

## Purpose

Placer County Sheriff or CalFire dispatch may contact designated building service staff for safety assessment services after-hours. After-hour call-out is defined as a request for service, authorized by supervision or management, occurring beyond the normal work hours, weekend, regular-day-off, or holiday. This policy was developed to aid in outlining the overall call-out process.

## Policy

In an effort to create a simplified approach for dispatch, three building representatives shall be identified for initial contact (East Manager, West Manager, and CBO). Contact PCSO dispatch non-emergency line, or email, and provide the abovementioned contact information.

Managers, working with the unit supervisors, shall develop a call-back schedule. This schedule shall be comprised of the following information: Team members name, primary phone number, secondary phone number, emergency contact number (spouse or other).

A call-out rotation schedule shall be developed so no one staff member is called-out first each time. Upon notification from dispatch, the manager will contact the next inspector in rotation to determine their availability to service the after-hour request. Each rotation inspector shall have a “go-bag” prepared and in their possession with necessary tools and forms. If their personal vehicle is utilized, the inspector is to track their mileage for reimbursement. Utilize a 2-hour minimum call-out pay platform.

A typical call will look like this:

1. 911 dispatch contacts manager and shares issue (car into business, home fire, electrical service outage, gas leak, etc.).
2. Collect the on-site Battalion Chief, or Deputy Sheriff’s contact information.
3. Call the on-site commander to determine their needs.
4. Utilizing inspector rotation schedule determine team member availability.
5. Deploy inspector; note time.
6. Once inspection is complete, they return a call to the manager advising service complete, safe, and headed home; note time.
7. During normal business hours or as approved, inspector adds notification to record the incident in Accela, in the “Land” portal, so Counter team is aware when applicant arrives to obtain any necessary permits.
8. Inspector submits OT/CTE in WorkDay including any mileage reimbursement if personal vehicle utilization.
9. Done



# After-Hour Call-Out 04.12.22 (Final)

Final Audit Report

2022-04-15

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