

GENERAL ORDER



DISTRICT OF COLUMBIA

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| Subject Station Clerk Duties | | |
| Topic PER | Series 201 | Number 23 |
| Effective Date December 20, 2006 | | |
| Replaces General Order 201.23 (Duties of a Station Clerk or Patrol Signal Systems Officer, Effective Date December 1, 1971 | | |
| Rescinds SO-05-10 (Station Business and Customer Service Standards) Dated, October 3, 2005 | | |

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I. BACKGROUND

As the initial point of contact, patrol members establish citizen rapport and influence public perception of police while conducting day-to-day police services in District of Columbia communities. Often, individuals will visit the police facility to make reports, request information or seek assistance. Members assigned to the station are initial point of contact for citizens entering the district stations. Station personnel have a great responsibility to exercise courtesy, professionalism, understanding, and restraint when assisting individuals seeking police services.

II. POLICY-

The policy of the Metropolitan Police Department is to provide quality police service, and accessibility, where possible, to all persons seeking police assistance. All contacts with the public and members of the Department, whether by correspondence, over the phone, across a desk, or on the street, shall be guided by professionalism and the basic principles of good manners.

III. DEFINITIONS

When used in this directive, the following term shall have the meaning designated:

Member – Both sworn and civilian employees of the Department.

IV. REGULATIONS

- A. Only those members assigned to the station, or having official business in the station, shall be inside of the station clerk area.
- B. Members assigned to the station shall:

1. Refrain from activities that bring discredit to the Department (e.g., horseplay, loud and boisterous conversations, profane language, etc...)
 2. Not consume food, watch television, (to include DVD players, laptop computers with DVD capabilities, etc.), listen to loud music or read newspapers, or other non-duty related material while on-duty in the station area.
 3. Maintain the station as a clean, orderly, and presentable place of business by ensuring the lobby and station area are free of clutter, trash, newspapers, and other non-duty related materials.
 4. Familiarize themselves with the customer service standards as outlined in GO-PER-201.35 (Customer Service Standards and Testing) and the SOP on Customer Service Standards and Testing.
- C. Full-duty sworn employees shall dress in the uniform of the day, in accordance with GO-PER-110.11 (Uniforms and Equipment). Badges and nameplates shall be visible, and comply with uniform requirements and standards.
- D. Civilian or non-uniform sworn employees shall dress in court attire, as described in the attachment to GO-PER-110.11. The MPD issued picture identification shall be visible at all times.
- E. Members not assigned to the station shall, upon completion of their business, promptly return to their assignment; and if approached by a citizen while inside the station, address the citizen's request, or politely refer them to station personnel.

V. PROCEDURAL GUIDELINES

- A. All applicable directives for patrol officers shall apply to members of the force assigned to duties as station clerks.
- B. Members assigned as station personnel shall familiarize themselves with the contents of the SOP (Holding Facilities), SOP (District Booking), and SOP (Customer Service Standards and Testing).
- C. While on duty, station personnel shall give their entire time and attention to the business of the Department. Members shall not leave the station without permission from the station supervisor and notification to the Watch Commander.
- D. Station personnel shall promptly acknowledge citizens visiting the station. If this is not practicable, the citizen shall be acknowledged within two (2) minutes of their arrival. The standard salutation shall be, "Welcome to the (Your element/district), my name is (Officer/Mr./Ms./Mrs.), how may I help you?"

E. Station personnel shall be responsible for performing the clerical work of the station, among other tasks, including the entry of manpower at the direction of the Watch Commander. Additionally, they shall:

1. Immediately complete a police report for all crimes reported at the station in accordance with GO-OPS-401.10 (Telephone Reporting Unit/Walk-in Reporting System).

Citizens requesting to make a police report shall not be directed to another district; the police report shall be made at the district where he/she appeared and the district of occurrence shall be notified as outlined in GO-OPS-401.10.

2. Provide proper care for prisoners confined in the station holding facility. A physical observation of the prisoner shall be conducted every thirty (30) minutes. For "at risk" prisoners, a physical observation shall be conducted every ten (10) minutes. [See SOP (Holding Facilities) and SOP (District Booking)];
3. Book arrests, where appropriate (See SOP (District Booking));
4. Carefully and accurately enter in the Patrol Signal System (PSS) book, opposite the name of each member on duty, the member's tour of duty.
5. For detailed members, record on the PSS book the place of detail, the reporting time, and time of return. Traffic posts and school crossings shall also be recorded on the PSS book.
6. Not make or permit the erasure of any entry or record of the PSS book. If correction is necessary, a red ink line shall be drawn through the original entry and the correction entered above. The entering member shall place his/her initial opposite the corrected entry.
7. Ensure citizens conduct themselves in an orderly manner while inside the station;
8. Prepare reports, requisitions, and property returns;
9. Receive and send teletype messages. See General Order 302.4 (Transmitting of Telecommunications Messages);

Telecommunications messages shall be collected and made available for the incoming roll call officials.

10. Receive and record monies collected at the element in accordance with GO-OMA-404.01 (Deposits with the D.C. Treasurer).
11. Complete other duties as assigned, or required.

12. Before being relieved from duty, report to the relieving member the condition of the duties in the station (e.g., status of notifications, transmissions, etc.) and the number of prisoners confined in the station, along with important details concerning the prisoners. Any tasks left unfinished shall be reported.
- F. Desk Sergeants shall:
1. Assume responsibility for the general operation of the district station, or substation, in the absence of the station supervisor.
 2. Ensure members and citizens maintain the station area as a clean and orderly place of business, and keep the lobby free of clutter, trash, newspapers, and other non-duty related materials.
- G. The station/cellblock manager shall have overall responsibility for the management and administration of station/holding facility operations on all three watches. He/she shall follow procedures outlined in the SOP for Holding Facilities.
- H. Supervisory officials shall:
1. Visit the station area during their tour of duty to ensure compliance with conduct and attire directives and to address issues that may arise.
 2. Ensure that prisoner security checks are conducted every thirty (30) minutes and "at-risk" prisoner security checks are conducted every ten (10) minutes.
 3. Ensure cellblock maintenance and all prisoner processing activities are conducted in accordance with standard operating procedures.

VI. CROSS REFERENCES

- A. GO-PER-110.11 (Uniforms and Equipment)
- B. GO-PER-201.35 (Customer Service Standards and Testing)
- C. General Order 302.4 (Transmitting of Telecommunications Messages)
- D. GO-OPS-401.10 (Telephone Reporting Unit/Walk-In Reporting System)
- E. GO-OMA-404.01 (Deposits with the D.C. Treasurer)
- F. Standard Operating Procedures (Customer Service Standards and Testing)
- G. Standard Operating Procedures (District Booking)
- H. Standard Operating Procedures (SOP) (Holding Facilities)

//SIGNED//
Charles H. Ramsey
Chief of Police

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