



City of San Diego Parks and Recreation Department

Public Works Dispatch Center (AKA Station 38) Contact Information

Description: Review the following, titled “Public Works Dispatch Center (AKA Station 38) Contact Information.” Public Works Dispatch Center’s role is a resource for City employees (not the general public) and staff should try to resolve problems on their own before calling for assistance.

The following page discusses procedures for reporting the following types of incidents:

- 1) accident involving a City vehicle
- 2) breakdown of a City vehicle
- 3) flat tire on a City vehicle
- 4) problem at a City building/facility
- 5) accident/incident not involving City vehicles.

It's important for staff to keep emergency contact information with them at all times (such as their supervisor’s name and phone/cell numbers), and knowing the names of co-workers and/or other supervisors in their chain-of-command (Area Manager, District Manager, etc.). Please remember the importance of remaining calm and providing clear, concise information to the dispatcher. (Revised 6/18)

PUBLIC WORKS DISPATCH CENTER (AKA STATION 38) CONTACT INFORMATION

The Public Works Dispatch Center (PWDC) provides 24-hour dispatch and communication regarding infrastructure assets and services for the City of San Diego. As part of this effort, the PWDC provides high-level customer service to the public and City staff members alike. Its team of professional dispatchers supports the Police and Fire-Rescue Departments, Hazardous Incident Response Team, as well as the City's Equipment Division and other offices and agencies with very specific information regarding any call for assistance. When communicating with staff in the PWDC about any of the specific incidents listed below, please provide the dispatcher with all the information listed after the incident type.

- 1. REPORTING AN ACCIDENT INVOLVING A CITY VEHICLE Call 619/52-77660 (24 hrs/7 days)**
 - a. driver/crew member must stay with the City vehicle until both Police Department and supervisor have completed their investigation
 - b. name of driver and radio call sign (if you have one)
 - c. phone number where you can be reached
 - d. location of the incident (street address, cross street, and/or closest intersection)
 - e. vehicle number (if you're driving a personal vehicle on City business/"C" mileage provide license plate number)
 - f. name and telephone number of the driver's supervisor
 - g. details of the accident, including extent and type of damage to both vehicles and/or injuries

- 2. REPORTING BREAKDOWN OF A CITY VEHICLE Call 619/52-77660 (24 hrs/7 days)**
 - a. name of driver and radio call sign (if you have one)
 - b. phone number where you can be reached
 - c. vehicle number
 - d. location of the vehicle (driver/crew member must stay with the City vehicle)
 - e. type of problem
 - f. advise if vehicle is blocking traffic

- 3. REPORTING FLAT TIRE ON A CITY VEHICLE Call 619/52-77660 (24 hrs/7 days)**
 - a. name of driver and radio call sign (if you have one)
 - b. phone number where you can be reached
 - c. vehicle number
 - d. location of the vehicle (driver/crew member must stay with the City vehicle)
 - e. which tire, tire size (marked on sidewall of tire), number of lug nuts (count them)
 - f. advise if vehicle is blocking traffic

- 4. REPORTING A PROBLEM AT A CITY BUILDING Call Work Control, 619/52-58540 (24 hrs/7 days)**
 - a. your name and radio call sign (if you have one)
 - b. phone number where you can be reached
 - c. name and address/location of city building or facility
 - d. building/facility number
 - e. type of problem
 - f. advise if problem can wait until next business day or if it needs immediate attention/repair

- 5. REPORTING ACCIDENTS/INCIDENTS NOT INVOLVING CITY VEHICLESfor Emergencies, call 911**
 - a. your name and radio call sign (if you have one) **for Non-emergencies, Call 619/52-77660 (24 hrs/7 days)**
 - b. phone number where you can be reached
 - c. location of accident/incident (street address, cross street, and/or closest intersection)
 - d. how many vehicles involved
 - e. advise if any injuries
 - f. vehicle description(s), including make, model (and license number, if known)
 - g. direction of travel if vehicle is still mobile (hit and run)
 - h. physical description of individuals (if particular individuals are known to have been involved)

PLEASE CALL DIRECTLY IF YOU HAVE A PHONE

Water Department 619/515-3525for hydrant knock-over, main break, street/meter leak
Sewer Department 619/515-3525for sewer backup, manhole overflowing
Public Works Dispatch Center 619/527-7500for traffic signal, pothole, sign down, road hazard
California Highway Patrol (CHP)..... 911hazard on state highways, interstate freeways, on/off ramps
San Diego Police Department (SDPD) ... 619/531-2000for non-emergencies
California Highway Patrol (CHP)..... 1-800-835-5247for non-emergencies

FOR ANY LIFE-THREATENING EMERGENCY OR URGENT/SERIOUS SITUATION, IMMEDIATELY CALL 911