an issue, or seek help.

These procedures apply to contacting or meeting with the City Manager. If the employee wishes to meet with the City Manager during duty hours he or she may do so by obtaining permission to be absent from the work place and arrange such contact or meeting by calling the main department office or the City Clerk.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 18**

**Attendance Reporting**

The City uses a remote punch-in system to record the daily reporting and departure time for all employees. The operation and use of the system and the punch machines is adequately explained by the City administration and if any Department employee has a question about its use they should consult with their Superintendent. In addition to the rules already established, Department personnel shall also observe the following procedures:

- **Punch-In and Out.** All personnel will punch-in and punch-out according to the published rules when coming to or leaving work. Exceptions to this procedure may be made by the Superintendents or City Engineer where an emergency or urgent requirement arises.
- **Vacation Requests.** If a person wishes to take vacation, they shall request scheduled time-off according to the following procedures.
  - Employees shall request vacation and time-off the number of days in advance of the start of such vacation equal to the number of work days they propose to be on vacation or take time-off. For example, if one wishes to take off an entire week beginning on a Monday they shall request such prior to noon on the preceding Monday. If an employee wishes to take off on Thursday and Friday of a normal work week, they shall request such no later than noon on Tuesday of that week.
  - Requests may be made verbally, in writing or email to their respective Superintendent.
- **Timely Notice.** The purpose of this procedure is to enable Superintendents to make arrangements to reorganize work assignments on a timely basis in the absence of an employee. Each employee is important-- as is their vacations-- so employees are encouraged to plan ahead.
- **Waiver of Procedure.** Superintendents may waive this procedure when 1) the workload, backlog, schedules, weather, and personnel availability make it practicable to do so, 2) the short notice does not unfairly impose a burden upon fellow employees, or 3) the employee considers themselves non-essential. This particular procedure does not pertain to other personnel rules regarding sick leave, personal days and such other excused absences.
- **Personal Day Use.** Employees may take their Personal Day anytime and without any approval procedure provided they notify their Superintendent prior to close of business the day prior.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 19**

**Email Warning Verbiage**

All emails originating from Engineering Department computers shall include in the signature block the following notice.

NOTICE: THIS EMAIL, INCLUDING ANY ATTACHMENTS AND OR LINKED DOCUMENTS, IS INTENDED FOR THE SOLE USE OF THE INTENDED ADDRESSEE(S) AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, PROPRIETARY, NONE OF YOUR BUSINESS, OR OTHERWISE PROTECTED BY LAW, INCLUDING BUT NOT LIMITED TO THE ELECTRONIC COMMUNICATIONS PRIVACY ACT, 18 USC SECTIONS 2510-2521. ANY UNAUTHORIZED REVIEW, DISSEMINATION, DISTRIBUTION OR COPYING IS PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE CONTACT THE ORIGINAL SENDER IMMEDIATELY BY REPLY EMAIL AND DESTROY ALL COPIES OF THE ORIGINAL MESSAGE AND ANY ATTCHMENTS.

All emails originating from Engineering Department computers, the substance of which offers an opinion or an expression of intent to act, particularly with regards to matters of engineering judgment, shall also include the following verbiage:

ALTHOUGH WE HAVE ENDEAVORED TO PROVIDE ACCURATE INFORMATION, IT IS RECOMMENDED IN ALL MATTERS OF ENGINEERING AND CONSTRUCTION THAT YOU CONSULT YOUR ENGINEER, ARCHITECT, LAND SURVEYOR, OTHER DESIGN PROFESSIONAL OR LEGAL COUNSEL IF YOU WANT PROFESSIONAL ASSURANCE THAT THIS INFORMATION AND YOUR INTERPRETATION THEREOF ARE APPROPRIATE TO YOUR PARTICULAR SITUATION.

THE PURPOSE OF THIS EMAIL IS TO CONVEY DOCUMENTS, FACILITATE UNDERSTANDING, PROVIDE OR GIVE GUIDANCE OR OBTAIN GENERAL APPROVAL. IF THERE APPEAR, IN THE EYES OF THE READER, TO BE MATERIAL FACTUAL ERRORS, UNCLER VERBIAGE, OR INADVERTENT MISSTATEMENTS, ESPECIALLY WHERE SUCH APPEAR TO BE CONTRARY TO POLICY OR AFFECT THE PUBLIC HEALTH AND SAFETY, PLEASE ADVISE THE SENDER IMMEDIATELY BY PHONE CALL OR RETURN EMAIL.

All emails originating from Engineering Department computers, the substance of which offers an opinion, an expression of intent to act, or a plan to undertake capital improvements, particularly with regards to matters which have not been expressly approved by the City Commission or City Manager, shall also include the following verbiage:

THIS EMAIL CONTAINS STATEMENTS THAT THE AUTHOR BELIEVES TO BE "FORWARD-LOOKING STATEMENTS" WITHIN THE STANDARD DEFINITION OF THE PHRASE. WITH RESPECT TO THE SCHEDULING AND EXECUTION OF ENGINEERING PROJECTS, WHEN USED IN THIS EMAIL, WORDS SUCH AS "MAY," "WILL," "EXPECT," "INTEND," "ESTIMATE," "ANTICIPATE," "BELIEVE," "SHOULD," "HOPE", "PROJECT" OR "PLAN" OR THE NEGATIVE THEREOF OR VARIATIONS THEREON OR SIMILAR TERMINOLOGY ARE GENERALLY INTENDED TO IDENTIFY FORWARD-LOOKING STATEMENTS. THESE FORWARD-LOOKING STATEMENTS ARE NOT GUARANTEES OF FUTURE PERFORMANCE AND ARE SUBJECT TO CHANGES, RISKS, UNCERTAINTIES, ASSUMPTIONS AND OTHER FACTORS, SOME OF WHICH ARE BEYOND THE DEPARTMENT'S CONTROL, WHICH COULD CAUSE ACTUAL RESULTS TO DIFFER MATERIALLY FROM THOSE EXPRESSED OR IMPLIED BY SUCH FORWARD-LOOKING STATEMENTS.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 20**

**Physical Security**

The purpose of this SOP is to establish some basic procedures for the physical security of our Department facilities and equipment, and, where it is our job to assist other departments, implement and maintain projects and systems that safeguard City assets.

