On-Call Procedures

805.1 REQUEST TO CONTACT CITY PERSONNEL
Upon receiving a request to contact personnel or other staff, communications personnel will check
the on call list on the Intranet -> Resources -> On Call Roster.

805.1.1 CALLING OFF-DUTY PERSONNEL
When calling off-duty personnel, dispatchers will first call the residence of the on-call employee.
If they cannot be reached by phone at home, they should then be notified via cell phone. A list
of department issued cell phones is listed on the Intranet -> Phonebooks -> Telephone Directory
-> Cell Phone List.

The dispatcher handling the call-out request shall complete an event entry mask with the event
type, “CALL” so that notification and response of on-call personnel can be documented. This will
also allow for further documentation, if needed at a later time.

805.2 NOTIFICATION OF COMMAND PERSONNEL
As it relates to the Major Incident Notification policy, notification should be made to a field
supervisor and a command staff watch commander.

For Detective, MAIT, or SWAT resource requests, the field supervisor may contact the supervisor
of these units directly, however, if feasible, notification should be made with a command staff
watch commander as well.