



**COMMUNICATIONS OPERATIONS
MISCELLANEOUS POLICY/PROCEDURE**

Policy No. 7110 Date Issued: April 26, 2004
Section: 7100 - Public Works Date Revised: December 1, 2010
Accreditation Standards: None

SUBJECT: SANTA CRUZ COUNTY PUBLIC WORKS ON CALL

APPROVED: *Terry J Reynolds* Superintendent
Santa Cruz County Public Works

APPROVED: *[Signature]*
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1.0 Purpose

- 1.1. To provide a consistent and reliable method of contacting the on-call Santa Cruz County Public Works personnel.
- 1.2. To identify exceptions to the on-call procedure.
- 1.3. To track Santa Cruz County Public Works personnel while they are on-duty afterhours.

2.0 Procedure

- 2.1 The Santa Cruz County Public Works Department will provide an on call rotation.
 - 2.1.1 There will be only one County Public Works person on call at one time for the North (PWN) and South (PWS) areas. In summer months this may be the same person.
 - 2.1.2 Upon receipt, the Public Works on call rotation will be immediately forwarded to the on-duty Lead Dispatcher for immediate entry into the appropriate reference material.

- 2.1.3 All requests for the on-call County Public Works personnel will be filled by following the County Public Works on-call rotation. Requests to contact a specific, individual County Public Works employee will not be honored. Dispatchers will contact the on-call County Public Works personnel only.
- 2.2 The first attempt to contact the on-call County Public Works personnel will be made via CAD interfaced pager.
 - 2.2.1 In accordance with established practice, the call taker will create a COPW incident and place any information detailing the type of response or action that may be needed for the on-call Public Works personnel.
 - 2.2.2 The dispatcher will dispatch the incident using the Computer Aided Dispatch (CAD) system utilizing the dispatch form.
 - 2.2.3 If the on-call Public Works personnel has not responded to the page after 15 minutes the dispatcher will attempt a second page resetting the status to "DS". If no response is received after the second time out in CAD, the dispatcher will attempt contact via alternate numbers available in the reference file.
 - 2.2.4 Any dispatcher receiving the call-in from the on-call Public Works personnel will relay the information / instructions contained in the COPW incident. The dispatcher will assign the unit identifier (i.e. P160) given by the personnel calling in for the incident using the temporary unit function. The dispatcher will then change the status to copied page "CP" or en-route "EN" with a corresponding estimated time of arrival.
 - 2.2.5 The dispatcher for COPW will be responsible for monitoring any subsequent radio traffic for emergent / priority information or requests for assistance.
 - 2.2.6 The responding field units will advise the COPW dispatcher of their status which may include, en route, on scene, clear, returning to home, and out of service. The dispatcher will note any pertinent comments or information and close the detail with a "CLR" clearing code.
 - 2.2.7 "On Scene" units will time out after 15 minutes. Units that have timed out should be raised on the radio for a welfare check.
 - 2.2.7.1 Based on the circumstances, Public Works units may request a "time out" time that differs from 2.2.7 above.

Dispatchers should note that time and welfare check the unit appropriately.

- 2.2.8 The returning to home status (EH) will time out after 60 minutes. If the unit has not advised they are “clear” within 60 minutes of advising they are returning to home, the COPW dispatcher will attempt to contact them (pager/radio) to confirm they are ok. If they do not respond, the COPW dispatcher will contact a Public Works supervisor and advise.

3.0 Exceptions

- 3.1 At any time the call outs exceed six active events related to a single weather incident that has the potential to continue over an extended period Dispatch may activate the County Public Works Dispatch Center (Control 3). To activate the County Public Works Dispatch Center contact the Dispatch Supervisor as identified in the reference file.
 - 3.1.1 Call takers will continue to create details as per established policy using the proper codes with as much detail as possible. The details will then be forwarded to the Public Works Dispatch Center via FAX. When appropriate, details may be sent via FAX in groups.
 - 3.1.2 Public Works Dispatch will acknowledge receipt of the FAX via radio with “Netcom, Control 3 copies detail(s)”. The dispatcher will then close the detail with the clearing code CLR.
 - 3.1.3 Dispatchers will monitor road closures via the County of Santa Cruz Public Works website at: www.co.santa-cruz.ca.us/dpw/roads.html.
- 3.2 In the event that no responses are received from either on call district PWN or PWS the dispatcher will contact the responsible County Public Works Supervisor as identified in the reference file.