The purpose of physical security is prevention and protection of physical assets. This includes active and passive measures which

- deter intruders and prevent unauthorized access,
- prevent theft, damage and vandalism and
- safeguard assets against espionage, sabotage, terrorism, and criminal activity.

The Police Department has primary responsibility for the protection of all persons and facilities of the City. The City Engineer shall serve as the City Physical Security Manager, responsible for devising, planning and implementing policies for physical security. The City Maintenance Superintendent shall serve as the City Physical Security Officer and shall be responsible for installing and maintaining physical security systems, assisting Departments with their physical security procedures, maintaining a central key repository, and conducting physical security inspections.

The following rules and procedures shall be implemented and maintained as a part of our Department's security systems

- All building personnel and garage doors and other facilities such as storage trailers, storage lockers and sheds shall be locked during off-duty hours
- Superintendents shall personally maintain a separate key register and cabinet for all keys to buildings, rooms, and vehicles. He or she may designate an assistant with access to the key cabinet as desired.
- Superintendents, supervisors or team chiefs so designated by Division Superintendents may possess and distribute keys for buildings, rooms, sheds, and vehicles as needed provided the individuals sign for the keys.
- Keys shall be issued on a need-to-have basis only.
- Keys shall be duplicated as directed by the Superintendents and no individual employee shall be authorized to do so on their own accord
- Individuals who occupy separate offices shall be responsible for the security of their rooms, their contents, and the key or keys thereto.

The Director and Deputy Director of Public Utilities, Maintenance Superintendent and Street Superintendent are the principal management and supervisory personnel which reside at the City Public Works Yard. They shall coordinate among each other from time to time to ensure that the various gates are properly secured and that after-duty hours access is restricted to those who actually work after duty hours.

The Street and Maintenance Superintendents shall be responsible for and control access, security and movement within their specific operational areas shown in SOPs Nos. 51 and 52.

Within 90 days following the first publication of this SOP, the Superintendents shall submit a list of all keys in their possession or under their control and thereafter maintain same on a continuing basis.

The Maintenance Superintendent shall conduct semi-annual physical security inspection of all City buildings, and provide results and comments to pertinent Department managers, to determine

- The adequacy and condition of locks, keypads, door hardware without and within the City Hall, Public Works Yard, Parks Department office, Library, Recreational Centers, and Fire Stations.
- Department management or building supervisors are authorized to decline such inspections however the Superintendent shall not provide routine maintenance and repair services except by request of same.

Other physical security requirements or procedures not enumerated here shall be implemented expeditiously as needed and filed in hard-copy with these SOPs.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 21**

**Information and Computer Security**

Information is an asset which, like other important business assets, has value to an organization and consequently needs to be suitably protected. The Department has an obligation to the Public and is required by laws, standards and City policies to protect the information maintained on our computer system resources from unauthorized use, disclosure, modification, loss or denial. Further, each employee of the Department has the duty to use the assets, tools, computers, communications devices provided by the City only for legitimate City purposes relevant to our Mission. Every person employed by or on behalf of the City has important responsibilities to maintain the security of the City IT resources and data. This SOP is designed to establish some basic procedures for Department personnel to implement when handling data, computers and digital devices.

Information Technology (IT). The Information Technology Department manages the City information technology systems. Part of that City system which resides in and is managed by the Engineering Department is hereafter referred to as "Engineering Department Computer, Communication and Data (DCCD)" System; and is the subject of this SOP.

Organization of the Engineering DCCD System.

- The City Engineer is the Chief Data Steward for the Department.
- Deputy Data Stewards for the Department are the
  - Assistant City Engineer,
  - Street Superintendent,
  - Maintenance Superintendent,
  - Street Division Field Supervisor,
  - City Inspector, and the
  - Administrative Assistants.
- Data Stewards manage, use, safeguard and control DCCD to support our business operations to ensure such assets are used for the good of the Public and exclusively for the accomplishment of our Department Missions.
- Users of DCCD include the Data Stewards and all other employees of the Engineering Department who receive or transmit Department data by phone, cell phone, computer, radio or other digital devices.

Authorized DCCD Components. The following hardware is authorized for the use of personnel in the performance of their duties;

- Desktop computers of the City Engineer, Assistant City Engineer, Division Superintendents, Inspector, and Administrative Assistants.

- Personal cell phone of the City Engineer, Assistant City Engineer, Division Superintendents and the Street Division Field Supervisor. [Personnel who voluntarily use their personal cell phone for City business as a convenience of both themselves and the City may be paid a monthly stipend to defray some of the costs thereof if approved by the City Manager.]
- Radios for use during emergencies, if on hand or issued in the future, distributed by the Superintendents as needed and available.

**Sensitive Information.** For the purposes of this SOP, sensitive information includes any information such as names, addresses, telephone numbers, email addresses, email and written communications among City staff and with the Public, pay records, personnel records or extracts from any of these types of information. Each individual in the Department must protect both routine business and sensitive information against loss, unauthorized use, access, or disclosure:

- Sensitive information must only be used or disclosed as permitted by law and/or policy. In the Engineering Department, sensitive information that is not controlled by law or policy can only be disclosed with expressed consent of the City Engineer.
- Copies of Sensitive information must not be made except as required in the performance of assigned duties and directed by the City Engineer.
- If in possession of Sensitive information use only for the stated legal and/or business purpose.
- Do not make copies of Sensitive information and keep Sensitive information out of plain sight.
- Do not share User accounts and passwords;
- Create passwords in accordance with established policies and standards;
- Lock or log-off unattended workstations.
- Follow copyright laws and software license restrictions by only using software that has been installed by the IT Department.
- Report any known or suspected information security incident or breach to the City Engineer or Deputy Data Steward posthaste.

