

## 04-03 STATION DESK AND FRONT COUNTER OPERATIONS

761551 N25A - SH - AD - 32A (2/72)

COUNTY OF LOS ANGELES

**SHERIFF'S DEPARTMENT**

"A Tradition of Service"

OFFICE CORRESPONDENCE

DATE: July 28,  
2014



FROM: REGINALD D. GAUTT, CAPTAIN

TO: ALL PERSONNEL

CARSON STATION

CARSON STATION

SUBJECT: **CARSON STATION MANAGEMENT DIRECTIVE 04-03**

**STATION DESK AND FRONT COUNTER OPERATIONS (Revised 07-15-14)**

**Purpose of Directive:**

The purpose of this 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.

**Scope of Directive:**

This Directive applies to all station personnel.

**Directive:**

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 hard copy

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reference book easily accessible to all desk personnel. This reference book shall contain the contact information located in the computer aided dispatch consoles. This information shall include, but is not 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 in the event the computer systems become unavailable.

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 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.

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Delayed Response Policy

A caller will 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.

Training

All employees assigned to a desk position shall attend Desk Operations Training given by the Mobile Digital Communications 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 appropriate 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.

#### Lunch and Break Procedures

Desk personnel are allowed one 30 minute lunch break and two 15 minute breaks during the 8 hour shift. However, due to the unpredictable nature of desk operations, unexpected circumstances could prevent a desk employee from being relieved.

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#### 15 Minute breaks

One break is to be taken in the first 4 hours of the shift and the second break during the last 4 hours of the shift. Neither break can be taken as the first or last 15 minutes of the shift.

#### Lunch breaks

The lunch break is inclusive in the paid 8 hour shift. The most ideal time frames for lunch breaks vary by shift and will be determined by the shift supervisor. However, all lunch breaks must be completed prior to the last 2 hours of the shift. It shall be at the discretion of the on-duty supervisor, on a day to day basis, to determine the feasibility of allowing a desk employee to leave the station for their 30 minute lunch break. If an employee wishes to leave the facility, prior approval must be obtained by the Watch Deputy and proper notifications made regarding absence from their work area.

Absence from Dispatch work area

Should a desk employee leave their work area for any reason, that employee shall notify the Watch Deputy and/or the dispatcher that they intend to leave and the anticipated time of absence to ensure that there is no compromise of normal desk operations. Under no circumstances shall a desk employee leave their work area without notifying their immediate supervisor or a designee.

RDG:JLH:jlh

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