

Policy: AD-07-09

Policy Title: Misdirected Calls

Policy Purpose: Set forth guidelines for handling misdirected calls

Implementation Date: 02/2/2007

Revision Date: N/A

**TOWN OF WESTFIELD
PUBLIC WORKS DEPARTMENT**

MISDIRECTED CALLS

If an employee at the Westfield Public Works Department (WPWD) should answer a misdirected telephone call, the employee will promptly (within 15 minutes of receiving the call) relay the necessary information to the correct department, person or agency that has jurisdiction over that particular matter (except those associated with 911).



Bruce A. Hauk, Director
Westfield Public Works Department