**Appropriate Use.** Users must conform to City rules, ordinances, policies, state and federal laws. Access to City IT resources may be provided for conducting City business. Access may be wholly or partially restricted without prior notice or consent of the User. The City retains the rights of ownership to all data created on IT resources, unless the legal ownership is otherwise defined by law.

- City resources and data are to be used for conducting business authorized by and related to City operations.
- City data must only be used for authorized purposes and must not be disclosed to anyone not authorized to receive such data. This means that members of the

Engineering Department shall not transmit any confidential or restricted City data by way of emails, text messages, phone calls or digital information to anyone else outside of the City; except

- Deputy Data Stewards may transmit and receive City-related business messages with consultants, service providers, contractors, vendors, suppliers with whom we must interact for business operations such as obtaining quotes, receiving invoices or coordinating deliveries.
- The City Engineer and Assistant City Engineer may transmit by way of email or text messages any and information and data to the Executive Staff as needed.

**System Monitoring.** All communications on City systems are subject to monitoring by the City Manager or his designees subject to appropriate and legal rules established by the Commission, City Manager and City Attorney and they may do so without advance notice to the User. Users have no expectation of privacy when using City resources, or in any data they access, create, store, send or receive on City IT resources.

**Social Media and Messaging.** Users should only use assigned City electronic messaging accounts to conduct City business and refrain from conducting City business using personal electronic messaging services, social media accounts or email accounts (e.g., texting, Twitter, Facebook Messenger, Yahoo, Gmail). The following exceptions are authorized:

- The Division Superintendents and Field Supervisor may use their cell phone text messaging and their personal email address on their phones to transmit site photos to the City Engineer or Assistant City Engineer. [This is normally propitious when the City email system is not working.]
- Individual employees may voluntarily use personal cell phones to call or text their Superintendents as the need arises and on a limited basis to affect field coordination. [Use of cell phones while driving or operating equipment is not authorized at any time.]

**Use of the Internet.** DCCD resources that allow access to the Internet are provided to facilitate the effective and efficient conduct of City business. Department personnel are permitted access to the Internet to assist in the performance of their assigned duties such as research, catalog and parts searches, professional development, and remote telemetry connections for example, as long as the use conforms to other published City Policies and does not interfere with the User's job performance and/or obligations as a public employee.

**Use of Authorized Software** All software installation and use must conform to licensing restrictions. These products include those that are not appropriately licensed for use by the City or those that violate the rights of any person or organization protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software is prohibited. Only software that has been installed by the IT Department or other authorized individuals may be used. Software purchased by the City must not be loaded on a personally owned device, unless specifically authorized by the City Engineer in accordance with the manufacturers licensing agreement.

Unacceptable Use. Any use which violates federal, state, local laws, or City policies is prohibited. The following activities are prohibited on City IT resources and DCCD; examples include, but are not limited to:

- Engaging in any activity that is not specifically related to the missions of the Department including among other activities, Facebook, Twitter and other social media sites.
- Intentionally receiving or transmitting messages or accessing internet sites that contain inappropriate, defamatory, obscene, pornographic, harassing or illegal material;
- [Inappropriate, defamatory, obscene, pornographic, harassing or illegal material specifically includes racist comments or slurs, sexual jokes or comments, ethnic slurs, treasonous incitement, physical threats, or anti-religious comments];
- Representing yourself as someone else, real or fictional, or sending information anonymously;
- Sending messages or accessing data with content that violates any City policies, rules or other applicable laws;
- Sending information that violates or unlawfully infringes on the rights of any other person to life, liberty and employment;
- Engaging in activity that may harass, threaten or abuse others;
- Conducting political activity, business for fraudulent activity, personal profit or gain, or other improper activities as defined in City Policies;

Personally Owned Devices Personally-owned devices include, but are not limited to, smartphones, laptops, notebooks, tablets (e.g., iPads, Android, etc.). The City will respect the privacy of a user's voluntary use of a personally-owned device to access City IT resources.

- Users cannot be required and/or can refuse to use their personally-owned devices to work on or access City resources. The City will only request access to the personally-owned device and password in order to implement security controls; to respond to litigation hold (aka e-discovery) requests arising out of administrative, civil, or criminal directives, Public Record Act Requests, and subpoenas; or as otherwise required or permitted by applicable state or federal laws. Such access will be performed by an authorized Local Information Service Provider technician or designee using a legitimate software process.
- Any communications on city-furnished or personal electronic devices such as emails, tweets, text messages, facebook posts, etc., that pertain to public issues of the City may be obtainable by third parties under the Oklahoma Open Records Act. Employees should be aware that such communications on personal devices may become public under the Open Records Act.

Data Ownership and Cellphone Safeguards. Users in the Department may use their cellphones for City business but should be aware that the City retains ownership of any and all data created, stored or transmitted on personally-owned devices that includes business-related text messages, emails, photographs of field sites and related items. In simple terms, just because data is on your personal cellphone does not mean one owns the data.

