

LCS Unit Order 56

LANCASTER STATION

UNIT ORDER # 56

CITY OF LANCASTER EMPLOYEE LINE

PURPOSE:

The city of Lancaster requested we establish a telephone line for their employee's use in order to report crimes or suspicious activity they observe during the course of their duties. The telephone line will be titled, "City Employee Line."

ORDER:

Whenever the "City Employee Line" rings, it shall be answered immediately. All city calls for service shall be handled by field deputies as a priority, even if the call is dispatched as "Routine." Field deputies will immediately advise the dispatcher if they cannot handle the call promptly.

Desk personnel answering the "City Employee Line" will do the following;

- If not immediately stated, ask if the caller is a city employee.
- Find out the purpose for the call i.e. crime in progress, suspicious activity, etc.
- Obtain all necessary information.
- Type "City Employee Informant" in brackets in the narrative, so the dispatcher and handling deputy will be aware it is a city employee call.
- Make call "Routine", "Priority", or "Emergent", as appropriate. Voice all "Routine" calls.

The Dispatcher receiving the call for service will do the following;

- Review the call for accuracy. Make sure "Routine" calls are voiced.
- Dispatch the call immediately.
- Notify the watch sergeant if the call cannot be dispatched or handled immediately.
- Have informant called back, if there is going to be an unavoidable delay (IAD).
- Monitor the call to ensure it is handled promptly.

This "City Employee Line" is not to be used by city employees to handle their personal issues.
