

OFFICE OF OPERATIONS

OPERATIONS ORDER NO. 4

April 11, 2018

SUBJECT: AUTOMATED TELEPHONE SYSTEM – REVISED

PURPOSE: The purpose of this Order is to revise established policy and procedure for the Automated Telephone System in all Areas and traffic divisions.

On December 1, 2017, the Department began limiting the hours of operation for various Area and traffic division front desk services. Recognizing that Area desk operations are a critical point in the Department's service delivery system, a balance was found to ensure that the community members maintained access to Area services while the Department obtained necessary personnel to bolster patrol resources. Effective immediately, an automated telephone system shall be installed in *all* Areas and traffic divisions. 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 – REVISED.** Information Technology Bureau (ITB) will install an Automated Telephone System in *all* Areas and traffic divisions. An Automated Telephone System will be installed at both the front desk and detective desk and when installed, each *shall* have a voicemail option. The Automated Telephone Systems will utilize the attached scripts with relevant specifications for each Area or traffic division. The attached scripts shall be used, and script modification by an Area or traffic division will require prior approval from the Director, Office of Operations.
- 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, 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 Commanding Officer, Audit Division, 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

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