

Unit Order 37 - Supervisory Monitoring of Incoming Calls

PURPOSE:

The purpose of this Station Order is to establish guidelines for mandatory monitoring of incoming calls.

SCOPE:

This Station Order applies to all station supervisors.

ORDER:

At the direction of Field Operations Directive 04-03, supervisors shall monitor desk personnel's incoming telephone calls on a daily basis via the "Voiceprint" monitoring system. This will ensure professional phone demeanor and that calls are handled appropriately and efficiently. Each Watch Sergeant and Watch Commander shall monitor two telephone calls each per shift and document their audit on the Telephone Service Audit Form.

The audit shall contain the following questions to be answered:

- Name of Watch Sergeant or Watch Commander monitoring the call?
- Caller's name and employee's name?
- Was the telephone answered promptly?
- Was the employee polite?
- Was the employee helpful?
- Were your service needs met?
- Additional comments.

Additionally, each Watch Commander shall personally contact one caller per week and ask the aforementioned questions.

Audits shall be viewed by the station commander at least once per quarter and the audits shall be retained for at least two years.
