

**Procedure**

**3.27**

**EFFECTIVE  
DATE  
10-10-99**

**Eugene  
Police Department**



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## **Telephone Communications**

### **3.27.1 PURPOSE AND SCOPE**

PART I – Responsibilities and Procedures for All Personnel

- A. Responsiveness
- B. Taking messages
- C. Returning messages
- D. Personal calls
- E. Voice mail

### **3.27.2 RESPONSIBILITIES AND PROCEDURES FOR ALL PERSONNEL**

#### **3.27.2.1 RESPONSIVENESS**

- a. Requests for department service are most often received by telephone. Answer all incoming calls promptly to determine what police service callers need.
- b. Answer the phone courteously, greet the caller, and express a willingness to be of assistance. You should either handle the request or promptly refer the caller to a more appropriate source.

#### **3.27.2.2 TAKING MESSAGES**

- a. Due to officer safety considerations, do not release a police officer's work schedule to callers.
- b. As appropriate, either take a message for the employee, or transfer or direct the caller to the employee's voice-mail extension.
- c. If you take a message:
  - 1. Obtain a number where the caller can be reached during the employee's normal work hours.

2. Try to learn what the request concerns, so that the employee can prepare an appropriate response.
3. Put your name legibly on the message slip and send to the employee as soon as possible.

#### **3.27.2.3 RETURNING MESSAGES**

- a. Return phone calls promptly, within the limits imposed by your work schedule.
- b. Consult a supervisor prior to making the call if you feel there might be difficulty (e.g., hostility by the other party), or if overtime would be incurred.
- c. Return calls to attorneys, insurance companies, and private investigators, with the following stipulations:
  1. Consult a supervisor if the City is a party to legal action, or if there is potential liability to the City.
  2. If the call is from a defense attorney or other person representing the defendant in a criminal case, consult the applicable prosecutor before you return the call.
  3. When returning such calls, you may discuss the facts of the incident, but may not offer opinions or speculation, unless specifically requested to do so by a person representing the City (e.g., a prosecutor).

#### **3.27.2.4 PERSONAL CALLS**

- a. You may make no personal telephone calls which incur a direct charge to the City (e.g., long-distance calls, calls using a cellular telephone) except as specifically authorized by City policy.
- b. You may make local, personal calls on department phones only if they do not interfere with department business and if they are done at a time and in a manner consistent with City policy and work unit rules.
- c. You may not release home telephone numbers of employees to anyone outside of the department. In certain situations, you could call to notify an employee that someone is trying to reach him or her.
- d. City policy allows one brief personal long-distance phone call per day at city expense when an employee is on an overnight trip out of town conducting City business.

#### **3.27.2.5 VOICE-MAIL**

- a. Unless higher-priority duty-related matters prevent you from doing so, you are expected to check your voice-mail at least once each day that you work.
- b. You should return messages in accordance with paragraph 3.27.2.3 above.