7-01/070.00 Telephone Procedures and Requirements

Deputies answering Transportation Bureau telephones shall state the name of the Unit or Section, and their name.

Secretaries answering the telephone for someone else shall state the name of the Unit, and the person for whom they are answering the telephone.

Non-emergency telephone calls requesting services not provided by the Transportation Bureau shall be referred to the appropriate Unit or agency having jurisdiction.

When a citizen contacts the Bureau with a complaint, the citizen shall be treated with courtesy and concern. The call shall be immediately referred to the Watch Commander. The Watch Commander shall complete a Watch Commander's Service Comment Report (SH-R-437).

Refer to Manual of Policy and Procedures for further.