6.19 FRONT DESK PROCEDURES

6.19.1 PURPOSE

The front desk personnel have direct contact with the public and must represent the Department in an efficient and professional manner. This procedure for the front desk shall ensure uniformity, accountability, and service to the public.

6.19.2 POLICY

All employees of the Department assigned to the front desk shall follow the policy and procedures outlined within this order.

6.19.3 PROCEDURE

A. Officers working the front desk shall assist the needs of the public in a courteous and timely fashion.

B. Officers working the front desk shall complete reports as needed following the same guidelines as when working a patrol territory.

1. If a report requires immediate follow-up, extensive interviews, or the arrest of an individual, the officer shall request a Detective or ask SCECC to send a back officer.

   a. When the front desk has more than one officer assigned then more extensive reports, to include those with suspect information, shall be completed without the assistance of officers working in the field.

2. If the front desk officer is busy and citizens are required to wait for an extended period of time, a patrol officer should be called off the street to assist, if available.

C. Sworn personnel assigned to front desk duty shall wear class A uniform.

D. Employees may refer phone calls requesting the following reports to the front desk:
1. Vehicle burglary with no or limited suspect information;
2. Vehicle vandalism with no or limited suspect information;
3. Thefts with no or limited suspect information;
4. Gasoline drive-offs with no or limited suspect information;
5. Telephone harassment with no or limited suspect information; or
6. Other minor offense reports without suspect information.

E. Upon completion of a phone-in report, give the victim the case number.

F. If a citizen calls the front desk and requests an officer to respond, an officer shall be dispatched unless otherwise directed by the Watch Commander.

G. Hours of Operation
   1. The front desk shall be open 24-hours a day/365 days a year.

H. Front Desk Employee Duties
   1. Front desk officers are not required to attend roll call.
   2. Check the answering machine for any messages that might have come in prior to duty.
   4. When Field Operations personnel call in ill, the front desk officer will notify Field Operations by leaving a note in some form with the line-up or supervisor.
   5. Subpoenas received at the front desk will be delivered to the desk of the Field Operations Administrative Assistant for processing.
   6. Collect paperwork, including hold/harmless waiver, confidentiality statement and approval of ride-along from citizen. Contact roll call to advise which officers ride-along is waiting in the lobby.
   7. Check visitor badges to make sure all are accounted for. If any are missing, check the log to see who the person visited and contact the employee regarding retrieval of the visitor badge.
   8. Log in all visitors and vendors, logging all the information (which includes a phone number), and issue each visitor or vendor the appropriate visitor badge. If the officer is not familiar with the visitor he/she should review photo identification prior to issuing a visitor badge. Contact the employee who they are to visit, and have that person meet the visitor in the lobby. That employee is also responsible for making sure the visitor badge is returned when the visitor/vendor is logged out.
a. Law enforcement personnel and prosecutors with visible credentials are not required to possess a visitor badge.

9. Take all walk-in reports (this includes checking vehicles for repair tickets, and visually checking damage for Accident Reports). Voided repair tickets are to be placed in the walk-in accident report tray and the information logged on the repair ticket log.

10. Citizen Complaint process: (Also see 3.15 Professional Standards Unit for more details)

   a. First refer all citizen complaints against TPD employees to PSU by providing their phone numbers of 368-9214 or 368-9573, contacting PSU for them or providing directions to the PSU office at the Holiday building.

   b. If the citizen wishes to make complaint immediately and refuses to call PSU the front desk officer shall:

      i. Provide them with a citizen complaint form;

      ii. Provide citizen with complaint hotline number of 368-9595;

      iii. Provide citizen with directions to the “Citizen Complaints / Compliments” link on the city website; or

      iv. Contact the Watch Commander to assist.

11. Place paper copies of all vacation check requests in the VIP cubicle.

12. Confirm warrants and NCIC entered items as needed when Records staff is not available.

13. Package deliveries: Attempt to contact the person who the package is for. If the officer cannot contact the receiving party, they shall sign for the package and place it inside the secured area of the front desk - away from public access & complete email notification to the intended party.

14. Monitor alarm lights and contact appropriate personnel.

15. Brief the relieving officer upon arrival for duty.