

OFFICE OF OPERATIONS

NOTICE
11.2

December 2, 2024

TO: All Office of Operations Personnel

FROM: Director, Office of Operations

SUBJECT: STANDARDIZED FRONT DESK HOURS – ESTABLISHED

The purpose of this Notice is to establish standardized hours of operation for all geographic Area front desks. Front desk operations serve as an essential point of contact between the Department and the community. However, discrepancies in operating hours have created challenges in maintaining consistent service and operational oversight. To address this issue, standardized hours of operation will be implemented across all geographic Areas.

FRONT DESK HOURS OF OPERATION:

Geographic Areas without an operational jail shall maintain front desk operations from **0700 hours to 2000 hours daily**. Phones shall continue to be monitored until **2200 hours** and voicemail messages must continue to be checked and responded to promptly. Geographic Areas with an operational jail (e.g., 77th Street, Harbor, Hollywood, Van Nuys) shall continue to operate front desks **24 hours a day**.

All Areas should update their outgoing voicemail message to reflect the new hours of operation and provide clear instructions for accessing assistance outside of these hours.

Officers and watch commanders should also reference the Office of Operations (OO) Notice, *Front Desk Operations*, dated April 11, 2018, and OO Order No. 4, *Automated Telephone System – Revised*, dated April 11, 2018, for clarification on front desk operations and automated phone procedures.

If you have questions regarding this matter, please contact the Office of Operations, Evaluation and Administration Unit at (213) 486-6050.



DOMINIC H. CHOI, Assistant Chief
Director, Office of Operations

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