

AMEND GO-201-35

1. REQUEST FOR <input type="checkbox"/> LOCAL LOOKOUT <input type="checkbox"/> INTERSTATE TT <input type="checkbox"/> ADMINISTRATIVE TT <input type="checkbox"/> DETAIL (See Reverse)	2. TYPE <input type="checkbox"/> ORIGINAL <input type="checkbox"/> EXPEDITE <input type="checkbox"/> ADDITIONAL <input type="checkbox"/> CANCEL <input type="checkbox"/> CORRECTION <input type="checkbox"/> REPEAT <input type="checkbox"/> REPLY	3. COMPLAINT NUMBER	6. DATE OF REQUEST May 5, 2005
		4. UNIT NUMBER 727-4218	7. REQUESTING ELEMENT OCOP
		5. <input type="checkbox"/> NOT FOR THE PRESS	8. <input type="checkbox"/> FLASH TT REQUESTED

9. TO  
**THE FORCE**

10. NAME OF WANTED PERSON	11. WANTED BY	12. CHARGE
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13. COMPLAINANT=S NAME	14. COMPLAINANT=S ADDRESS
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15. DESCRIPTION OF WANTED PERSON OR MESSAGE

The purpose of this teletype is to remind personnel of the Customer Service Standards pertaining to telephone and voicemail. The standards are as follows:

Telephone Responsiveness: Main telephone lines must be answered within 3 rings. Callers should not reach voicemail during business hours.

Telephone Service Quality: Members are rated in four categories; Courtesy, Knowledge, Etiquette and Overall Impression.

Voicemail Responsiveness: Members must return calls within 24 hours or 1 business day of receipt.  
 \*This standard is a change to General Order GO-PER-201.35 (Customer Service Standards and Testing) and the corresponding Standard Operating Procedures for Customer Service Standards and Testing. This change will be incorporated into the appropriate order.

Voicemail Recording: Voicemail recordings must contain; employee name, title, organizational unit, number to dial for immediate assistance and that calls will be returned in 24 hours.  
 \*This standard is a change to General Order GO-PER-201.35 (Customer Service Standards and Testing) and the corresponding Standard Operating Procedures for Customer Service Standards and Testing. This change will be incorporated into the appropriate order.

Members are further reminded that quality control personnel supervised by the Mayor's Office perform External Customer Service Checks. A quarterly report is submitted to MPD that identifies personnel who were tested with an indication as to whether or not they were in compliance with standards.

SENDER-BADGE-ORG. ELM. Nola Joyce Chief Administrative Officer	AUTHORIZED BY-BADGE-ORG. ELM. EAC Michael J. Fitzgerald OEAC	BUREAU HEAD APPROVAL Charles H. Ramsey Chief of Police
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COMMUNICATIONS DIVISION USE ONLY	
REMARKS	DATE AND TIME
	FILE
	TELETYPE NUMBER TT#05-054-05

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