

## Procedure

# 11.5

EFFECTIVE  
DATE  
5-21-99

# Eugene Police Department



---

## Telephone Lobby Report Taking Desk or Desk Officer

### 11.5.1 PURPOSE AND SCOPE

Section "F", Duties was Modified by Patrol Directive 011-05.

PART I - Responsibilities and Procedures for All Personnel

- A. Staffing
- B. Hours and reporting
- C. Criteria for desk calls
- D. Attire
- E. Monitoring the radio
- F. Duties
- G. Supervision

### 11.3.2 RESPONSIBILITIES AND PROCEDURES ALL PERSONNEL

#### A. Staffing

1. The telephone/lobby reporting function, or desk, will be staffed primarily by CSOs within the Patrol Division.
2. Injured or modified-duty officers can also be temporarily assigned to staff the desk with approval of the officer's supervisor and the Scheduling Sergeant.
3. CSOs may be reassigned from the desk only in the case of an emergency or major incident, with coordination through the CPST supervisor.

#### B. Hours and reporting

1. The desk will generally be staffed from 0800 - 2000 every day. If the desk is not staffed during these hours, for whatever reason, Records and Communications will be notified.
2. The desk will generally be staffed from 0800 - 2000 every day. If the desk is not staffed during these hours, for whatever reason, Records and

Communications will be notified.

C. Criteria for desk calls

1. Desk officer calls will generally be property crimes where there is no identifiable suspect information and where no investigative follow-up is required. (Exception: Forgery/fraud crimes may be handled where there is a known suspect, but the incident is not in progress.)
2. Burglaries are generally not handled by telephone except under the following circumstances:
  - No signs of forced entry.
  - No indication of physical evidence.
  - If time lapse is such that there would be no useful purpose to dispatch an officer or CSO to the scene. Note: the type of item stolen has no bearing on whether a report is taken by telephone.
3. Desk officers generally do not take reports on persons crimes, drug-related crimes, or violations of city ordinances. Exceptions:
  - Runaways or missing persons where foul play is not suspected
  - Telephone harassment where there is no named suspect
4. The fact that a victim requests to be contacted by phone does not necessarily make referral to the desk appropriate. Communications will follow the above criteria in determining whether a call should be routed to the desk.
5. Officers who make contact with victims or complainants in the field will handle the associated report-taking functions and will not refer these contacts to the desk. When ATLS are handled by officers, follow up is to be handled by officers and given an appropriate disposition. These calls will not be referred to the desk for follow up. Exception: if officers are called to a higher priority incident.
6. Citizen self-report forms will be used where and when appropriate.

D. Attire

1. CSOs staffing the desk will generally be in their designated uniform.
2. Modified-duty officers staffing the desk are not required to be in uniform; however, since they will be handling counter contacts through the CPST lobby window, their attire should present a professional appearance and comply with relevant department policies.

E. Monitoring the radio

Due to the nature of the work on the desk, CSOs or modified-duty officers are not required to monitor the radio when working at the desk. However, when away from the desk all procedures related to monitoring and responding to radio messages will apply.

F. Duties

1. 9-log

- a. Incoming call placed on the 9-log will generally be handled in the order in which they are received.
- b. Generally, employees responding to 9-log reports will attempt contact each day for at least 7 days. At the end of seven days, and then only if 5 attempts have been made to contact the reporting party, the call may be removed from the 9-log.
- c. After each unsuccessful contact, a notation of the attempted contact will be detailed on the QA record. . The entry will include the date and time attempt was made, and whether a voice message was left, or a message was left with a person at the number.
- d. When a call is removed from the 9-log under all of the above circumstances, the priority code will be changed from "9" to "I" with a disposition of "UTL."
- e. When contact is successful and a report is completed, a case number will be issued and the priority code changed to "R."

2. Priority call log

The priority call log will be checked frequently and handled according to call type. Calls placed on this log take priority over all other pending phone contacts.

3. Voice-mail

- a. Voice-mail will be checked frequently and all incoming voice-mail calls will be placed on the voice-mail log. Returning voice-mails calls will take priority over pending 9-log calls.
- b. The crime prevention voice-mail will be checked at least once a day, placing all call info on the prevention phone log. Phone calls will be returned by the appropriate staff person when possible to resolve problems, answer questions, or do whatever follow-up is needed. If the appropriate staff person is not available, a message will be taken and/or the caller will be referred to the person who can best handle the call.

4. Walk-in counter contacts

- a. Citizens making a walk-in report take priority over most telephone calls, including voice-mail. They will be responded to in a timely manner.

- b. These contacts and any resulting reports *should not* involve situations where there is suspect information, or where investigative follow-up is required.
- c. CSOs will generally attempt to handle all citizen contacts via the CPST lobby window. Modified-duty officers will use this window exclusively for counter contacts and will not physically respond to the lobby area.
- d. CSOs will accept and complete reports on abandoned/found property brought to the front counter, including ammunition and firearms, except property handled by Records personnel.

G. Supervision

- 1. Desk officers are under the supervision and direction of the Community Policing Support Team supervisor.
- 2. Modified-duty officers are also under the direction of the CPST supervisor while assigned to the desk, in collaboration with either the officer's supervisor or appropriate Sector Lieutenant.