OFFICE OF OPERATIONS

OPERATIONS ORDER NO. 2 December 15, 2010

SUBJECT: **PROCEDURES FOR ANSWERING FOREIGN LANGUAGE TELEPHONE CALLS - REVISED**

EFFECTIVE: **IMMEDIATELY**

PURPOSE: This Order supplements Operations Order No. 3, 2008, *Procedures for Answering Foreign Language and Telecommunications Device for the Deaf Calls*, dated April 11, 2008. Due to the deployment of various telephone systems Citywide, it was determined that the Procedures for Answering Non-English Speaking Telephone Calls placard requires revision. This placard has been renamed as the Procedures for Answering Foreign Language Telephone Calls placard.

PROCEDURE: The Procedures for Answering Foreign Language Telephone Calls placard attached to this Operations Order is to be used by the geographic Areas' and divisions' front desks as a guideline to assist desk personnel in handling foreign language telephone calls. The placard provides proper instructions for the majority of the geographic Area/division front desk telephone systems. For those telephone systems requiring modified procedures, the concerned Area/division **shall** establish specific instructions for their telephone system to ensure that desk personnel can tele-conference all foreign language telephone calls proficiently.

The attached Procedures for Answering Foreign Language Telephone Calls placard, or its equivalent, **shall** be posted in a conspicuous place at the geographic Areas'/divisions' front desks.

Note: Areas/divisions with telephone systems that require the conference button to be reprogrammed after a power loss shall display the instructions at the bottom of their telephone procedures placard.

I. **OFFICER'S RESPONSIBILITIES.** Officers shall be familiar with the procedures for handling foreign language telephone calls and ensure that such calls are handled accordingly. Officers should make every effort to remain on the conference call until the nature of the call has been determined. If the officer is disconnected from the call, Communications Division will continue to assist the caller until a determination is made regarding the appropriate level of service required by the caller.

II. **WATCH COMMANDER'S RESPONSIBILITIES.** The Area/division watch commander shall:

* Ensure that personnel assigned to the front desk are familiar with the procedures for handling all foreign language telephone calls; and,
* Ensure that at the start of each watch, desk personnel verify that the desk telephone system with programmable conference buttons are properly programmed to tele-conference all parties together on one line.

III. **AREA COMMANDING OFFICER'S RESPONSIBILITIES.** Area/division commanding officers shall ensure all of the following:

* Ensure that the attached procedural placard or its equivalent has been posted conspicuously at the front desk;
* Officers assigned to work the front desk have received training on the proper procedures for answering foreign language telephone calls;
* Officers assigned to work the front desk have been shown the Areas'/divisions' foreign language procedures placard for answering foreign language telephone calls; and,
* The training is documented in each officer's Training Evaluation and Management System report.

Random assessments will be conducted to ensure that all desk officers are proficient in handling foreign language telephone calls.

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 telephone 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. **DO NOT HANG UP**;

4. Add the caller to the line by pushing down once on the (**transfer, tap, flash, link,** or **conference**) button;

5. **CONTINUE TO REMAIN ON THE LINE**. There may be a need for a report and your report writing skills will be needed. If there is no need for a report, the operator will release you from the call and you may hang up.

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**

(Revised 08/10)