

## 00-02 ROUTINE INCOMING CALLS



# TASKFORCE FOR REGIONAL AUTOTHEFT

**Unit Order:** 00-02

**Subject:** ROUTINE INCOMING CALLS

<b>Effective Date:</b>	<b>10/01/2000</b>	<b>Last Date Revised:</b>	<b>10/01/2008</b>
<b>Last Date Reviewed:</b>	<b>04/09/2020</b>	<b>Next Review Date:</b>	<b>04/09/2021</b>

### PURPOSE

This Unit Order establishes the standard operating procedures for answering routine incoming telephone calls for all personnel assigned to TRAP.

Establishing and maintaining good public relations shall be a primary concern of all TRAP personnel handling incoming telephone calls. The following procedures shall be observed:

- Give proper identification when answering the phone - your unit and your name, IE: "TRAP Headquarters, Sergeant Smith, how can I help you?"

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CALLS

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- Handle the call yourself, when possible, unless the caller asks to speak to a specific person.
  
- When necessary to refer the caller to another unit, explain the reason and provide caller with the correct number before transferring the call.
  
- If a caller has already been transferred, offer to obtain requested information and return the call promptly, notifying caller of action taken or results of your efforts to obtain correct information.
  
- Use message forms when taking messages; record the following information:
  - Called Person's Name
  - Caller's Name and Affiliation
  - Date and Time of Call
  - Message
  - Receiver's Name

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MARTIN L. RODRIGUEZ, CAPTAIN  
PROJECT DIRECTOR

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