

## 40/00 Operations

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### • 40/01 Care and Operation of Vehicles

#### Subject: Care and Operation of Unit Vehicles

Prior to leaving the parking lot, the employee shall inspect his/her assigned vehicle for body damage, mechanical conditions, tire wear and cleanliness. Personnel shall immediately report any needed service or new damage sustained to a vehicle.

Accidents - All traffic accidents and incidents resulting in damage to County vehicles shall be reported to the Unit Commander immediately and appropriate written reports submitted. Under no circumstances will the failure to report vehicle damage be tolerated.

End of Tour of Duty - Employees shall be responsible for necessary servicing of vehicles. Vehicles returning from a tour of duty shall be filled with gas and the oil checked. **Trash shall be cleaned out and the interior left in a clean condition.**

The practice of depositing lunch debris, liquids and other material in the rear seating area is not acceptable. You will find ample trash containers within the unit facility grounds for deposit of these materials.

The Warehouse Manager shall make frequent inspections and require compliance with this order.

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- **40/02 Telephone Courtesy and Demeanor**

**Subject: Telephone Courtesy and Demeanor**

Establishing and maintaining good public relations shall be a primary concern of all Department members handling telephone calls. Proper telephone demeanor is a must.

Telephone courtesy consists not so much in what a person says, but how he says it. It is possible to be merely civil without being courteous. Courtesy, as it applies to law enforcement, is the essence of, and the key to, good public relations. It is an integral and vital tool in obtaining, for the law enforcement profession, the acceptance and respect of the public which are so essential.

With the majority of people, their telephone call to the Sheriff's Department may be their first official contact with law enforcement. The tone of voice they hear can make or break a public relations program.

Telephone contacts warrant special consideration since the person calling, cannot see you, your smile, or facial expression.

There are five basic qualities to a good telephone voice. They are:

1. Alertness - You should give the impression you are wide awake, and interested in the person calling.

2. Pleasantness - Build a pleasant Departmental image with a pleasant voice.
3. Naturalness - Use simple, straightforward language. Avoid repetition of mechanical word or phrases; particularly, avoid slang terms.
4. Distinctness - Speak clearly and distinctly. Talk directly into the transmitter.
5. Expressiveness - A well-modulated voice is carried best over the telephone. Use a normal tone of voice and talk at a moderate rate. Vary the tone of your voice - it will add meaning to what you say.

With the foregoing in mind, the following procedures will be adhered to:

1. Answer the telephone as promptly as possible (Central Supply and Logistics, this is **your name**, can I help you)
2. Use the caller's name
3. Treat every call as an important one
4. Be tactful when it is necessary to refuse a request
5. Apologize for errors or delays
6. Take time to be helpful
7. Say "please", "thank you", and "you're welcome"
8. When finished, hang up gently

If you must put a person on "hold", explain the reason, then get back to him as soon as possible. If you answer the call and the caller asks for a specific detail or someone by name, state, "Just a moment, I'll ring." or "I'll page." If you are unable to contact the person/detail requested, get back to the caller as soon as possible and offer to take a message. Don't automatically advise people they will have to call back, as they may be returning a call at our request.

Personnel not assigned to the Logistics area, but in the Logistics area, shall assist in answering the telephones when the Logistics personnel are busy with other calls and related Department business. This is to ensure that there are no undue delays in answering calls.

Personnel being paged regarding an incoming telephone call shall make every effort to answer the call as promptly as possible.

If you answer every call as if you were on the other end, you will no doubt satisfy the Department regulations regarding telephone courtesy and at the same time win friends for the Sheriff's Department.

Courtesy and responsiveness are an absolute "must" when dealing with our clientele over the telephone. Conveying the right amount of sincerity goes a long way toward boosting our image.

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- **40/03 Uniform and Equipment Inspections**

## **Subject: Uniform and Equipment Inspections**

### **Equipment Maintenance**

Prescribed uniforms, equipment and identification items shall be maintained at all times in a clean and serviceable condition (3-01/040.05)

1. Uniform clothing items, i.e., shirts and pants shall be clean, pressed, and worn in a military manner.
2. All leather equipment shall be kept dyed black and shined.
3. Metal equipment shall be kept polished and refinished as needed.

4. Firearms shall be kept clean at all times.
5. Uniform equipment shall be replaced when it is so worn or damaged as to present an unacceptable appearance or no longer meets current specifications.

All newly purchased items of uniform equipment shall be inspected and approved by the Warehouse Manager to ensure it meets Department specifications (3-03/040.10)

## ***Uniform Inspection***

Inspections of uniforms and equipment shall be made as follows:

1. Supervisors shall conduct frequent inspections to ensure that prescribed articles of uniform and equipment are in clean, serviceable condition and that they are worn in the proper manner.
2. Any unit in the Department may expect an inspection by the Sheriff at any time (3-03/040.15).
3. Division Chiefs and Commanders may schedule periodic inspections to determine that uniforms and equipment are maintained in conformance with Department requirements (3-03/040.15).

## **Inspections**

Supervisory personnel shall conduct frequent inspections of their subordinates to ensure that prescribed articles of uniforms and equipment are in clean, serviceable condition, conform to Department standards, and are worn or carried in the proper manner. When such inspections are made, that fact shall be recorded in the supervisor's unit diary.

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- **40/04 Supplies and Requisitions**

**Subject: Supplies/Requisitions**

***Unit Supply Room***

The Unit Commander, Unit Commander's aide (OA III), and Warehouse Manager have keys to the unit supply room. Personnel wishing to obtain supplies may ask one of the above to provide access to the supply room.

An inventory control sheet will be maintained in the supply room. All personnel obtaining supplies shall indicate the exact items removed and shall sign the inventory control sheet.

***Requests to Purchase Supplies from Vendor***

Personnel wishing to purchase supplies not available in the unit supply room shall prepare a Departmental Supply Requisition (DSR) containing information on the desired supplies. The DSR shall be approved by the individual's supervisor and submitted to the Unit Commander's aide.

All DSR's will be batched according to Account Code and vendor, reviewed to ensure that requests do not exceed the unit's allocated budget, and submitted to the Unit Commander and Bureau for approval. Requests approved by the Unit Commander and Bureau will be processed and the order placed with the appropriate vendor.

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- **40/05 Teletype Broadcasts**

**Subject: Teletype Broadcast Procedures**

Teletype broadcasts are designed to relay information to other Department units.

Unit members wishing to broadcast information shall prepare a written message and submit it for approval to the Unit Commander.

Messages approved by the Unit Commander shall be forwarded to the Warehouse Manager, who shall assign clerical staff to broadcast the message on JDIC.

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- **40/10 Teletype Review**

## **Subject: Teletype Review**

The Logistics Manager, or designee, shall review the Department's JDIC messages on a daily basis. All JDIC messages regarding the following scenarios shall be flagged:

Department members killed while on "Active" status

Department members whose issued weapons were stolen or lost

The Logistics Manager, or designee, shall make a copy of the flagged JDIC message. The Department member's equipment jacket shall be pulled from the file cabinet and the information on the issued weapon shall be copied.

The Logistics Manager, or designee, shall contact **the Department member's Unit of Assignment** via e-mail and telephone so that CSW can determine who has possession of the issued duty weapon or if a Lost/Stolen County Property Report has been completed.

The Logistics Manager shall then ensure that arrangements are made for Logistics to retrieve the weapon or obtain a copy of the Lost/Stolen County Property Report. Then a member of the Logistics staff shall retrieve the weapon or the appropriate report.

The Logistics shall ensure that the Logistics staff enter the updated information into the weapons database and make any notifications required by Policy and or Law.

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