

OFFICE OF OPERATIONS

OPERATIONS ORDER NO 1

April 3, 2017

SUBJECT: AUTOMATED TELEPHONE SYSTEM - ESTABLISHED

PURPOSE: The purpose of this Order is to establish policy and procedure for the Automated Telephone System in all Areas and traffic divisions that wish to install one. The Department expects front desk officers and detective desk personnel to receive phone calls and voicemail messages in a timely and professional manner. The Automated Telephone System will enable callers to quickly reach their desired destination, speak with a Department employee, or leave a voicemail message.

PROCEDURES:

- I. AUTOMATED TELEPHONE SYSTEM – ESTABLISHED.** Information Technology Bureau (ITB) will install an Automated Telephone System in any Area or traffic division that requests one. An Automated Telephone System may be installed at both the front desk and detective desk and when installed, each shall have a voicemail option. Any Area or traffic division which elects to install an Automated Telephone System shall use the attached scripts with relevant specifications.
- II. OFFICER’S RESPONSIBILITIES.** Department personnel shall comply with all applicable policies and procedures regarding the use of telephones including Department Manual Section 4/190, *Telephones, Use of Department*. Automated Telephone Systems at front desks and detective desks will have a voicemail option to enable callers to leave messages. Department personnel assigned to a front desk or detective desk shall periodically check voicemail messages during their shift and return all calls, on the same day, in a timely and professional manner.
- III. SUPERVISOR’S RESPONSIBILITIES.** Supervisors shall ensure Department personnel assigned to front desks and detective desks comply with all applicable policies and procedures regarding the use of telephones. Supervisors shall also ensure Department personnel periodically check voicemail messages and return all calls, on the same day, in a timely manner.

AUDIT RESPONSIBILITY: The Bureau Commanding Officers will review this directive, ensure compliance, and determine whether an inspection should be conducted.

If you have any questions, please contact Evaluation and Administration Section, Office of Operations, at (213) 486-6050.



MICHEL R. MOORE, First Assistant Chief
Director, Office of Operations

DISTRIBUTION “A”

Automated Phone Tree Guidelines

Automated Phone Trees are now approved for all geographic Area front desks and detective desks. Each Area must contact ITB to customize their phone tree to include any additional offices and have menus available in additional languages beyond English and Spanish. Phone trees should abide by the following guidelines:

Front Desk

Area front desk phone trees should begin with “announcement” messages which advise the caller in both English and Spanish:

- 1) Which station they have called and the address of the station; and,
- 2) To hang up and call 911 if it is an emergency.

The caller should be advised to continue in Spanish, Korean, or Chinese, depending on the Area, through numerical prompts.

The caller should then be directed to four common offices through numerical prompts, including:

- Front Desk, Detective Division;
- Senior Lead Office;
- Community Relations Office;
- There should also be an option for transfer to Records and Identification Division if they need a copy of a police report, and 3-1-1 if they need other than police services; and,
- Additional prompts may be added for an Area jail or property office if needed. There should be an additional prompt to repeat the menu.

Choosing the Front Desk option will be followed by several rings, then followed by an “announcement” message which directs the caller to leave a voicemail. (See Appendix B)

Detective Desk

Detective front desk phone trees should follow a similar concept and should begin with “announcement” messages which advise the caller in both English and Spanish:

- 1) Which Area detective desk they have reached, including hours of operation; and,
- 2) To hang up and call 911 if it is an emergency.

The caller should be advised to continue in Spanish, Korean, or Chinese, depending on the Area, through numerical prompts.

The caller should then be directed to 10 common detective tables through numerical prompts, including:

- auto detectives;
- homicide detectives;
- robbery detectives;
- major assault/domestic violence detectives;
- non-domestic violence assault detectives;
- burglary/theft detectives;
- sex assault detectives;
- juvenile detectives;
- narcotics detectives; and,
- gang detectives.

Each detective “table” should have a voicemail option.

There should be an additional prompt to repeat the menu, followed by an “announcement” message which directs the caller to leave a voicemail. (See Appendix C)

Note:

The forthcoming Operations Notice will delineate the Policy and Procedures for the responsibility and frequency of checking voicemails produced by the Automated Phone Tree.

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

FRONT DESK PHONE TREE SCRIPT – APPENDIX B

You have reached the Los Angeles Police Department (XXXX) Community Police Station. If this is an emergency, please hang up and dial **9-1-1**.

To continue in (foreign language), press “x.”

(Spanish Translation)

(Korean Translation)

(Chinese Translation)

We are located at 123 Main Street. The front desk is staffed with an officer 24 hours a day.

Please listen carefully to the following options before making a selection:

If you need to order an entire copy of a police report, please **press “1”** for Records and Identification Division, or hang up and call **213-486-8110**.

If you need a Los Angeles City telephone number for other than police services, **press “2”** or hang up and call 3-1-1.

If you would like to speak with a desk officer or make a telephonic report, **press “3.”**

If you need the Detective Division regarding a criminal investigation or vehicle impound during their normal business hours from 7AM to 5PM, Monday through Friday, **press “4.”**

If you need the Senior Lead Office, **press “5.”**

If you need the Community Relations Office, **press “6.”**

To repeat this menu, please press the pound key.

The call volume is unusually high; please leave a voicemail and an officer will return your call as soon as possible.

OPTIONAL

If you need the Jail, **press”7.”**

If you need the Property Office, **press “8.”**

DETECTIVE DESK PHONE TREE SCRIPT – APPENDIX C

You have reached the Los Angeles Police Department (XXXX) Detective Division. If this is an emergency, please hang up and dial **9-1-1**. The hours of operation for the Detective Division are 7AM to 5PM, Monday through Friday.

To continue in (foreign language), *press “X.”*

(Spanish translation)

(Korean translation)

(Chinese translation)

Please listen carefully to the following options before making a selection:

If you have questions about a vehicle impound or need to speak with auto detectives, *press “0.”*

If you need to speak with homicide detectives, *press “1.”*

If you need to speak with robbery detectives, *press “2.”*

If you need to speak with major assault or domestic violence detectives, *“press 3.”*

If you need to speak with non-domestic violence assault detectives, *“press 4.”*

If you need to speak with burglary or theft detectives, *press “5.”*

If you need to speak with sexual assault detectives, *press “6.”*

If you need to speak with juvenile detectives, *press “7.”*

If you need to speak with narcotics detectives, *press “8.”*

If you need to speak with gang detectives, *press “9.”*

To repeat this menu, please press the pound key.