

During normal business hours for both City and MMU:

1. County Dispatch receives a call from the public for a utility or public works issue.
2. Dispatch should determine the nature of the problem.
3. If it is a water or electrical utility issue the caller should be directed to MMU at 537-7005.
4. If it is a wastewater or public works issue it should be directed to the City Public Works Department at 537-6773.
5. Once the call is received by either entity it will be directed to the appropriate personnel for a response.

During non-business hours for both City and MMU:

1. County Dispatch receives a call from the public for a utility or public works issue.
2. Dispatch will direct **all** utility or public works calls to the MMU Operations Center at 537-7005.
3. MMU Operations personnel will determine the nature of the problem.
4. If it is a wastewater or Public Works issue they will then use the Public Works Contact List to contact the appropriate personnel for a response. If possible a call forwarding system will be considered during minor or short lasting events.
5. An Emergency Call Form has been developed to document information collected from the caller. This information will be faxed or emailed to the Public Works Department for records and further contact action as needed.

For large scope events the MMU Operations will contact the primary contact for the City Public Works (or the designated on call person) to initiate an emergency action plan. The initial plan would include having City Staff mobilize to the MMU Ops Center to assist with fielding the calls and activate the City personnel. The City Staff will be layered to at the Ops Center such that the chain of Command and communications with City Staffs is coordinated to effectively respond to the emergency event.