- No Department personnel, except the City Engineer and Assistant City Engineer, may transmit personnel data, restricted or confidential messages belonging to the City on any computer or cell phone device.
  - Users may receive and view such items from the City Engineer or Assistant City Engineer on a need-to-know basis but may not store and/or download confidential or restricted data when technically feasible on their personally owned device.
  - When otherwise practicable, personnel, personal or restricted data shall be transmitted in person since such data is rarely needed by anyone in the Department except the City Engineer or Assistant City Engineer.
- Users are responsible for backing up their personal data, settings, media, and applications on their personally owned device. Users should be aware that some personally owned devices may require the purchase of a software application and corresponding software license and/or subscription, to allow the device to comply with City policy and/or standards, and that they may be responsible for all costs of required software applications. Users are responsible for maintaining their personally-owned device with the manufacturer's security and operating system updates.
- Users will not install software on their personally owned device that bypasses the built-in security features and controls. Users should use the built-in encryption feature on their personally-owned device when available. Users should remove City data from their personally-owned device, prior to removing access to City IT resources or data, leaving City employment, or disposing of their personally-owned device.
- Users should be aware that it is their responsibility to immediately report a lost or stolen personally-owned device to their manager/supervisor and Local Information Services Provider. Users should be aware that if their personally-owned device is lost or stolen, their personally-owned device will attempt to be remotely wiped of all data.
- Users should be aware that it is their responsibility to setup their individual cellular plan with their provider and to pay all or a portion of the charges incurred, in accordance with applicable law and City policies. Any service or billing issues with the cellular or data provider may be the user's sole responsibility and obligation.
- Unattended mobile devices must be physically stored in a safe and secured manner. The City retains the right of ownership to all data created or stored on mobile devices in support of City business. Use of a mobile device to work on or access City IT resources and data must be first approved by the City Engineer based on its benefit to City operations.
- All users authorized to connect remotely to any City network and access City IT resources and data via the Internet must do so via the appropriate encrypted connection, such as a virtual private network or other secure method (e.g. SSL or TLS )
- The loss or theft of any mobile device used to access or store City data must be reported as soon as possible to the City Engineer and the IT Department.

Compliance. Compliance with City and Department information technology and security policies is mandatory.

**Summary. Computers, software, cellphones, radios, text messaging, emails and related information technologies are powerful tools for us to accomplish our Mission. It is therefore incumbent upon all of us in the Engineering Department to make sure that we use these tools in a legal and appropriate manner that is directly related to our Department Missions and reflects well on our professionalism and stewardship of City resources.**

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

## **STANDARD OPERATING PROCEDURE 22**

### **Tools and Equipment Security**

The purpose of this SOP is to establish some basic procedures for the physical security of our Department tools and equipment.

The following basic procedures shall be implemented to promote accountability for tools and equipment in our Department operations and prevent loss, pilferage or theft.

- To the maximum extent possible Superintendents shall distribute and assign responsibility for tools, toolboxes, tool cabinets, lockers, and pieces of equipment to individuals who use the tools and can be individually responsible for their safeguarding.
- Where it is not practicable to assign a single individual to take possession of, use and safeguard those tools routinely used by multiple employees such tools
  - Shall be stored in locked rooms, sheds or boxes to which there is limited access, or
  - The tools shall be prominently displayed on shelves or racks where they can be visually inventoried on a daily basis.
- Within 90 days following publication of this SOP, the Division Superintendents shall inventory and prepare a list of vehicles, trucks, machinery and handtools that are used by multiple employees that are pilferable, high-dollar items which require secure storage and limited or recorded access. Such items might include but not be limited to chop saws, chainsaws, packaged tool sets, special tool sets for example.

In the event of reported or possible theft, loss of equipment, forced entry or possible asset loss, Division Superintendents shall conduct a thorough search of the premises and an informal investigation. If the damage or loss is possibly due to illegal activity, the Superintendents shall notify the Police and the City Engineer.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 25**

**Site Safety**

A comprehensive and complete explanation of general safety procedures requires a voluminous exposition beyond the scope of these operating procedures. However, both to ensure each individual understands their responsibilities and can readily apply simple rules to every situation regardless of its complexity, the following policies and proscriptions shall be observed by all personnel, regardless of experience or seniority, in the Department.

Guidelines

- Our Department Mission does not include any orders, tasks or procedures which justify the risk of death or serious injury
- No employee shall be required to perform a task for which they feel unqualified or under circumstances which they consider dangerous

Rules

- No employee, except mechanics operating in the Garage, shall crawl under a vehicle or piece of equipment to inspect or effect repairs
- No employee shall enter a ditch or excavation deeper than 4 feet nor enter a culvert or pipe without the explicit authorization of the Street Superintendent and never do so by themselves
- No employee shall operate a chainsaw, chop saw, pavement saw or similar type of tool without a hard hat and eye protection. Any and all employees within 25 feet thereof shall also wear eye protection.
- No employee shall mount a tire to its rim without the expressed permission of the Maintenance Superintendent.
- No employee shall perform any form of welding procedure without the expressed permission of the Maintenance Superintendent
- All personnel shall be trained to perform CPR within 6 months of their employment
- No personnel shall be authorized to operate any heavy machinery, truck, backhoe, skid steer, excavator, street sweeper, asphalt applicator unless approved qualified by the Street Superintendent or Field Supervisor.
- The following graphics summarize the essence of worksite safety procedures. Superintendents and supervisors shall use these slides as a part of their worksite safety training.

CITY OF ARDMORE, OKLAHOMA  
Engineering Department

**STANDARD OPERATING PROCEDURE 26**

Shop Safety

CITY OF ARDMORE, OKLAHOMA  
Engineering Department

**STANDARD OPERATING PROCEDURE 30**

Engineering Operations

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 31**

**Work Schedule**

Normal and Routine Schedule. The normal weekday work schedule for the Department shall be as follows:

	First Report	Sign Out Lunch	Sign In Lunch	Sign Out for Day
Maintenance Division				
Normal	7:30 am	12:00 pm	1:00 pm	4:30 pm
Street Division				
Normal	7:00 am	11:30 am	12:30 pm	3:30 pm
Summer	6:00 am	11:00 am	12:00 pm	3:00 pm
Street Sweep	11:15 pm			7:15 am
Engineering Department Main Office				
Normal	8:00 am	12:00 pm	1:00 pm	5:00 pm

Exceptions. Superintendents may make exceptions to the schedule shown above on an individual and occasional basis.

