

# GENERAL ORDER



Title  
**Customer Service Standards and Testing**

Topic/Number  
**GO – PER – 201.35**

Effective Date  
**March 25, 2001**

Distribution  
**B**

Related to Standard Operating Procedure Customer Service Standards and Testing

DISTRICT OF COLUMBIA

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## I. Background

The very essence of police business is service. Every member of the Metropolitan Police Department (MPD) provides a service – to the public or a fellow member of the department. The quality of the service provided defines whether the action taken was successful.

Every contact between a sworn officer or a civilian member and the community determines the public perception of the Metropolitan Police Department. The overwhelming majority of MPD members are professional and courteous in their communications with others. They understand that every phone call, visit, and request for service demands the highest professional standard.

This General Order and the corresponding Standard Operating Procedure (SOP) for Customer Service sets down the minimal expectations of all members when communicating with the public and other members of the department. It is based on the simple principles of common courtesy.

MPD employee performance in implementing customer service standards will be evaluated by internal and external customer service checks.

## II. Policy

It is the policy of the Metropolitan Police Department that 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. Rules**

Every member of the Department, regardless of rank, grade, or assignment is accountable for providing the highest quality of customer service by using good telephone skills and appropriate face-to-face communication skills. Failure to do so may result in adverse action up to and including removal from the position.

### **IV. Regulations**

- A. All members shall:
  - 1. Take personal responsibility for each call or contact and the corresponding request for service or information.
  - 2. Follow the guidelines set forth in the SOP for Customer Service.
  - 3. In a customer-friendly manner, ensure that the information or service requested is provided or is appropriately referred.
- B. Unit commanders/managers are accountable for the quality of service provided by their unit.

### **V. Procedural Guidelines**

- A. Every member shall receive and sign for the SOP for Customer Service.
- B. Unit commanders/managers shall:
  - 1. Ensure that all members of their unit receive, understand, and practice the standards in this order and the SOP for Customer Service.
  - 2. Regularly review test results from the Mayor's Office and the internal customer service checks for their unit.
  - 3. Take appropriate action when a member fails to follow the customer service standards.
- C. Assistant chiefs and senior executive directors shall:
  - 1. Regularly review test results from the Mayor's Office and the internal customer service checks for all units under their command.
  - 2. Occasionally conduct customer service checks and provide feedback to the appropriate unit commander.

3. Procure resources needed to meet and maintain customer service standards.
  4. Ensure appropriate action is taken when a member fails to follow the customer service standards.
- D. The Information Technology Division shall:
1. Provide an up-to-date Department telephone directory to all Department members.
  2. Prioritize repairing and setting up voice mailboxes when notified of need.
- E. The Office of Organizational Development shall identify, train, and monitor community volunteer and police customer service testers. These testers will make phone calls throughout the Department, as well as in-person visits to front desks in service units throughout the Department to evaluate the level of customer service provided.

## VI. Cross References

SOP for Customer Service Standards and Testing

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

CHR:NMJ:jl