04-003 Station Desk and Front Counter Operations

Los Angeles County Sheriff's Department

FIELD OPERATIONS DIRECTIVE

Field Operations Support Services

STATION DESK AND FRONT COUNTER OPERATIONS

PURPOSE

The purpose of this Field Operations Directive is to establish guidelines to ensure that personnel assigned to the station desk and front counter provide quality service. Contact with station desk and front counter personnel shall be a positive experience that leaves an impression of professionalism. FOD 93-2, Desk Operations, Training, shall be rescinded forthwith.

PROCEDURES

Station Desk Operations

The patrol station desk is a pivotal point for station operations. It is the communications and information center from which all operational activities are facilitated, or at the very least, coordinated. Desk personnel receive and evaluate the public's request for service and have available to them the vast resources of the Department, other public agencies, and many private entities with which to fulfill the law enforcement missions of the Department.

Establishing and maintaining good public relations shall be a primary concern of all desk personnel both at the counter and over the telephone. Courtesy is the polite manner in which you speak with people. Courtesy is needed to obtain the acceptance and support of the public and supports our Core Value of “respect for the dignity of all people.”

It is important that desk personnel be knowledgeable and have appropriate resources available to them in order to provide the public with a high level of service. Therefore, every station shall have a desk reference book easily accessible to all desk personnel. This reference book shall contain, but not be limited to: phone numbers and addresses of important locations such as hospitals, tow companies, fire stations, utility companies, animal control, city halls and schools; information highlighting the special needs, interests and concerns of each city or area within the station’s jurisdiction; and any reference or resource material unique to that individual station. This book shall assist desk personnel with providing the public with commonly requested information.

Front Counter

The front counter shall be staffed with friendly, helpful personnel who will professionally greet and assist persons seeking assistance. All stations shall have someone available at the station’s front counter on a

daily basis from 0800 to 2200 hours (including weekends). From the hours of 2200 to 0800, as well as holidays, the Watch Deputy shall ensure that any person seeking service will be helped in a timely manner. Station Commanders have the flexibility to staff the counter in any manner they deem appropriate, including using explorers, CSO's, reserves, and civilian volunteers.

Front lobby areas should be kept well lighted and display a professional, businesslike appearance. The lobby should be in good repair and not be cluttered with papers. All signs required by Department policy shall be appropriately displayed and maintained.

Telephone Demeanor

The public's perception of our organization is influenced by our demeanor and thoroughness during daily telephone contacts. All personnel shall use the basics of effective telephone communication:

- Greet the caller with a pleasant tone
- Listen closely
- Be helpful
- Empathize
- Avoid Department/police jargon
- End call by asking the caller, "Is there anything else I can help you with?"

By using these basics, the Department will present a professional image and will promote better customer service.

Refer: MPP Sections 3-01/080.05 Public Relations and 3-07/090.25 Incoming Calls

Standard Greetings

Refer to Field Operations Directive 90-03 (Handling Routine Incoming Calls) which specifies how incoming calls shall be answered.

9-1-1 Calls

Refer to Field Operations Directive 92-07 (Handling 9-1-1 Calls) which specifies how 9-1-1 calls shall be answered.

Delayed Response Policy

Field Operations Directive 90-12 (Delayed Response Policy) outlines the policy requiring a caller to be contacted and advised of a delay if units have not been dispatched or are unable to arrive within the station's specified time limit. In the absence of a Station Order, the specified time limit shall be 30 minutes.

Training

All employees assigned to a desk position shall attend Desk Operations Training given by the Mobile Digital Communication System (MDCS) staff as soon as possible. The employee will also be required to

read the Desk Operations Manual, as well as take and pass the associated test, within the first 30 days of assignment. The completed test will then be placed into the employee's training file.

Any employee scheduled to work a desk position on a temporary or relief basis shall meet with the watch commander prior to the employee's first shift to be briefed on the expected performance while assigned to the desk. The employee is required to read the Desk Operations Handout and sign a receipt acknowledging that they have received the handout prior to their assignment to the desk. The receipt will then be placed into the employee's training file.

Unit Commanders shall designate a lieutenant to be responsible for managing the training program and record keeping.

Unit Commanders are encouraged to identify outside training (public or private sector) in the area of customer service for desk operations personnel.

Supervisor Responsibilities

Audits of the desk and front counter shall be done on a daily basis. The watch commander and the watch sergeant shall each listen to two phone calls per shift. Additionally, the watch commander must contact one caller per week. Both types of audits shall be documented on the attached forms which will be retained in a folder for the duty commander to peruse during their station visits. The audits shall be reviewed quarterly by the Station Commander. The audits shall be retained for two years.

Relevant Field Operation Directives

86-30 - Policing Large Neighborhood Parties

86-36 - Domestic Violence

90-03 - Handling Routine Incoming Calls

90-07 - Service Audit Program

90-12 - Delayed Response Policy

92-01 - At&T Language Service Line

92-07 - Handling 9-1-1 Calls

94-03 - Dispatching Emergency Calls

97-03 - Disclosure of Public Information

97-04 - Press Interviews

01-08 - Hearing Impaired Text Telephone Devices

Relevant Newsletters

#9 - Robbery Alarm Calls

#20 - 911 Calls Open Line-Unknown Problem

#48 - New Telephone Services Technologies

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

TELEPHONE SERVICE AUDIT FORM - PART I

EACH W ATCH SERGEANT AND W ATCH COMMANDER SHALL LISTEN TO TW O (2) TELEPHONE CALLS PER SHIFT AND DOCUMENT THEIR AUDIT ON THIS FORM, PURSUANT TO FO D 04-03.

DATE:_____SHIFT: _____

NAME OF WATCH COMMANDER LISTENING TO THE CALLS: _____
NAME OF WATCH SERGEANT LISTENING TO THE CALLS: _____

PHONE CALL #1

TIME: _____

EMPLOYEE: ____

W AS THE PHON E ANSW ERED PR OMPTLY? _____

DID THE EMPLOYEE IDENTIFY THEMSELVES AND THE STATION PROPERLY? WAS THE PURPOSE OF THE CALL ADDRESSED PROMPTLY AND COURTEOUSL _____ WAS THE EMPLOYEE HELPFUL? _____

COMMENTS: (Include corrective action taken for any question answered “no”)

PHONE CALL #2

TIM E: _____

EMPLOYEE: ___

WAS THE PHONE ANSWERED PROMPTLY?_____
DID THE EMPLOYEE IDENTIFY THEMSELVES AND TH
STATION PROPERLY?____ WAS THE PURPOSE OF THE CALL ADDRESSED PROMPTLY AN
COURTEOUSLY?
_____ WAS THE
EMPLOYEE HELPFUL? _____

COMMENTS: (Include corrective action taken for any question answered “no”)

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

TELEPHONE SERVICE AUDIT FORM - PART II

EACH WATCH COMMANDER SHALL CONTACT ONE (1) TELEPHONE CALLER PER WEEK AND DOC UMEN T THEIR AUDIT ON THIS FORM PUR SUANT TO FO D 04-03.

DATE:_____SHIFT:
_____

NAME OF W ATCH COMM ANDER CONDUCTING AUDIT:_____
CALLER’S NAME:
_

EMPLOYEE'S NAME:

WAS THE TELEPHONE ANSWERED PROMPTLY? WAS THE EMPLOYEE POLITE? WAS THE EMPLOYEE HELPFUL? WERE YOUR SERVICE NEEDS MET?

COMMENT S: (Include corrective action taken for any question answered "no")