

## Unit Orders 26-30

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- **LCS Unit Order 26**

### **LANCASTER STATION**

#### **UNIT ORDER # 26**

### **QUARTZ HILL AND LAKE LOS ANGELES SUB-STATIONS**

#### **PURPOSE:**

The purpose of this order is to require station personnel to create a log entry when utilizing the Quartz Hill and Lake Los Angeles sub-stations for period of time which exceeds fifteen minutes.

#### **ORDER:**

Patrol deputies and or community assistant officers who utilize the Quartz Hill or Lake Los Angeles sub-stations, shall create a log entry in their mobile digital computer if they utilize the facilities for a period of fifteen minutes or longer.

Accounting for all personnel and officer safety is of the highest concern. When a deputy or community Services Assistant is out of their car and away from the MDC, the possibilities of them not hearing their portable radio, or having an inoperable portable radio due to a discharged battery is common.

It is imperative the dispatcher, watch deputy, watch sergeant and watch commander have knowledge of the exact location of each unit assigned to the shift. By creating a log entry at these sub-stations, station personnel can more effectively monitor the units in the field.

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- **LCS Unit Order 27**

**LANCASTER STATION**

**UNIT ORDER # 27**

**SELF ASSIGNMENT OF CALLS**

**PURPOSE:**

The purpose of this order is to clarify self-assignment of calls by sworn personnel at Lancaster station. Limiting the self-assignment of calls to emergent situations will allow the station dispatcher to more readily manage the safe coverage of our service areas.

**ORDER:**

Lancaster station field units shall not assign themselves to existing incidents unless the call is *emergent* or warrants an immediate response of numerous field units.

Personnel have the duty to evaluate the need for additional units at an incident based upon existing factors including, but not limited to, the nature of the call, the availability of assisting personnel, and the need to provide area coverage. If circumstances exist, and the need for additional personnel is warranted, deputy personnel shall notify the dispatcher and request to be added to that call.

**FIELD SERGEANT RESPONSIBILITY**

It shall be the responsibility of the field sergeant to monitor field unit activities to ensure adherence to this order.

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• **LCS Unit Order 28**

**LANCASTER STATION**

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**UNIT ORDER # 28**

**DESK OPERATIONS**

**PURPOSE:**

The purpose of this unit order is to outline prohibited items at the Lancaster Station desk, and to establish procedures for contacting the dispatcher telephonically.

**ORDER:**

Lancaster station is one of the busiest patrol stations in the County. Personnel assigned to the desk complaint position are required to answer numerous calls per shift. In order to provide the most efficient, professional service possible, the desk area needs to be free from distractions. Consequently, the use of electronic devices, such as cell phones, MP3 players, DVD players, mini-televisions, or laptop computers, for non-business purposes, are prohibited. If personnel assigned to the desk need to use their cell phone to make a personal call, they shall advise the watch deputy and exit the desk area. The non-emergent use of personal phones for calls will be done at the discretion of the watch deputy, and completed in a reasonable amount of time. Personnel utilizing a laptop computer to complete reports or memorandums, shall advise the watch deputy.

The dispatcher is one of the most critical positions at the station. It is absolutely essential the dispatcher remain aware of field situations as they develop. It is therefore essential the dispatcher spend minimal time on the telephone. Anyone who needs to speak with the dispatcher by telephone, shall do so through the watch deputy. Those personnel assigned to the dispatcher position shall refrain from unnecessary telephone calls.

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• **LCS Unit Order 29**

**LANCASTER STATION**

**UNIT ORDER # 29**

## **QUALITY ASSURANCE COLLATERAL**

In order to keep uniformity and consistency throughout all three shifts, Lancaster Station has implemented an additional sergeant collateral duty. The chosen sergeant will be responsible for Quality Assurance for his respective shift. This collateral will address specific areas that have been known to be problematic. These will include, but not limited to the following areas:

- Review the URN log for their shift to ensure reports are being submitted or properly deferred.
- In addition to any other Telephone Audits being completed as required by Field Operations Directive 04-03, audit 10 incoming calls per week and complete Telephone Audit forms and submit them to their shift lieutenant.
- Receive all reports generated on their shift that are deficient or need URN corrections, and ensure the corrections are made.
- Review the Evidence Ledgers for entries made on their shift for accuracy and counter-signatures.

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### **• LCS Unit Order 30**

#### **LANCASTER STATION**

#### **UNIT ORDER # 30**

#### **RECEIPT OF PERSONAL MAIL**

#### **PURPOSE:**

The purpose of this unit order is to establish protocol regarding the receipt of mail at Lancaster station.

#### **ORDER:**

All personnel assigned to Lancaster station shall make every attempt to have personal mail delivered to their home address or Post Office Box. The receipt of personal mail (newspapers, magazines, utility bills etc.) addressed to Lancaster station employees will be redirected to such addresses. Only confidential mail (DMV, County Business, and Court Business) will be delivered to an employee's mail box at the station.

Department policy prohibits posting, possessing, sending, soliciting or displaying in the workplace sexually suggestive, racist, "hate-site" related, or obscene letters, notes, invitations, cartoons, posters, facsimiles, electronic mail or web links.

Employees will be disciplined in accordance with this Policy for using any Departmental communication system or equipment to deliver, display, store, publish, circulate, or solicit material in violation of this Policy.

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