

EAST COUNTY PATROL SERVICES THOUSAND OAKS POLICE DEPARTMENT



STANDARD OPERATING PROCEDURES

Updated May 2019

Preface

The East County Bureau Standard Operating Procedure (SOP) manual contains the policies and procedures established by the Assistant Sheriff of the Patrol Services Division, or his designee, in order to maintain the integrity and safety of his employees in providing police services to the community. The policies and procedures shall remain in effect as issued and in the event of a conflict with the Sheriff's Policy Manual the Sheriff's Policy Manual shall assume precedence. It shall be the duty of every member of the Department to be thoroughly familiar with the provisions of the "Sheriff's Policy Manual". (See 'Conduct and Ethics', 326.4)

Written directives are necessary to clearly define division and bureau policy and provide guidelines with which personnel can make administrative and operational judgments. Recognition of errors or deficiencies in the intent or text of these Policies and Procedures shall be reported in writing to the office of the Patrol Services Division Chief for appropriate disposition.

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PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT: Alco-Sensors (PAS Devices)

DATE ISSUED: REVISION/ REVIEW

:PREPARED BY: AUTHORIZED BY:

June 13, 2013

May 2019

B Payton
Sergeant

J. Fryhoff
Captain

PURPOSE:

To provide for the efficient distribution and proper documentation of intoximeters issued to patrol deputies.

DEPARTMENTAL IMPACT:

East County Patrol Bureau

REFERENCES:

None

PROCEDURE:

Alco-Sensor intoximeters are kept in the Traffic Bureau for charging. Deputies wishing to use one must go to the Traffic Bureau to unlock and retrieve the intoximeter. At the end of shift, the deputy will return the inotximeter to the Traffic Bureau. Deputies must also complete the Alco-Sensor log when taking the intoximeter and upon its return to the Traffic Bureau office. [REDACTED]

Alco-sensor Intoximeters

Alco-sensor intoximeters are kept in the Traffic Bureau for charging. Deputies wishing to use one must go to the Traffic Bureau to unlock and retrieve the Intoximeter. At the end of shift, the deputy will return the Inotximeter to the Traffic Bureau. Deputies must also complete the Alco-Sensor log when taking the Intoximeter and upon its return to the traffic bureau office.

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

Subject: **Animal Control, Requests for Response in the City of Thousand Oaks**

DATE ISSUED: May 26, 1992 REVISION/REVIEW: May 2019 PREPARED BY: Authorized by:
Sgt. Chris Payton Capt. Cory Rubright

PURPOSE:

To identify procedures for Animal Control services in the City of Thousand Oaks.

DEPARTMENT IMPACT:

East County Bureau, City of Thousand Oaks

REFERENCES:

Agoura Hills Branch Manager, Denise Rosen, Los Angeles County Animal Control
Contract Coordinator, Cindy Murphy, Thousand Oaks Public Works - (805) 449-2321

PROCEDURE:


Effective July 1, 1992, the City of Thousand Oaks contracted with Los Angeles County Animal Control to provide animal control related services to their residents. The Animal Control Center is located at **29525 Agoura Rd. Agoura Hills (L.A. County)**.

Business hours: Mon – Thu, 1200-1900 hours
 Fri – Sun, 1000-1700 hours
 Closed Holidays

Business phone: (818) 991-0071 – Public



After Hours Calls for Public Use: Emergency services are provided between the hours of 1900 and 0900. After hours emergency calls are given priority rating. If the Animal Control Officer is on-call, the phone message unit will record the call. The officer regularly monitors the unit for messages.



Note: This service applies only to residents of the City of Thousand Oaks. All requests for animal related services in the City of Moorpark and the unincorporated areas of Ventura County are handled by the Ventura County Animal Regulation Department, 600 Aviation Dr., Camarillo, CA 93010, (805) 388-4341.

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT:

Arrestee Security

DATE ISSUED: REVISION/REVIEW:
October 2013 May 2019

PREPARED BY: AUTHORIZED BY:
Chris Payton Cory Rubright
Sergeant Captain

PURPOSE:

To provide a policy for security of adults and juveniles detained at the East County Station.

