

**INFORMATION PROCESSING****EFFECTIVE DATE:**

November 1, 2006

**ORIGINATION DATE:**

November 1, 2006

The following policy is intended to help guide and direct employees on how information is gathered, processed, and dispersed **accurately** throughout the department and outsourcers. All information is considered confidential unless otherwise directed.

**SERVICE CALL/WORK ORDERS**

When a request comes into DPW for the department to respond, the employee gathering the information will process the request utilizing a format or system designed by/for the DPW. The employee must gather, at a minimum, the following information to process the order or request:

1. **Date and Time-** clearly indicate the time and date of the incident, order or request. If not possible, indicate when **you** are recording the incident, order or request.
2. **Caller info-** the name, phone number or any other contact information of caller. If no number is left, attempt to retrieve one from other sources (i.e. phone book, calling 411 for information). If unsuccessful, indicate no number can be found. If no name is available indicate that the call is "anonymous."
3. **Request-** accurately record as much information as received. If you do not understand, continue to ask appropriate questions to help better understand. Employees should **REFRAIN** from giving out unrelated, extraneous information, expressing opinion, or explaining policies and procedures of the DPW regarding the issue; unless otherwise directed. If the requester demands information; the employee shall tell the requester that their concerns will be passed onto a supervisor.
4. **Processing-**when the information is completely recorded; it is ready to **IMMEDIATELY** be forwarded to its division manager or applicable foreman.
5. **Emergencies-** If the incoming information indicates that the situation is of an emergency nature, for example: *water main breaks, sewer blocks, stop sign down or missing, signalized traffic lights on flash or not functioning, tree down in road or about to fall, flooded road, debris in road\**, the employee is responsible for notifying the division manager **immediately**. If the division manager is not available, the foreman of the section that would normally handle such an emergency must be notified **immediately**. If that foreman is not available, then the on-call foreman for the division must be notified immediately.

\*The above-emergency list is **not** all inclusive; the employee should draw from their experience and training to help determine if an immediate response is required of the DPW and then follow up with the documentation after the response.

**OUTSOURCER'S**

Any information relative to DPW's normal operations or emergencies regarding news media, newspapers, researchers, publications, etc. must be approved by the division manager or DPW Director. The DPW director and/or division manager are the only ones authorized to make an exception to this clause. Also, please abide by the Town's Internet Usage policy.