- Everyone will take an hour for lunch routinely unless authorized or directed by the Superintendents. This exception specifically includes Street Division personnel who are actively engaged on a worksite during the peak construction months. (Peak period is considered June 1 to October 1.) During this peak construction period, when an individual or crew is actively engaged on a worksite, crews are strongly encouraged to take an extended lunch break when the wet bulb temperature is 95 deg F or higher.
- When the mission or urgency of need requires expedited effort as determined by the Suuperintendents.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 33**

**Work Orders**

Work Orders as hereinafter described are semi-formal directions, orders and requests for various missions and tasks. In addition to routine and continuous verbal communications, in-person or by phone, or emails, work orders shall be used to assign tasks and record the completion of such tasks.

Classes of Work Orders.

- Class 1 Street Issues. Reports of street issues, pavement failures, potholes, sign damage, inoperative traffic signals, damaged guardrails, flooded streets, or other problems which present a danger to the Citizenry or have or will possibly result in tort claims. Such issues shall include any request generated by the City Manager, Assistant City Manager, Police Department or Safety Office.
- Class 2 Facility Maintenance and Vehicle Maintenance Requirements. Issues or problems requiring building maintenance or repairs, of other than a routine nature, including generator failures, airconditioning or heating failures, plumbing failures or line back-ups and vehicle recovery or wrecker service shall be directed to the City Engineer.
- Class 3 Routine Requirements. Issues or problems not classified as either Types 1 or 2 shall be classified as Type 3. Generally, these work orders are of a routine nature.

Street Division work orders [POWER Form 32] may be issued by the City Engineer, Assistant City Engineer, Street Superintendent or Field Supervisor.

Maintenance Division work order [POWER Form 33] may be issued by the City Engineer, Assistant City Engineer, Maintenance Superintendent and one or more mechanics designated to do so by the Superintendent to order and record building, fleet and signals tasks.

Samples of the Work Orders are shown below. Work orders should be issued to direct work and record manhours and costs. Completed work orders should be initialed and closed-out by the individual who initiates the work order.

CITY OF ARDMORE, OKLAHOMA  
ENGINEERING DEPARTMENT

# STREET DIVISION WORK ORDER

## WORK ORDER NAME, DATE, LOCATION, OBJECTIVE AND PRIORITY

PROJECT NAME	SITE ADDRESS OR LOCATION	DATE AND WORK ORDER NUMBER
CONTACT NAME	CONTACT PHONE NUMBER	CONTACT EMAIL

PROJECT MISSION, ORDER OR TASK OBJECTIVE

MANAGEMENT	DEPARTMENT	CITIZEN	ROUTINE [X]	HOT [X]	FEMA [X]
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ADDITIONAL INFORMATION OR INSTRUCTIONS, NOTES AND COMMENTS. NOTE: SUBMIT WORK ORDERS RELATED TO EMERGENCY DECLARATIONS OR DISASTER RELIEF AND WHICH MAY QUALIFY FOR FEMA ASSISTANCE TO THE DEPARTMENT.

## ORDER, TASKS, LABOR AND EQUIPMENT SUMMARY

TIME IN	TIME OUT	ACTION AND PERSONNEL		EQUIPMENT
QUANT (AMT AND UNIT)	MATERIALS	TICKETS	DATE	
BARRICADES	CONES	SITE RESTORATION	TOOLS AND EQUIPMENT	CLOSED

CITY OF ARDMORE, OKLAHOMA  
ENGINEERING DEPARTMENT

# MAINTENANCE DIVISION WORK ORDER

**WORK ORDER TYPE, NAME, DATE, NUMBER, LOCATION**

SIGNALS AND SIGNS	BUILDINGS	EQUIPMENT MAINT	DATE	WORK ORDER NO
DEPARTMENT	BLDG	ROOM	OCCUPANT	CRAFT
DIVISION	DRIVER	UNIT	YEAR/MODEL	TECHNICIAN ASSIGNED

**ISSUE, PROBLEM OR REPAIRS NEEDED**


**REPAIR SUMMARY**

REPAIRS MADE	TECHNICIAN/MANHOURS

**PARTS FROM STOCK**

QUANTITY	PART DESCRIPTION	PART NUMBER

**PARTS FROM OUTSIDE VENDORS**

VENDOR'S NAME	INVOICE NUMBER	COST/STATUS

**SUMMARY AND APPROVAL**

ROUTINE	PRIORITY	INSURANCE	OTHER	TECHNICIAN INITIALS	SUPERINTENDENT
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**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 34**

**Extra-Departmental Work Orders**

The following procedures shall apply to the receipt, management and response to requests for assistance (work orders or work requests) generated by or from other City Departments specifically including the following Department issues classes:

- Class 1 Street Issues. Reports of street issues, pavement failures, potholes, sign damage, inoperative traffic signals, damaged guardrails, flooded streets, or other problems which present a danger to the Citizenry or have or will possibly result in tort claims. Such issues shall include any request generated by the City Manager, Assistant City Manager, Police Department or Safety Office.
- Class 2 Facility Maintenance and Vehicle Maintenance Requirements. Issues or problems requiring building maintenance or repairs, of other than a routine nature, including generator failures, airconditioning or heating failures, plumbing failures or line back-ups and vehicle recovery or wrecker service shall be directed to the City Engineer.

Rationale. Except for daily coordination between the Engineering and Utility Departments and their respective divisions, the management of which is governed by a separate operating procedure, any requests for assistance from other Departments to Street or Maintenance Divisions which are considered of such import as to require direct communication with Division Superintendents are considered to be of such import as to require direct communication with the City Engineer.

