

DEPARTMENT GENERAL ORDER 04-22

OFFICE of the CHIEF OF POLICE
REPLACES/AMENDS: None

DATE: July 12, 2004

HEADQUARTERS CUSTOMER SERVICE: AFTER HOURS

I. PURPOSE.

To provide a guideline in regard to providing walk-in customer service during those late night hours when headquarters is devoid of clerical staff.

II. GENERAL.

In conjunction with the activation of the East Central Dispatch Center, there will not be clerk on duty from 1130 hours to 0730 hours each day. Should a citizen appear in the headquarters lobby seeking some type of service during the listed hours, a sign posted in the lobby instructs the individual to pick up a red phone positioned there. The phone will automatically dial the dispatch center, at which time the citizen can advise the ECDC dispatcher of their need. Dispatch will then direct the district car to respond to the headquarters lobby to assist the individual(s).

It should be noted that on-duty officers can speak with the complainant via the red phone (# 290-8463). However, except in case of exigent circumstances, officers are to respond to the station and contact the complainant (s) in person.

In the event that an officer or supervisor is already in the station, and they monitor dispatch request a district unit assist a complainant in the lobby, the officer or supervisor should advise ECDC to have the other unit disregard the call and then contact the citizen themselves. Such action will improve service time and provide a positive reflection on the department.

During this contact, should the complainant wish to obtain some record that is secured, the officer will advise the citizen to return during normal business hours.

BY ORDER OF:

THOMAS J. BYRNE
Chief of Police

TJB:dld

CALEA Reference: 81.2.7