DEPARTMENTAL IMPACT:

East County Bureau

REFERENCES: Lexipol section #324 "Temporary Custody of Junveniles"

PROCEDURE:

Adults:

[REDACTED]

[REDACTED]

Temporary Holding Facility:

[REDACTED]. This room was designed for temporary placement of either adult arrestees or juveniles held in temporary custody. Adults and juveniles shall not be placed in the room at the same time. To

prevent inadvertent mixing of adults and juveniles, the "ADULT OCCUPIED/JUVENILE OCCUPIED" sign shall be used.

Adult male and female arrestees shall not be placed in the Temporary Holding Facility at the same time. Male and female juveniles may be placed in the room together provided the mandates of nonsecure custody are met. The maximum number of occupants should not exceed the amount of available bench space.



A desk and phone have been provided for deputies while monitoring juveniles in the holding facility.

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT: Blood Drying Evidence Cabinet, Use of

DATE ISSUED: REVIEWED DATE: PREPARED BY: AUTHORIZED BY:
October 2013 May 2019 Todd Werre Cory Rubright
Sergeant Captain

PURPOSE:

To establish a uniform procedure for use of the evidence blood drying cabinet located at the East County Station


DEPARTMENTAL IMPACT:

East County Bureau

REFERENCES:


Evidence and Property Manual, SecureDry Operating Manual

PROCEDURES:



The drying cabinet is to be used to dry evidence only. Typically evidence items will consist of articles of clothing. For example, a bloody shirt taken from a stabbing victim may be booked into evidence.

INSTRUCTIONS FOR USE:

1. 
2. The deputy will clean the inside of the cabinet with the cleaning supplies provided next to the cabinet. Latex gloves and a breathing mask should be worn.

3. There are shelves and a drying rack available for drying articles. The deputy will place a layer of the provided butcher paper on the shelf underneath the article(s) intended to be dried. The deputy will then place the article(s) to be dried on/above the butcher paper.
4. The deputy will secure and lock the drying cabinet door, then turn on the fan switch to begin the drying process. The deputy will be responsible for keeping the cabinet key secure until the deputy removes the item(s) and returns the key to the shift sergeant.
5. Most items will be dried and ready for booking into a brown evidence bag after 24 hours. However, in some instances, the item(s) will need to be checked for dryness by inspecting the item(s) while wearing latex gloves. The deputy will remove the item(s) from the drying cabinet after the item(s) are dry.
6. The items(s) will be booked along with the butcher paper. This should be completed by rolling the item(s) up in the butcher paper underneath it. The deputy will then place the article(s) of evidence, with the butcher paper, into a brown evidence bag and book the evidence in accordance with the Sheriff's Property and Evidence Manual.
7. The deputy will need to clean the interior of the drying cabinet after each use.
8. The deputy will return the key to the shift sergeant and sign the key back in using the log sheet.

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT:

**Booking Drivers Licenses, Immigration Cards, Miscellaneous Identifications,
and Vehicle License Plates into Property**

DATE ISSUED: REVIEW:
April 5, 1993 May 2019

PREPARED BY: AUTHORIZED BY:
B. Payton J. Fryhoff
Sergeant Captain

PURPOSE:

To establish a uniform method for booking identifications and license plates into the East County Property Room.

DEPARTMENTAL IMPACT:

East County Bureau
East County Property Room

REFERENCES:

None

PROCEDURES:

When driver's licenses, identification cards, or miscellaneous identifications are booked into the East County's Property Room the following method shall be used:

1. All property or evidence booked into the Property Room requires a photocopy of the Property/Evidence Report submitted with the property.
2. The deputy will ensure that the license and/or identification card is placed into an evidence envelope containing the correct information including the desired disposition of the identification, i.e., hold as evidence, hold for safekeeping, found property / return to owner.
3. Property Room personnel will dispose of the property as requested. Driver's

licenses and identification cards will be taken to the Department of Motor Vehicles (DMV).

4. When a driver's license is seized per Admin Per Se, the license will be attached with the DUI report and sent to DMV by Records personnel.
5. When a driver's license is seized by the deputy and a Verbal Notice (DMV 310) is given, the license will be attached with the DMV 310 form and sent to DMV by Records personnel.
6. When a deputy has confirmed that a person is in possession of an expired driver's license, the license may be seized by the deputy and placed into a box located in the report writing room. Periodically this box will be emptied and the contents returned to the DMV.

