
After-Hours Emergency Service Call Dispatch Protocol

1.0 Policy Objective & Scope

The objective of this policy is to establish a clear, repeatable, and legally compliant protocol for dispatching field service technicians and commercial vehicles to emergency service calls that occur outside of normal business hours (defined as 5:00 PM to 7:00 AM local time, including weekends and statutory holidays). This policy ensures that all after-hours dispatches are conducted in a manner that prioritizes driver safety, adheres to Transport Canada Hours of Service (HOS) regulations, and maintains a verifiable digital record for liability protection.

This policy applies to all dispatchers, fleet managers, on-call supervisors, and commercial drivers employed by the organization who are authorized to receive, assign, or respond to after-hours emergency service calls. It covers the entire workflow from initial call intake through to job completion and post-trip documentation.

2.0 Roles & Responsibilities

- **On-Call Dispatcher:** The primary point of contact for receiving after-hours emergency calls. Responsible for verifying the caller's identity, assessing the urgency of the situation, and determining if a dispatch is warranted. Must log all call details in the SiteQueue system within 5 minutes of call receipt.
- **On-Call Supervisor:** Authorizes any dispatch that requires a driver to exceed their remaining available driving hours or that involves hazardous conditions (e.g., severe weather, remote locations). Must be reachable by phone at all times during their on-call shift.
- **Commercial Driver (On-Call):** Must maintain a state of readiness to respond within 30 minutes of dispatch notification. Responsible for conducting a pre-trip inspection, verifying their current HOS status, and carrying a fully charged company-issued mobile device with the SiteQueue app installed.
- **Fleet Safety Officer:** Audits a random sample of 10% of all after-hours dispatch logs monthly to ensure compliance with this policy. Reports any systemic issues or violations to the Director of Fleet Operations.

3.0 Core Rules & Guidelines

- No after-hours dispatch shall be made without a completed digital call intake form in SiteQueue, including the caller's name, contact number, location, and a brief description of the emergency.
- Drivers must not be dispatched if doing so would cause them to exceed their maximum allowable driving hours under Transport Canada regulations (13 hours driving per day, 14 hours on-duty, with a mandatory 8-hour off-duty period). The dispatcher must verify the driver's current HOS status before assigning the call.
- Any dispatch that requires a driver to travel more than 200 kilometers one-way must be pre-approved by the On-Call Supervisor.
- Drivers are strictly prohibited from using personal vehicles for after-hours emergency dispatches. Only company-owned or company-leased commercial vehicles with valid insurance and safety inspections may be used.
- All after-hours dispatches must be logged with a unique emergency dispatch ID generated by SiteQueue. No verbal-only dispatches are permitted.

4.0 Step-by-Step Procedure / Workflow

1. The On-Call Dispatcher receives the incoming emergency call and immediately opens the After-Hours Dispatch template in SiteQueue. They record the caller's name, phone number, company name (if applicable), and the exact location of the service need.
2. The dispatcher assesses the nature of the emergency using a standardized triage checklist: Is there a risk to life, property, or critical infrastructure? Is the caller a current customer under a valid service agreement? If the answer to both is no, the dispatcher must escalate to the On-Call Supervisor before proceeding.
3. If the call meets the dispatch criteria, the dispatcher reviews the on-call driver roster and selects the driver who is closest to the service location and has sufficient remaining HOS capacity to complete the round trip. The dispatcher must not assign a driver who has already logged 12 hours of on-duty time.
4. The dispatcher contacts the selected driver via the SiteQueue app's built-in notification system and by a follow-up phone call. The driver must acknowledge the dispatch within 10 minutes. If the driver does not respond, the dispatcher moves to the next available driver and logs the non-response.
5. Once the driver acknowledges the dispatch, the dispatcher sends the full job details through SiteQueue, including the customer's contact information, site access instructions, and a description of the reported issue. The driver must review and accept the job in the app.
6. The driver performs a pre-trip inspection of the assigned commercial vehicle, documenting any defects in SiteQueue. If a defect is found that renders the vehicle unsafe, the driver must immediately notify the dispatcher, and an alternate vehicle must be assigned.
7. The driver begins the trip and activates the GPS tracking feature in SiteQueue. The dispatcher monitors the driver's progress via the live map and checks in with the driver every 30 minutes via the app's check-in function.
8. Upon arrival at the service location, the driver uses SiteQueue to log their arrival time, take a photo of the site, and begin the service task. The driver must follow all standard field service procedures for the specific type of emergency.
9. Upon completion of the service, the driver obtains a digital signature from the customer (or a photo of the completed work if the customer is unavailable) and logs the departure time in SiteQueue. The driver then begins the return trip.
10. The driver returns to the yard or their home base, performs a post-trip inspection, and submits the final report in SiteQueue, including total driving time, total on-duty time, and any incidents or observations. The dispatcher closes the dispatch log and files it in the After-Hours archive.

5.0 Documentation & Compliance

1. Every after-hours dispatch must be documented in SiteQueue with a unique emergency dispatch ID. The record must include the call intake form, driver assignment, HOS verification screenshot, pre-trip inspection report, GPS tracking log, service completion notes, and post-trip inspection report.
2. The On-Call Dispatcher must submit a daily after-hours dispatch summary to the Fleet Safety Officer by 9:00 AM the following business day. The summary must include the total number of dispatches, any HOS exceptions, and any incidents or near-misses.
3. Failure to complete the digital call intake form before dispatching a driver will result in a written warning for the dispatcher on the first offense and a one-week suspension of dispatch privileges on the second offense.
4. Any driver found to have falsified their HOS status or operated a vehicle without a valid pre-trip inspection during an after-hours dispatch will be subject to immediate suspension pending a formal safety investigation.

5. All after-hours dispatch records must be retained for a minimum of three years in accordance with Transport Canada record-keeping requirements. SiteQueue automatically archives and encrypts these records.

Regulatory Disclaimer: This document is a generic site management template provided for educational purposes. The end-user assumes all liability for reviewing, adapting, and validating all field protocols against local site requirements.