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## Emergency Utility Service

### 414.1 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.

#### 414.1.1 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 appropriate utility company or Public Works should be promptly notified.

#### 414.1.2 EMERGENCY NUMBERS

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

### 414.2 TRAFFIC SIGNAL MAINTENANCE

The City of Urbana maintains all traffic signals within the City, other than those maintained by the Illinois Department of Transportation or other unit of government.

#### 414.2.1 OFFICER'S RESPONSIBILITY

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