



CLEARLAKE POLICE DEPARTMENT

14050 Olympic Drive, Clearlake, CA 95422

Andrew White | Chief of Police

ADMINISTRATIVE DIRECTIVE 20-01

January 30, 2020

TO: All Employees

FROM: Chief White

SUBJECT: TELEPHONE CALLS FOR EMPLOYEES

The purpose of this procedure is to provide direction and consistency in the handling of telephone calls by dispatch for department employees. Telephone calls for departmental personnel shall be handled as follows:

Field Personnel

- a. If the telephone call is related to an active call for service, notification of the telephone call shall be made over the police radio and transferred as instructed.
- b. If the telephone call is not related to an active call for service and the member is on-duty, a call for service shall be created in CAD with the complaint type "1021" and dispatched appropriately. Members assigned to a 1021 call will provide dispatch with the proper disposition code after handling the request.
- c. If the member is off duty, the caller should be transferred to the employee's desk line/extension.

Non-Field Personnel

- a. If the telephone call is related to an active call for service, notification of the telephone call shall be made over the police radio and transferred as instructed.
- b. If the telephone call is not related to an active call for service, the caller should be transferred to the appropriate desk line.

Code Enforcement

Telephone calls for code enforcement in which citizens want to report an abandoned vehicle, city ordinance violation or have general questions should be transferred to the main Code Enforcement extension (x309).

Off-Duty Personnel/Urgent Matters

The dispatcher should use their discretion in handling an urgent call. If immediate attention is required, a call for service with the complaint type "1021" should be entered and the Watch Commander notified for direction. Dispatchers should refrain from contacting off-duty field personnel prior to conferring with the Watch Commander.

