



Santa Cruz Consolidated Emergency Communications Center

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9-1-1 FIRE
POLICE
MEDICAL



Michael J. McDougall
General Manager

COMMUNICATIONS OPERATIONS MISCELLANEOUS POLICY/PROCEDURE

Policy No. 7120 **Date Issued:** April 26, 2008
Section: 7100 - Public Works **Date Revised:**
Accreditation Standards: None

SUBJECT: PUBLIC WORKS NOTIFICATIONS FOR CITIES

APPROVED:


Michael J. McDougall, General Manager

1.0 Purpose

- 1.1. To provide a consistent and reliable method of contacting on-call Public Works personnel for each of the cities.

2.0 Procedure

- 2.1 Public Works personnel will maintain an on-call system for after-hours contact for problems associated with streets, sewers, and floods.
 - 2.1.1 Each jurisdictional area may incorporate an agency specific process for establishing a call-out procedure.
 - 2.1.2 Upon receipt, the Public Works on call process will be immediately forwarded to the on-duty Lead Dispatcher for immediate entry into the appropriate reference material.
- 2.2 All requests for the on-call Public Works personnel will be filled by following the agency specific call out process.