
	LOWER MERION TOWNSHIP POLICE DEPARTMENT Ardmore, Pennsylvania	
	Policy 3.17.10	
Subject:		Distribution:
Telephone Systems		All Personnel
Date of Issue:	Expiration Date:	Rescinds:
06-01-2014	Until Amended or Rescinded	Directive: 98-29
References:		
CALEA: N/A; PLEAC: N/A		
By Authority of:		
		Superintendent of Police

PURPOSE

The purpose of this policy is to establish a uniform and professional policy for the proper use of the telephone.

POLICY

To aid in the reduction of administrative calls processed through the Communications Center, a directory of Township Departments should be utilized to direct callers to the appropriate person or office that is best suited to aid the caller.

In all cases where a citizen is instructed to contact any police or township department, the direct phone number is to be supplied to the citizen by the employee involved.

PROCEDURE

A. RULES FOR PROPER USE OF THE TELEPHONE

1. Answer promptly.
2. Identify yourself, and location (S&I, AUX Unit etc.).
3. Get accurate, complete information, and listen carefully. Verify numbers and the spelling of difficult names.
4. When leaving the line, explain why and ask the caller to wait: Place the caller on Hold. If you cannot find the desired person quickly, or obtain the requested information promptly, offer to call back.

5. Transfer calls properly. Nobody likes to be transferred, so always help the caller yourself, if possible. If you must transfer, do so properly, and always make sure the caller understands he/she is being transferred and why.
6. Do not make a “Cold Transfer.” When transferring a call, make initial contact with the appropriate extension, explain the purpose of the call and then transfer the caller to the new extension.

RESPONSIBILITY

It is the responsibility of all supervisory personnel to ensure that all personnel under their immediate supervision comply with this policy.