

BERKELEY POLICE DEPARTMENT

DATE ISSUED: September 1, 1988

GENERAL ORDER C-32

SUBJECT: TELEPHONES – POLICE - USE OF

DEFINITIONS

- 1 - Police Telephones: 644-6161 and all extensions thereof.
- 2 - Direct Dialing: A call made within our local **calling area. (See the Oakland telephone Directory for map of local calling area).**
- 3 - Direct Distance Dialing: A call made to a telephone exchange or city outside our **local** calling area.
- 4 - Outgoing Telephone Calls: Telephone calls made from any police telephone or extension thereof to any telephone outside the **City's** Centrex System.
- 5 - Incoming Telephone Calls: Any telephone call received on a police telephone or extension thereof.

OUTGOING TELEPHONE CALL PROCEDURES

- 6 - Direct dialing calls may be made through any police telephone:
 - (a) Within area code 415, dial "9" plus the 7 digit number.
 - (b) Outside of California, dial "9" plus the 10 digit number (area code + 7 digits).
 - (c) State of California Offices, dial "8" plus the 7 digit ATSS number. **The City's Centrex System will automatically access the State ATSS system.**
 - (d) Telephone Calls Outside the Continental United States. **The City's Centrex System does not allow direct dialed calls outside the continental United States either through the State ATSS System or the City's long distance company. To solve this problem, the City has obtained a Pacific Bell calling card for each Department. In the Police Department, this card is in the possession of the Detective Division Captain. To use this calling card, obtain same from the Detective Division Captain, dial "7" + 00 to access the AT&T operator. Provide the AT&T operator with the number desired. These operators have been instructed to process only collect and calling card calls.**
- 7 - Personal direct distance dialing or long distance calls shall not be made from any police telephone, and personal calls within our direct dialing area shall be restricted to real emergencies. Private emergency calls **longer than 3 minutes** shall preferably be charged to the employee's home telephone. If this cannot be

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done, it shall be recorded as a personal call, and the employee will be billed by the Tax and License Division.

INCOMING TELEPHONE CALLS - PROCEDURES

- 8 - All incoming telephone calls are to be answered promptly and courteously.
- 9 - With the exception of the Communications **Center**, all incoming telephone calls are to be answered with the Office or Detail identification ("Chief's Office," or "Robbery," etc.) followed by the name of the person answering ("Officer Smith," or "Trainee Jones," etc.).
 - (a) **This is Police Department policy and is to be followed by all employees.**
- 10 - In the Communications **Center**, incoming telephone calls will be answered **in the manner described in Section IV-1 through IV-7 and Section V, pages 1 through 6 of the Berkeley Public Safety Communications Center Procedural Manual**. If the caller asks for the identification of the person to whom **he/she** is speaking, the employee shall give his/her title, and badge or identification number.
- 11 - Telephone calls are to be transferred only if the caller **has requested to speak to a specific person, and that person** is available to accept the call, **or when the person who answered the call cannot handle the questions and/or topic of the caller**. In the latter case, the employee transferring the call will remain on the phone until the line is answered.
- 12 - In the Communications **Center**, **dispatchers will screen incoming calls and transfer qualifying calls to the Telephone Response Team according to guidelines contained in the Communications Center Manual**. Any citizen, **who requests personal contact with a police officer, will have an officer dispatched, notwithstanding the Telephone Response Unit guidelines**.

References: **City of Berkeley Telephone User Guide**
City of Berkeley Administrative Regulation 1.60
Berkeley Public Safety Communications Center Manual, Sections IV-1 through IV-7 and Section V, pages 1-6
Police Regulations 228 and 239