

## OFFICE OF OPERATIONS

### NOTICE

1.11

March 17, 2020

**TO:** All Office of Operations Personnel

**FROM:** Director, Office of Operations

**SUBJECT:** CLOSURE OF GEOGRAPHIC AREA FRONT DESKS DURING COVID-19  
("CORONAVIRUS") PANDEMIC

Maintaining the health and safety of employees and community members is the Department's highest priority. In coordination with the public health directives for the City of Los Angeles and State of California, as well as Centers for Disease Control and Prevention, the Department is placing an emphasis on social distancing. To do our part in slowing the spread of COVID-19, front desk procedures will be temporarily modified. The below-listed guidelines will greatly reduce the contact between members of the public and Department personnel.

Effective Wednesday, March 18, 2020, at 0600 hours, all Geographic Area front desks and detective desks shall close to the public until further notice. Area Commanding Officers shall implement the following modified procedures:

- The recently-established Area Front Desk email addresses shall be used to accept service requests from the public;
- Officer(s) shall be assigned to monitor the email account 24-hours per day, and route requests through the appropriate channels;
- Watch commanders will monitor the front desk email accounts to ensure prompt service (emails provide built-in tracking mechanisms to audit quality of service and effectiveness); and,
- An officer shall be assigned to meet visitors outside of the lobby to screen the purpose of their visit;
- Those requesting crime reports via email shall be called back by an officer or directed to the Community Online Reporting System (CORS) via email;
- Those with business that must be conducted in person (vehicle and property releases, child custody exchanges, attorney visitations with in-custody persons, bail/bond releases, and Emergency Protective Orders or other restraining orders) will be directed to come to the station, where an officer will meet them outside to complete the transaction;
- Those reporting crimes in progress or crimes in need of immediate follow-up will have officers dispatched to their location by the watch commander;
- Phone lines and TTY shall be monitored as usual to provide service to those with disabilities and/or who do not have access to email.

Each Geographic Area will be provided signage that shall be clearly affixed to the front door(s) of the station lobby. The signage notifies community members of the closure of front desk operations and explains their service options. This posted notice shall include a station phone number and email in which community members may communicate the purpose for their visit. Initial responses to the inquires by the public may result in referring these community members to CORS, or other reporting options.

All Office of Operations Personnel

Page 2

1.11

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



**ROBERT N. ARCOS, Assistant Chief  
Director, Office of Operations**

**DISTRIBUTION "D"**