- Many requests for assistance do not require immediate response and must be prioritized by the Department
- Divisions have daily and weekly work plans and response to requests which are of lower priority than the current work plan are disruptive and often result in reduced efficiencies and unnecessary waste of time.
- The resolution of many requests, such as possible tort claims issues, require and deserve engineering analysis, proper documentation, and follow-up action.

Procedure. Qualifying issues and problems, Classes 1 and 2 noted above, shall first be reported to the City Engineer. Since it is unlikely that all Class 1 and Class 2 requests will ever be submitted to the City Engineer, Superintendents shall respond to such requests based on their experience and best judgment; and inform the City Engineer when time permits. See also SOP 33.

Exceptions. The Department and Division Superintendents may respond to emergency requests where such contingencies are obvious and, upon such emergency requests, inform the City Engineer posthaste.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 35**

**Situation Reports**



Whenever there is a serious incident, traffic accident, work injury, or other event involving the Department that deserves the immediate attention of the City Engineer or City Manager, managers shall issue a Situation Report. The Situation Report may be rendered verbally or in-person.

A verbal CITREP should provide the basic information about the event

- What serious incident has occurred?
- Who is involved and what action is ongoing?
- What happened and when?
- Who needs to know?

A written record of such report should be made using the form shown following so as to record the date and time contemporaneously with the event. CITREPs may also be used to report non-emergency information such as short-notice street closures.

See an example of a non-emergency CITREP following.

CITY OF ARDMORE  
ENGINEERING DEPARTMENT



\*City Engineer Situation Report

**SITUATION CLASSIFICATION**

EMERGENCY	URGENT	ROUTINE
EQUIPMENT DAMAGE	PERSONNEL INJURY	TRAFFIC SITUATION
FACILITY DAMAGE	SERIOUS INCIDENT	OPERATIONAL ISSUE

**DISTRIBUTION**

CITY CLERK	CITY MANAGER	ASSISTANT CITY MANAGER
POLICE	FIRE	DISPATCH
UTILITIES DEPARTMENT	STREET DIVISION	MAINTENANCE DIVISION
PARKS, LIBRARY	FINANCE, INFO TECH	OTHERS

**SITUATION OR UPDATE NARRATIVE REMARKS**

Street Construction Update

East Main at Cardinal Park.

East Main Street creek crossing immediately north and east of Fire Station 2 has been opened up for traffic. The storm sewer work has been completed however the road pavement, curb and gutter remains to be finished. The actual pavement is temporarily compacted gravel base but is sufficient for traffic at reduced speed. The paving crew will come in to install curb, gutter and pavement in the next few days as weather permits. Fire trucks wishing to proceed east through Cardinal Park can do so.

East Main at Railroad Crossing (Streetscape Phase 2)

Asphalt paving is in progress so the street will remain closed for about a week. Thereafter, work will include additional landscaping, paving, striping so the road will be opened or closed depending on work. That is, one may assume now that East Main at Railroad is closed.

9th Avenue SE and Carter Road

Road is opened for traffic in all directions.

**DEPARTMENT CONTACT INFORMATION**

Tom Mansur, City Engineer	580-221-2506	<a href="mailto:tmansur@ardmorecity.org">tmansur@ardmorecity.org</a>	APPROVED BY;
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CITY OF ARDMORE, OKLAHOMA  
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**STANDARD OPERATING PROCEDURE 37**

Training

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**STANDARD OPERATING PROCEDURE 38**

Hot Weather Injury Prevention

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**STANDARD OPERATING PROCEDURE 39**

Cold Weather Injury Prevention

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Engineering Department

## **STANDARD OPERATING PROCEDURE 40**

### **Shop and Worksite Efficiency**

In order to accomplish our various missions and assigned tasks, the Engineering Department must work efficiently to maximize production in the allotted work day period. Efficiency is about getting the job done with a minimum of wasted time and materials, back-tracking or having to re-do work. In order to get our work done efficiently, eliminate unproductive make-work, and foster pride in our efforts, each Division and employee thereof shall implement the following rules and procedures in the shop or in the field.

- Prior to leaving the shop, personnel shall perform operator maintenance on vehicles to ensure, as a minimum, that turn signals and lights are operational, fluid levels are topped-off, and brakes are fully operational.
- When traveling to and from worksites, drivers and passengers shall
  - Wear seat belts;
  - Remain in uniform;
  - Not send or transmit text messages nor initiate cell phone calls;
  - Drive 5 mph below the posted speed limit;
  - Drive courteously and defensively.
- Upon arrival at the worksite, park vehicles to safely unload trailers and facilitate departure from the site without the need for having to back-up.
- At the worksite, be actively involved in the work at hand
  - At all times avoid sitting down on the job site.
  - If not operating equipment at the worksite, grab a shovel and assist with clearing curbs, gutters, and overspills, pickup trash or construction debris, adjust or plumb traffic cones and barricades, help with observing or directing traffic, and stand ready to help when called;
  - If a driver at the worksite waiting to unload or be loaded, get out of the vehicle and observe the work and watch for any potential safety hazards
  - Whenever a citizen approaches the worksite, the supervisor or any other available worker should courteously intercept and greet the individual to ensure that they do not enter an unsafe area; and

- Inquire as to whether or not they have a question, concern or complaint and bring same to the attention of the supervisor or Superintendent;
- Prior to leaving the worksite, supervisors and drivers shall "police" the area for blowing trash or misplaced hand tools; check tie-downs on equipment and contact the supervisor or superintendent to advise of one's departure.
- Enroute to return, check fuel status and top-off the tank as needed.
- Upon arrival at the shop, park vehicles on line ready for next day's work.
- In the Maintenance Garage or worksite, be actively involved in the work at hand
  - At all times avoid sitting down unless your task requires the normal clerical functions best performed while sitting down.
  - If not actually working on equipment or arranging to do so, assist other mechanics or personnel with their tasks, sweep or clean floors, pickup trash or debris, help with observing or directing movement of vehicles, and stand ready to help when called;

If a driver at the worksite waiting to unload or be loaded, get out of the vehicle and observe the work and be on the look-out for and report unsafe actions.

