

## **LCS Unit Order 28**

### **LANCASTER STATION**

#### **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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