

GENERAL MANAGEMENT

TELEPHONE PROCEDURES

Purpose: The purpose of this directive is to establish procedure to be used when answering telephones at the North Little Rock Police Department.

Policy Statement: It is the policy of the North Little Rock Police Department to adhere to the procedures set forth in this policy when answering any incoming telephone call.

Summary of Changes: New format.

1 Procedure:

- 1.1 Switchboard operators will answer all incoming telephone calls, "North Little Rock Police" followed by the operator's chosen title (Ms., Mr., etc.) followed by the operator's last name. No first names will be given.
- 1.2 Interdepartmental calls will be answered by the operator by saying, "operator".
- 1.3 Incoming calls on direct communication center lines and after normal business hours will be answered by stating, "North Little Rock Police Department communications center, followed by the dispatcher's last name.
- 1.4 Dispatchers will answer the 9-1-1 line, "9-1-1 emergency" followed by their name.
- 1.5 Interdepartmental calls will be answered by communications personnel, "communications center", followed by the dispatcher's last name.
- 1.6 Employees will answer other incoming phone calls by identifying the office or division first, then the title or rank and his/her last name.



Mike Davis
Chief of Police