These rules, albeit simple and elementary, are key to productive and safe work. Senior or more experienced employees shall remind and coach other employees as the occasion arises to follow these procedures.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

## **STANDARD OPERATING PROCEDURE 42**

### **Duties and Operations of the Chief Inspector**

The purpose of this SOP is to outline the functional duties and operations procedures of the Engineering Department Chief Inspector. The SOP is not a job description *per se* but does include items which rightly would appear in a job description; however, the principal focus of these items is to describe various duties, techniques and procedures which the Chief Inspector may routinely employ as a part of his work duties.

Mission. The mission of the Chief Inspector may be summarized as follows:

- Serve as eyes and ears of City Engineer
- Serve as field representative of the City Engineer
- Inspect all construction by contractors and developers
  - City project sites
  - Utility department new construction
  - Franchisee works and repairs
  - Dedicated infrastructure in new platted subdivisions
  - Driveways and curb cuts
- Inspect sites as directed by City Engineer
- Inspect, correct or approve works in progress
- Contact citizens to consider problems, resolve issues or notify appropriate offices
- Check problem sites and institute solutions or refer to City Engineer

Daily Routine. In order to respond to both planned and unscheduled activities, the Chief Inspector is usually expected to be where required or needed without excessive coordination or advanced planning. That notwithstanding, the Inspector's Daily Routine is as follows:

- Brief the Assistant City Engineer each morning on previous day's project progress and plan for the day's activities
- When leaving office, advise Admin Assistant of general proposed whereabouts and, throughout the work day, at all times have their cell phone turned-on and operational.
- Check in with either the City Engineer or Assistant City Engineer prior to after lunch departure
- Brief City Engineer on progress at various projects at 1645 daily.

Photos. When on any job site or citizen issue site, take photos of the issue, problem, or progress. Upon return to the office, download and file photos by project and date.

Reports. Prepare a Daily Inspection Report on all City, subdivision or contractor projects. Prepare written report and file by Project and Date.

Authority. The Assistant City Engineer is fully authorized to direct and oversee the activities of the Chief Inspector and, in the absence of the City Engineer as referred above, or as would be routinely appropriate, the Chief Inspector shall render reports to the Assistant City Engineer as well.

CITY OF ARDMORE, OKLAHOMA  
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**STANDARD OPERATING PROCEDURE 50**

General Logistics Procedures

CITY OF ARDMORE, OKLAHOMA  
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**STANDARD OPERATING PROCEDURE 51**

**Street Division Area of Responsibility  
in Public Works Yard**

The areas outlined in yellow are the responsibility of the Street Superintendent for security, access, exclusive use, and police of the parcels.



CITY OF ARDMORE, OKLAHOMA  
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**STANDARD OPERATING PROCEDURE 52**

**Maintenance Division Area of Responsibility  
in Public Works Yard**

The areas outlined in lime green are the responsibility of the Maintenance Superintendent for security, access, exclusive use, and police of the parcels.



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**STANDARD OPERATING PROCEDURE 53**

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**STANDARD OPERATING PROCEDURE 54**

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**STANDARD OPERATING PROCEDURE 55**

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**STANDARD OPERATING PROCEDURE 56**

Site Control



LOWER LIMIT	UPPER LIMIT	REQUIREMENT
\$0	\$2,499.99	<p>No quotes are required.</p> <p>Superintendents shall familiarize themselves with the market place and endeavor to find the best deal from reasonably available or local vendors.</p>
\$2,500.00	\$4,999.99	<p>3 verbal quotes required.</p> <p>Divisions will contact a minimum of 3 vendors. Record the verbal quote, amount, date and time, by keeping a note or sending yourself or supervisor an email.</p>
\$5,000.00	\$24,999.99	<p>3 written quotes required.</p> <p>Call or email at least 3 prospective vendors and have them send you a letter, fax or email with a quote.</p> <p>Contact and obtain approval to order from the City Engineer or Assistant City Engineer. No further approval by the City Commission is required.</p>
<p>For the Engineering Department and subordinate Divisions, all purchases of goods and services estimated or actually in excess of \$24,999.99 shall be managed only by the City Engineer or Assistant City Engineer, assisted by Division Superintendents and Administrative Assistants. Such expenditures and related contracts shall be approved by the City Commission prior to placement of an order or the issuance of a notice to proceed.</p>		
<p>Materials and Supplies</p>		
\$25,000.00	Up	<p>For purchase of <u>materials and supplies</u> of \$25,000 and more, bids must be solicited by advertising.</p> <p>The purchase order must be approved by the City Commission.</p>
<p>Construction Services</p>		
\$25,000	\$49,999.99	<p>For purchase of <u>construction services</u> estimated to cost \$25,000 to \$49,999.00, bids must be solicited by advertising.</p> <p>Generally the procedures are the same as required by the State Competitive Bid Act although there are minor differences.</p> <p>The award of the contract must be approved by the City Commission.</p>
\$50,000.00	Up	<p>For purchase of <u>construction services</u> estimated to cost \$50,000.00 or more, bids must be solicited by advertising.</p>