When license plates are booked into the East County Property Room, the following method shall be used:

1. The deputy will ensure that the license plate(s) is placed into an evidence envelope containing the correct information.
2. All license plates booked into property will be accompanied by the CHP 180 form. This form will detail either the finding or seizure of the plate(s) and the desired disposition, e.g., return to DMV, or if appropriate return to owner.
3. The plate will be placed in one of the evidence lockers for processing.

All found license plates must be cleared through DMV and every effort made to contact the registered owner (R/O). If there is no DMV record on file, or circumstances prevent the deputy from contacting the R/O, the license plate may be placed into the box in the report writing room. License plates will be turned over to the DMV.

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT:

Cellular Telephone Reimbursement

DATE ISSUED: REVIEW:
November 6, 2002 May 2019

PREPARED BY: AUTHORIZED BY:
Cheryl Wade Cory Rubright
Captain Captain

PURPOSE:

Since the implementation of the 12-plan, the previous method of reviewing cellular telephone bills has become obsolete. This policy has been developed to ensure that personnel assigned to the East County Bureau have an opportunity to review the cellular telephone bills so that they can reimburse the City/County in a timely manner.

DEPARTMENTAL IMPACT:

East County Bureau

REFERENCES:

PROCEDURE:

Since COPE areas are not a focal point for distributing the telephone bills, a method has been devised which allows personnel to view the bills, check their personal calls, and reimburse the City/County in a timely fashion. This new procedure is as follows:

A. East County Bureau administrative personnel who receive the bills will:

- Identify the patrol area specified on the bill (i.e., 9A/9B)
- Identify the personnel assigned to those beats
- Place a copy of the bill along with a list of the identified personnel in the briefing room for review
- Allow the phone bills to remain in the briefing room for a minimum of 4 days for personnel to review

- After the 4 day period, the bills will be processed, the money collected from the safe and forwarded to the appropriate City/County personnel for payment

B. Sergeants will:

- Advise personnel attending briefings that the bills have been distributed
- Instruct personnel to review the bills, and: identify any personal calls; total the cost; place their City or County reimbursement check or cash (if any is due) in an envelope that has been provided
- Contact personnel assigned to their Squad at the end of the 4 day period who have not initialed the list to make sure they have reviewed the bills

C. East County Bureau personnel will:

- Check the telephone bills for each area they have worked during that time period
- Identify any personal phone calls that were made and initial the area next to it (Note: City calls are \$.06 per minute for both City and County calls)
- Total the amount owed and either pay cash or write a check for the amount to either the City of Thousand Oaks or the County of Ventura
- After their review they will place their initials next to their name and indicate the amount (if any is due)
- If money is due, place the cash or check in a provided envelope, and complete the required information on the front of the envelope

Unassigned deputies that may have worked more than one area will be required to check all of the phone bills for the areas in which they worked and write in their appropriate information in the provided blank spaces.

Personnel who have cellular phones assigned to their position will continue to receive their cellular telephone bill for review.

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT:

Fire Alarm Activation Checklist

DATE ISSUED: REVISION/REVIEW:
April 15, 1993 May 2019

PREPARED BY: AUTHORIZED BY:
Chris Payton Cory Rubright
Sergeant Captain

PURPOSE:

To establish a procedure for the East County Administration SST to follow when a fire alarm is activated.

DEPARTMENTAL IMPACT:

East County Bureau

REFERENCES:

PROCEDURE:

Activation Checklist

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

5. The Admin SST will then advise all personnel over the PA system that there is a fire, the location and evacuation instructions. If the PA system is not working, the Admin SST will designate personnel to contact each of the Bureaus with fire instructions. The East County Jail Facility is to be included in the notification and instructions.

6. The Admin SST will then designate four people, two for each floor, to make a sweep of the building to ensure that everyone has been evacuated.

