

AFTER HOURS CONTACT

Due to employees' personal phone numbers being shared around leading to employees being regularly contacted during their personal time, the Port has decided to invest in an after-hours answering service. This answering service is for EMERGENCIES ONLY.

Most issues that our employees have been contacted about during non-business hours are things that can easily wait until the next business day. The answering service has a comprehensive and detailed list of items that will be forwarded to the after-hours contact, and items that will be emailed to the Port on the next business day.

For items that are not emergencies, or to inform the Port about regular maintenance items, an email should be sent to harbormaster@portofpoulsbo.com. This email address will be monitored regularly, and any necessary repair or maintenance tasks will be assigned to the maintenance staff.

The chart below lists common reasons employees are being called after-hours and details whether those items warrant a call to 911, the answering service, or whether they should be an email.

ISSUE	EMERGENCY?	PROPER CONTACT
Fire	Yes	911, then answering service
Boat actively sinking w/ fuel spill	Yes	911, then answering service
Broken water pipe w/ geyser level water leakage	Yes	911, then answering service
Slowly leaking water pipe	No	Email
Power outage	No	Email or call office during business hours
No Water	No	Email or call office during business hours
Forgot key/don't have gate code	No	Email or call office during business hours
Loose cleat	No	Email
Loud party	No	Call 911 if very loud
Theft in progress	Yes	Call 911
Plumbing issue in restroom	No	Email
Someone is in my slip	No	Email or call office during business hours
A power pedestal has been pulled off the dock and is in the water	Yes	Answering service

The answering service will NOT contact the emergency contact for issues that we have not explicitly told them to contact us for. Most items that qualify as an emergency can be handled by emergency services and they are typically able to respond faster. For example, the fire department will handle fires and they can shut off gushing water leaks and contain fuel spills. The Kitsap 911 system has the contact information for the Port's emergency contact and will contact them if they determine it is necessary. True emergencies are typically outside the ability of the Port employees to handle.

After Hours Emergency Contact: (360) 564-0085