		<p>The procedures for advertising and award of a contract are specified by the State Competitive Bid Act.</p> <p>Sealed bids must be submitted, and the award of the contract must be approved by the City Commission.</p>
Professional Services		
<p>The City Engineer shall manage the engagement of engineers, architects, land surveyors, scientists, or other approved professionals. The selection of professional firms shall be based on the qualifications of professional. Those so engaged shall provide required certificates of insurance prior to commencement of work.</p>		
\$0	\$5,000.00	<p>The City Engineer may engage these services by issuance of letter or email work order, specifying scope, fee, and business requirements, consistent with the approved budget.</p>
\$5,000.00	\$24,999.99	<p>The City Engineer may engage these services by issuance of letter or email work order, specifying scope, fee, and business requirements but only with the expressed approval of the City Manager.</p>
\$25,000.00	Up	<p>The City Engineer shall publish a request for proposal or request for statement of qualifications for professional services; provided the City Manager may waive such requirement in writing.</p> <p>Professional services whose value or fee is in excess of \$25,000 shall be negotiated by the City Engineer and authorized by written agreement approved by the City Commission.</p>

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**BASIC TRAINING NOTES**  
**PERTAINING TO STANDARD OPERATING PROCEDURE 59**

Process. The process of purchasing materials, supplies and equipment is divided into 3 distinct phases. There are limits on who does what and how much money can be obligated.

- Market Research and Budgeting. The first phase of buying anything is to determine what is needed, what is the likely cost, is it within our budget, and who can provide such items. Superintendents may manage this phase and direct these kinds of activities as they see fit, provided those to whom such activities are delegated do not order supplies or obligate funds on their own initiative.
- Finding the Best Value and Obtaining Quotes or Bids. Superintendents decide what is to be purchased, the amount and approximate cost of what is to be purchased, and who is to obtain quotes or bids. Unless specifically directed otherwise by the City Engineer, Assistant City Engineer or the Division Superintendents, only the following personnel will solicit bids or quotes or contact vendors:
  - City Engineer
  - Assistant City Engineer
  - Division Superintendents
  - Administrative Assistants [at the direction of the Superintendents]
- Placing Orders and Obligating Funds. For all Engineering Department and Division personnel, nothing is to be ordered, nor is the City to be obligated to pay for any item, without the expressed approval or foreknowledge of the City Engineer, Assistant City Engineer or the Division Superintendents.

Delegation of Authority. Approval to solicit quotes or bids, select prospective vendors, and place orders for various materials and supplies, the cost for which is \$24,999.99 or less, is or may be delegated as follows:

- Assistant City Engineer. The Assistant City Engineer is hereby authorized to obtain quotes, order materials and supplies, direct the ordering of supplies and material, and obligate funds in the absence of the City Engineer or when he deems it propitious to do so; consistent with the Commission rules.
- Maintenance Superintendent. The Maintenance Superintendent may approve the ordering of supplies and materials, up to \$10,000.00, using approved contracts, bids, quotes, etc.
- Street Superintendent. The Street Superintendent may order or delegate the ordering of supplies and materials, up to \$10,000.00, consistent with the rules hereinabove presented, using approved contracts, bids, quotes, etc.

Expressed Approval. The City Engineer, Assistant City Engineer or the Division Superintendents must authorize or direct the ordering of supplies and materials and no one may order anything without their foreknowledge. The following rules shall also apply

- Superintendents shall implement rules or issue guidance that establishes a routine for obtaining quotes and placing orders within their individual Divisions whereby individuals know what they may or may not do and are not directed or asked to take responsibility for those tasks or duties which are not a part of their job assignment.
- The Department Administrative Assistants are to assist in following these rules and procedures and may, as directed, contact vendors, obtain quotes, prepare paperwork, track invoices and delivery tickets, and prepare purchase orders with and for the Department and Division managers as needed. They are not authorized to unilaterally place orders and obligate funds on their own authority.
- The Street and Maintenance Superintendents may authorize or assign, routinely or as the need arises, any and all individual operators or mechanics to purchase supplies, materials and parts of an incidental and routine nature, consistent with the cost limits; however responsibility may not be delegated.
- The Street Division Field Supervisor may order concrete directly for street projects based on bids and quotes then in effect.
- The Traffic Signals Tech, Striping Tech, Skilled Maintenance Tech, and Senior Shop Mechanic may order, purchase, and pick-up supplies and materials for their respective tasks and projects, consistent with the City and Department cost limits, provided they routinely advise, inform and coordinate closely with their Superintendent.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 60**

**Department and Division Purchasing Procedures  
during  
Declared Emergencies and Periods of Budget Constraint**

Purpose. The purpose of this SOP is to describe procedures to be implemented during periods of emergency, natural disaster and budget constraint; and to modify so much of SOP 44 dealing with procurement and purchasing procedures.

Process. When so ordered, all purchases of any goods, materiel, supplies, equipment, tools, and parts, any given transaction for which exceeds \$500.00, the purchasing division or individual-- normally the City Engineer, Assistant City Engineer or Division Superintendent, or their designated representative-- shall issue a Notice of Intent to Purchase (NOIP). The notice shall be in the form of an email to the City Engineer.

Form. The NOIP email shall contain a very simple description of the item or items to be purchased and the need for same:

- Item Required
- Quantity
- Total Cost
- Purpose

Examples:

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NOIP

Item: #57 Gravel  
Qty: 600 Tons  
Total Cost: \$890.23  
For: Concrete Labor Job

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NOIP

Item: Carburetor Assembly Framstattle  
Qty: 1 each  
Total Cost: \$1109.23  
For: Sanitation Truck

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Department will forward to City Hall for concurrence. Upon receipt of concurrence the Department will notify the ordering party.

**CITY OF ARDMORE, OKLAHOMA**  
Engineering Department

**STANDARD OPERATING PROCEDURE 61**

**Processing of Purchase Orders**

The following procedures to order, purchase and receive any materials, supplies, equipment, tools, repair parts, bench stock or items for which the City is legally obliged to pay, are hereby instituted. These requirements are to be construed in conformance with City ordinances and policies and do not supersede those requirements; but are intended to reiterate and extend such rules to be followed within the Engineering Department.

The following procedure shall be followed in the placing of orders, processing paperwork and submitting invoices for payment.