

OFFICE OF OPERATIONS

OPERATIONS ORDER NO. 4

June 7, 2013

SUBJECT: PROCEDURES FOR ANSWERING FOREIGN LANGUAGE TELEPHONE CALLS - REVISED

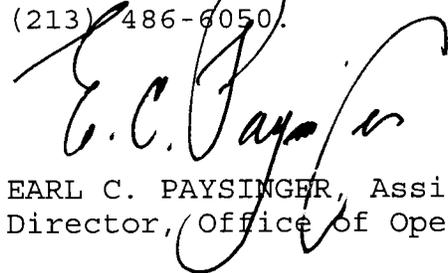
PURPOSE: In an effort to improve service to members of the community who call or come to the station front desk, it was determined that procedures for answering foreign language telephone calls required revision.

This Order revises Operations Order No. 2, *Procedures for Answering Foreign Language Telephone Calls*, dated December 15, 2010. Officers are no longer required to remain on the line after successfully connecting the caller to a live person at Communications Division. The remainder of the Order remains unchanged. The revised Procedures for Answering Foreign Language Telephone Calls placard is attached and replaces all previous placards.

PROCEDURE: PROCEDURES FOR ANSWERING FOREIGN LANGUAGE TELEPHONE CALLS, OFFICER'S RESPONSIBILITIES - REVISED.

Officers must be familiar with the procedures for handling foreign language telephone calls and ensure that such calls are handled appropriately. The officer is no longer required to remain on the line after successfully connecting the caller to a live person at Communications Division.

Any questions regarding this Order should be directed to the Evaluation and Administration Section, Office of Operations, at (213) 486-6050.



EARL C. PAYSINGER, Assistant Chief
Director, Office of Operations

Attachment

DISTRIBUTION "D"



PROCEDURES FOR ANSWERING FOREIGN LANGUAGE TELEPHONE CALLS

1. Put the caller on hold by pushing down once on the **conference** button (this button may be labeled **transfer, tap, flash, link,** or **conference** on a Department telephone). If your phone has both a conference and transfer button use the **conference** button;
2. Contact Communications Division by dialing:

9-1-(213) 928-8223 or
9-1-(818) 734-2223;
3. State your name, Area/division, watch assignment, the foreign language required if known, and nature of the call if known;
4. Add the caller to the line by pushing down once on the (**transfer, tap, flash, link,** or **conference**) button; and,
5. Remain on the line until the caller is **successfully connected** to a live person at Communications Division.

Re-Programming the LINK button after power failure/test (Southwest, LAX Sub-Station)

Press the feature button/ press star button and then press the number **3**

Press the link button (if labeled use same button) if not labeled choose a key then label it **LINK**

Press the feature button and then press the number **71**