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## Emergency Utility Service

### 440.1 PURPOSE AND SCOPE

The City Public Works Department has personnel available to handle emergency calls 24 hours per day. Calls for service during non-business hours are frequently directed to the Police Department. Requests for such service received by this department should be handled in the following manner.

#### 440.1.1 BROKEN WATER LINES

The City's responsibility ends at the water meter; any break or malfunction in the water system from the water meter to the citizen's residence or business is the customer's responsibility. Public Works can only turn off the valve at the meter.

If a break occurs on the City side of the meter, emergency personnel should be called as soon as practical by the Communications Bureau.

#### 440.1.2 ELECTRICAL LINES

City Public Works does not maintain electrical lines to street light poles. When a power line poses a hazard, an officer should be dispatched to protect against personal injury or property damage that might be caused by power lines. The Electric Company or Public Works should be promptly notified, as appropriate.

#### 440.1.3 RESERVOIRS, PUMPS, WELLS, ETC.

IRWD maintains the reservoirs and public water equipment, as well as several underpass and other street drainage pumps. In the event of flooding, IRWD and Public Works emergency standby staff should be contacted as soon as possible. Public Works maintains public drainage infrastructure including catch basins and larger drainage facilities. In the event of flooding, Public Works emergency standby staff should be contacted as soon as possible. Underpass and street drainage pumps are maintained by Community Services. In the event of flooding, Community Services emergency standby staff should be contacted as soon as possible.

#### 440.1.4 EMERGENCY NUMBERS

A current list of emergency personnel who are to be called for municipal utility emergencies is maintained by the Communications Bureau.

### 440.2 TRAFFIC SIGNAL MAINTENANCE

The Irvine Traffic Research and Control Center (ITRAC) services proprietary traffic control signals within the City of Irvine. If any city owned or managed traffic signals require maintenance, ITRAC personnel should be notified. After hours, Republic Electric is the on-call service provider for the City's signal control system. The City also contracts with other service providers to maintain traffic control signals that are not part of the City traffic system. Lists of both the accepted signals

# Irvine Police Department

## Policies

### *Emergency Utility Service*

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(maintained by the City) and those not accepted (maintained by other contractors) are available on the Department Intranet.

#### 440.2.1 OFFICER'S RESPONSIBILITY

Upon observing a damaged or malfunctioning signal, the officer will advise the Communications Bureau of the location and problem with the signal. The dispatcher should make the necessary notification to the proper maintenance agency.