See "Utility Instructions, section III Water", for sprinkler system and fire

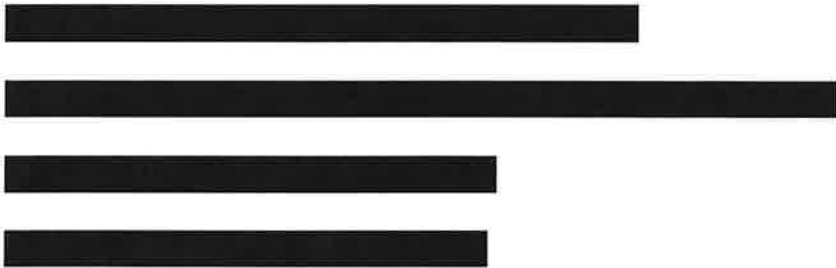
hydrant information. **Designated Evacuation Meeting Areas**

Level 1	Patrol	Basketball Court
	Property	Basketball Court
	SED	Basketball Court
	BI	Basketball Court
	East Valley Jail	Sallyport Area
Level 2	Admin	Public Parking Lot
	Records	Public Parking Lot
	Traffic	Public Parking Lot
	Crime Analysis	Employee Parking Lot
	Investigations	Employee Parking Lot

Once all personnel have been evacuated to their specific meeting areas, Departmental supervisors are to account for their staff.

Fire Extinguisher Locations

Level 1



Level 2

[Redacted text block containing seven lines of information]

Sprinkler Control System

Location:

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Main Water Shut Off Valves

[Redacted text block containing multiple lines of information, likely addresses or locations of water shut-off valves.]

Fire Hydrants

Locations:

[Redacted text block containing multiple lines of information, likely addresses or locations of fire hydrants.]

Procedure:

Individual Hydrant Shut Off:

[REDACTED]

NOTE: Fire hydrant parts are available through:

COUNTY PUBLIC WORKS
WATER AND SANITATION
7150 WALNUT CANYON
MOORPARK, CA
(805) 584-4830 (M-F 0800-1700 hrs)
(805) 584-4829 (after hours, holidays, and emergencies)

Fire Hydrant Isolations

[REDACTED]

Procedure:

[REDACTED]

[REDACTED]

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

Subject: Immediate Threat to Station Personnel and Visitors

DATE ISSUED: January 22, 2004	REVISION/REVIEW: May 2019	PREPARED BY: Authorized by: Chris Payton Sergeant	Cory Rubright Captain
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PURPOSE:

This procedure provides a guideline for station personnel and visitors in the event of an immediate threat to their safety due to an attack by armed person(s) inside or outside of the East County facility.

DEPARTMENT IMPACT:

East County Bureau

REFERENCES:

SOP: Station Evacuation Plan / Fire Alarm Checklist
OSHA publication 3088: How to Plan for Workplace Emergencies and Evacuations
Active Shooter & Threats to Schools #423
Critical Incident and Shootings Member Involved #304

PROCEDURE:

In the event of an immediate threat to persons located at or within this facility, it is incumbent upon employees to take positive action to safeguard themselves and others. It is recognized that sworn staff have been trained to react to identify and confront the threat, while non-sworn staff and visitors must take steps to protect themselves without hindering efforts to eliminate the threat.

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

Subject: Inspection of Equipment Utilized while on Patrol

DATE ISSUED: July 24, 1991	REVISION/REVIEW: May 2019	PREPARED BY: Chris Payton Sergeant	Authorized by: Cory Rubright Captain
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PURPOSE:

All uniformed employees working in the field are issued and/or authorized to wear and carry equipment to perform their duties. The Department is mandated, and in some cases obligated to ensure this equipment is available, serviceable, and authorized for use while performing those duties. In order to accomplish this goal, patrol sergeants are to conduct monthly inspections. The inspection includes their person, equipment bags, briefcases, equipment boxes, lockers or any other equipment or equipment containers taken into the field by uniformed personnel.

DEPARTMENT IMPACT:

East County Bureau
East County Traffic Unit

REFERENCES:

Sheriff's Policy Manual #1014 "Uniform Regulations" & 1017.5.1 Administrative Searches

PROCEDURE:

Monthly inspections are to be conducted on the first scheduled work day of each month for each shift. The sergeant holding briefing shall conduct the inspection. In the absence of a sergeant, a senior deputy may conduct the inspection. Due to time constraints it is not practical to inspect all items each month. Inspections should include items as listed in the following schedule.

