

Gas Control Deviation Report

Date of Deviation: 10-22-12 Deviation Report No.: 01 – (Rev 11-5-12)
Procedure Involved: Fatigue Mitigation Procedure Section: 3.3 Shift Work Scheduling
Report Completed by (Manager, Gas Control or delegate): Supervisor Redacted

Describe the deviation or incident, immediate actions taken to address the situation, and actions taken to restore normal operations:

In the shift work scheduling process of CRM, personnel should have minimum off duty time to achieve 8 hours of continuous sleep, plus commute time, plus 1 hour of personal time. In May of 2010, Redacted Redacted transferred into San Francisco Gas Control as a Gas System Operator in training. His promotion was approved and administered through the IBEW bidding process. At that time and presently, Redacted lives in Stockton and commutes to San Francisco generally utilizing a combination of public transportation and driving. We have spoken on a number of occasions regarding his commute where we have discussed counter measures that are available to him.

In Gas Control we have height adjustments and task lighting integrated into each individual console. In addition there is a napping chair and a kitchen available for the controllers use. Additionally, I have communicated to Redacted along with all Gas System Operators the availability of local hotel accommodations in the event they feel too fatigued to travel home.

I have asked Redacted to take note of his travel time and report back to me so that we can make a comparison between his actual time and Google data we acquired. Generally he agreed Google matches up (3.5 hours round trip driving) however he typically incorporates public transportation for a portion of his commute which although provides a period of rest, extends his commute time to closer to 4 hrs. round trip.

Redacted has relatives that live in the area and he utilizes their accommodations to lesson his daily commute as opportunities present themselves.

A modification to reduce Redacted schedule from 12 hours to 11 hours was considered. This would provide him with the necessary 8 hours of continuous sleep and 1 hour personal time with his extended commute. This arrangement however would necessitate the relieving Gas System Operator to work 13 hours and impact their ability to acquire the same 8 hours of continuous sleep and 1 hour of personal time coupled with their commute time.

In 2013 Gas Control is scheduled to relocate their operations to San Ramon which will significantly reduce his commute time which should provide him with the CRM standard of a least 8 hours sleep and 1 hour of personal time.

Additional we have increased our Gas System Operator staffing level and as of November 13th will have 3 Apprentice Gas System Operator's in training.

Were alternate methods, different from those in CRM documents, needed restore to normal operations?

Yes No

If yes, describe the deviation from the CRM documents:

Are changes to CRM documents needed to maintain normal operations?

Yes No

If yes, describe the changes needed:

Please attach any supporting documents to this report, then send to: Director, Gas System Operations