

Unit Order 56A - Desk Audits and Answering Business Line Calls

PURPOSE:

This order establishes protocols for Watch Sergeants to monitor calls received at the desk and requires desk personnel (Watch Deputies/DOA's and volunteers) to specifically address concerns prior to placing business line callers on hold.

SCOPE:

All West Hollywood Station personnel and volunteers are held responsible for complying with the contents of this unit order.

ORDER:

DESK/COUNTER AUDITS

Watch Sergeants and Watch Commanders shall conduct (two audits each) of the desk and front counter on a daily basis, during both the A and B shifts. This may require personally monitoring calls at the desk or by use of the "Voiceprint" recorder, located in the Watch Sergeant's office. In either case, this activity shall be documented by completion of the Telephone Service Audit Form-Part I. (Pursuant to FOD 04-03). Once completed, the forms shall be placed in the Telephone Audit Notebook in the Watch Commanders Office. The audits shall be reviewed quarterly by the Station Commander. The audits shall be retained for two years.

In addition, each Watch Commander on a weekly basis, during both A and B shifts, shall contact one (1) caller per week and document their audit on the Telephone Service Audit Form - Part II (Pursuant to FOD 04-03).

HANDLING ROUTINE INCOMING CALLS/ TELEPHONE DEMEANOR

Often times, cellular phone users program the business telephone number of their local Sheriff's Station into their cell phones. We have recommended this procedure as a method to avoid delays and/or the transfer system of the current 911 cellular system.

Based upon the above, this Station Order requires that all business line callers shall be asked if their call is an emergency, prior to the call/caller being placed on hold.

Most often these calls are non-emergent, and the caller will acknowledge that their call may be placed on hold. However, of critical importance is our ability to return to the caller As Soon As Possible.

HANDLING CALLS OVER THE TELEPHONE

It is the policy of West Hollywood Station that in most cases, desk personnel shall obtain pertinent information

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from the caller in a timely manner and then submit this information to the dispatcher for assignment to a field unit. It shall not be a policy that desk personnel attempt to "handle the call" over the telephone. It is important, that in most instances, a field unit be dispatched to the location to fully investigate, determine the facts, and evaluate the need for our services or additional resources.

CLOSING STATEMENT

The following closing statement; "Is there anything else I can help you with" should be used when ending your contact with the caller.