Every month inspections shall include:

- Uniform and grooming
- Department identification
- Key card

CDL

The following shall be inspected as indicated on the schedule below:

January: First Aid Kit, Pocket Mask
February: Weapons and Ammo
March: Equipment Bag
April: Body Armor (ensure not expired), Helmet
May: First Aid Kit, Pocket Mask
June: Weapons and Ammo
July: Uniform Locker
August: Equipment Bag
September: First Aid Kit, Pocket Mask
October: Weapons and Ammo
November: Equipment Bag
December: Equipment Locker

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

Subject: **Jail Fire Alarm**

DATE ISSUED:
April 30, 1990

REVISION/REVIEW:
May 2019

PREPARED BY:
Chris Payton
Sergeant

Authorized by:
Cory Rubright
Captain

PURPOSE:

To provide a method for East County Patrol and Dispatch personnel to assist the East County Jail Personnel if and when a fire alarm is activated.

DEPARTMENT IMPACT:

East County Bureau

REFERENCES:

Pre-Trial Detention Facility Policy and Procedure Manual

PROCEDURE:

[REDACTED]

[REDACTED]

[REDACTED]



PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT:

Major Accident Investigation Team (MAIT) Call-outs

DATE ISSUED: REVISION/REVIEW:
June 13, 2013 January 2019

PREPARED BY: AUTHORIZED BY:
C. Payton J. Fryhoff
Sergeant Captain

PURPOSE:

To establish a protocol for call-outs of the Major Accident Investigation Team (MAIT).

DEPARTMENT IMPACT:

East County Bureau

PROCEDURE:

. In the event of any traffic collision occurring within the City of Thousand Oaks and resulting in death or life-threatening injury, or any traffic collision involving a Ventura County Sheriff's Department vehicle that results in any injury, the following Traffic Bureau personnel will be notified:



The Traffic Sergeant will be responsible for notifying the TOPD Captain of the collision as soon as practical.

In the current SOP, strike out "in the order listed" and change the Traffic Sergeant will be responsible for notifying the TOPD "Captain" not Commander or Admin Capt.

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT:

Photo Imaging System, Use of

DATE ISSUED: REVISION/REVIEW:
May 1, 1997 May 2019

PREPARED BY: AUTHORIZED BY:
Brian Richmond Mike Hartmann
Sr. Deputy Captain

PURPOSE:

To establish a uniform method for capturing photographs of **ALL** juvenile arrestees brought into the East County Facility.

DEPARTMENTAL IMPACT:

East County Bureau

REFERENCES: Lexipol #324 "Temporary Custody of Juveniles"

IWS (Imageware Procedural Manual)

PROCEDURES:

When a juvenile is arrested and brought into the East County Facility he/she will be photographed using the photo imaging system.

1. If a juvenile is arrested, call Ventura Records and obtain a juvenile Bureau of Identification number (BI #).
2. Capture the subject's photograph using the posted procedure.
 - a. Attach a copy of the subject's photo to completed reports.
3. A minimum of two photographs will be taken of the juvenile.
 - a. Front view
 - b. Profile

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT:

Report Writing SST's and Cadets

DATE ISSUED: REVISION/REVIEW:
August 1, 1995 May 2019

PREPARED BY: AUTHORIZED BY:
Patti Salas Cory Rubright
Sergeant Captain

PURPOSE:

To establish a procedure for the proper report assignment(s) of Thousand Oaks Police Department Traffic Bureau Report Writing SST's and Cadets.

DEPARTMENTAL IMPACT:

East County Bureau

REFERENCES:

The Thousand Oaks Police Department has several SST's and Cadets assigned to the Traffic Bureau. These SST's and Cadets are responsible for parking enforcement, abandoned vehicle abatement, and assorted other duties including the assisting of Patrol/Traffic Bureau personnel in traffic control at the scene of vehicular traffic accidents and special events.

In addition to the above, Report Writing SST's and Cadets are scheduled during peak "Calls-For-Service" hours to assist Patrol personnel in documenting non-crime-in-progress calls, thus allowing Patrol personnel more proactive patrol time in the field, and decreasing response time to in-progress calls.

PROCEDURE:

Report Writing SST's are trained and authorized to document the following criminal complaints and incidents:

- Vehicle Burglary
- Theft (grand and petty)
- Vandalism
- Trespass
- Obscene/Annoying Phone Calls
- Found/Lost Property
- Follow-up/Incident Reports
- Residential burglary where item(s) are taken from garage
- Misdemeanor reports without any specific suspect information
- Traffic collision reports (Non-injury, injury and hit and run collisions)

In the event a Report Writing SST, while documenting any of the above mentioned incidents, obtains suspect information which requires immediate action, the SST shall contact SCC, and an available Patrol Unit shall be dispatched to the SST's location.

Report Writing SST's may be trained to document/collect certain evidence such as latent fingerprints and other forms of evidence requiring crime scene processing.

SST's should not actively respond or be dispatched to in-progress criminal calls. In the event a crime occurs in their presence, the SST should observe the event from a position of safety and relay the information to SCC via radio or telephone.

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT:

Station Security Weapons and Safety Equipment

DATE ISSUED: REVISION/REVIEW:
January 22, 2004 May 2019

PREPARED BY: AUTHORIZED BY:
Chris Payton Cory Rubright
Sergeant Captain

PURPOSE:

To establish a procedure for the use of the station security weapons and equipment in case of a station emergency.

DEPARTMENTAL IMPACT:

East County Bureau

REFERENCES:

Sheriff's Policy Manual – 306 Firearms and Qualification

PROCEDURE:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PATROL SERVICES DIVISION
EAST COUNTY BUREAU

STANDARD OPERATING PROCEDURES

SUBJECT:

Subpoenas

DATE ISSUED: REVISION/REVIEW:
May 1, 1997 May 2019

PREPARED BY: AUTHORIZED BY:
Chris Payton Cory Rubright
Sergeant Captain

PURPOSE:

To establish a procedure for sergeants to follow when serving sworn staff with non-criminal subpoenas (e.g. DMV administrative hearing, trial by written declaration, or a civil subpoena). Further, to outline sworn personnel responsibilities once served with a non-criminal subpoena.

Regarding criminal subpoenas, personnel should refer to Sheriff's Policy #329

DEPARTMENTAL IMPACT:

East County Bureau

REFERENCES:

VCSO Policy Manual – Policy 329 Court Appearance and Subpoenas

PROCEDURES:

1. Once received by the station Subpoena Clerk, the subpoena is entered into the Access Subpoena Database. For personnel working patrol, the Subpoena Clerk will place the subpoena in the accordion file in the patrol briefing room just behind the briefing sergeant. Prior to each shift, the sergeants should check for subpoenas that can be distributed to personnel working. Subpoenas for all other personnel will be provided to their sergeant for proper service.
2. After serving the individual, the signed service form should be returned to the Subpoena Clerk in East County Administration.

3. Once the deputy has been served a subpoena, **the deputy is responsible** for calling the agency or attorney who put him/her under subpoena and coordinating their appearance.
4. East County Administration is the reception point for all Bureau subpoenas. Once the deputy has been served with the subpoena, **the deputy is responsible** for all appearances and coordination with the agency or attorney issuing the subpoena.
5. Deputies are responsible for checking the status of their subpoenas at the beginning and end of each shift for any updates on their case.

PATROL SERVICES DIVISION
STANDARD OPERATING PROCEDURES

SUBJECT:

Voicemail

DATE ISSUED: REVISION/REVIEW:
May 26, 1999 May 2019

PREPARED BY: AUTHORIZED BY:
Cheryl Wade Cory Rubright
Captain Captain

PURPOSE:

To provide guidelines for the proper usage and maintenance of the Voice Messaging system.

DEPARTMENTAL IMPACT:

Patrol Services Division

REFERENCES:

CISCO Unity Messaging System User Guide

PROCEDURE:

The Voice Mail Messaging system has been provided to enhance communication with the public and between employees. The system provides a twenty-four hour means of communication and is designed to increase our ability to respond to the needs and concerns of the communities served by this division.

Mailbox Management

All staff members are required to retrieve messages from their mailbox at least once for each shift worked. Messages requesting an answer shall be responded to without undue delay. [REDACTED]

Staff members not assigned an exclusive telephone extension will be provided a guest mailbox. [REDACTED]

To ensure that all persons attempting to contact this division have the ability to speak with a

member of the staff, all bureau mailboxes will revert to that bureau's reception desk for proper distribution of calls. Calls to guest mailboxes will revert to the division's public inquiry menu.

[REDACTED]

[REDACTED]