

DAYTON POLICE DEPARTMENT
GENERAL ORDER
CUSTOMER SERVICE STANDARDS



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REV. 3/18

POLICY STATEMENT

Every member of the Dayton Police Department must help nurture and maintain the support of the Dayton community. We provide a service to both the public and to our fellow members of all departments within the City of Dayton government. The quality of service that we provide to everyone we come into contact with will determine the level of community support we receive.

Every contact between a member of this department and the community, our own department and all other city departments will help determine the public perception of the Dayton Police Department. Every phone call, visit or request for service requires the highest standards of courtesy and respect.

Therefore, it is the policy of the Dayton Police Department that all contacts with the public, our own department and all other members of City of Dayton government whether by correspondence, over the phone, across the desk, or on the street, will be guided by professionalism and the basic principles of good manners.

I. TELEPHONE AND FACE-TO-FACE CONTACTS

Every member of the Dayton Police 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 communications skills.

- A. Personnel will use a customer-friendly telephone protocol:
 - 1. A standard greeting will be used when answering each call.
 - 2. Standard on-hold procedures.
 - 3. Standard transferring procedures.
 - 4. Standard end-call procedures for information and/or service requests.
- B. Members of the department will take personal responsibility for each call and request for service and information.
- C. All personnel or units with a singular phone number will record a standard greeting on outgoing voice mail messages.
- D. Activated voice mailboxes will be operational 24 hours a day, seven days a week. When inoperative, a request for unit service will be made to ITS within 24 hours.
- E. Phone calls will be returned within 24 hours except on Fridays or the day before a holiday or M-F personnel and 2-3 days for other personnel.
- F. All main service numbers will be staffed at all times during normal hours of operation.
- G. Members will promptly respond to in-person requests for information or service.
- H. Generally, handling in-person customer requests should be given preference over handling telephone customer requests. Exceptions should be made in the case of emergency calls.
- I. **Always take the initiative to anticipate other's needs.**



II. PROCEDURAL GUIDELINES

A. Telephone Procedures

1. All Dayton Police Department employees shall:
 - a. Use a standard greeting when answering the phone:
 1. "State name and name of unit."
 2. Ask, "How may I help you?"
 - b. Maintain a cordial demeanor and tone throughout all telephone interactions.
 - c. Not use speakerphone when speaking with a customer unless absolutely necessary.
 - d. Not chew food or gum when speaking with a customer.
 - e. Avoid secondary conversations with individuals other than the caller while the caller is on the phone.
 - f. Avoid using technical language or Police/City terminology when dealing with those who may be unfamiliar with it.
 - g. Take responsibility for each call even if it has been misdirected: either handle the request or provide the phone number and transfer the caller to the person who can handle their request.
 - h. Use standard on-hold procedures:
 1. Ask permission before putting a caller on hold or if you can, take their information and return their call.
 2. Revisit the caller every 1 minute if working on resolving the call to ask if the caller wants to continue holding.
 3. If the caller does not want to continue holding, take their phone number and call them back when their request is resolved
 - i. Use standard transfer procedures:
 1. Provide reference information (name and telephone number of the person to whom the call is being transferred) to the caller before transferring the call.
 2. Announce the call to the person to whom you are transferring the call.
 3. Confirm that the transfer was complete before disconnecting from the call.
 - j. Use standard end-call procedures for callers requesting services:
 1. Ask the caller, "May I help you with anything else?"
 2. End call by saying, "Thank you for calling."
 - k. If a service request cannot be immediately resolved, keep individuals informed of the progress of their requests in order to shape their expectations of the service they will receive.
 1. Provide a date for when information or service will be ready.
 2. Call the customer on that date and provide the requested information or service or provide a reason for the delay and new deadline.
- l. Politely refer customers to a supervisor if they are dissatisfied with the outcome of their request.



- m. All department members with voicemail will record a standard voice mailbox message:
 - 1. State name.
 - 2. State "Dayton Police Department" and the name of the unit to which you are assigned.
 - 3. Provide an alternate phone number if necessary in case of an emergency.
 - 4. In the case of an extended absence greeting, provide a return date.
- n. Ensure that voice mailboxes do not reach capacity and are consequently incapable of storing new messages.
 - 1. Regularly listen to and clear messages from the system.
 - 2. If there is a problem with the voice mail system, contact the ITS Helpdesk at 333-2748 immediately to report the problem.
- 2. Receptionists and desk personnel for main published phone numbers shall:
 - a. Answer the phone by the third ring. If on another line with a phone customer or speaking with a visitor when the phone rings say, "Excuse me one moment" and take the new call. Then unless the call is an emergency, take a name and phone number. Letting the caller know that they will be called back as quickly as possible.
 - b. Use a standard greeting when answering the phone.
 - 1. State name.
 - 2. State "Dayton Police Department" and the name of the unit to which you are assigned.
 - 3. Ask, "How may I help you?"

B. IN-PERSON PROCEDURES

- 1. All Dayton Police Department Employees shall:
 - a. When approached by a person in public under normal circumstances, respond with a prompt acknowledgement and greeting.
 - b. Ask, "How may I help you?" And if necessary, say "I'll be with you in a moment."
 - c. Maintain a cordial demeanor and tone throughout the in-person interaction.
 - d. Offer your full name and badge or ID number if appropriate.
 - e. Be accountable for every information and service request, even if it is misdirected.
 - 1. Ask for additional information when needed to appropriately respond to the request.
 - 2. If possible and appropriate, respond to the request if you are able to handle it immediately.
 - 3. Otherwise, provide a referral to another unit or city department for the requested service.
 - 4. If unable to resolve the request immediately, take a name and phone number in order to provide progress reports, or information about the request resolution.
 - 5. Re-contact the caller within 48 business hours to provide an update if not already resolved.
 - f. End the encounter by asking, "May I help you with anything else?"



2. Dayton Police Department receptionists and desk personnel will generally give preference to in-person requests for service over telephone requests.
 - a. If on the phone with a customer when another walks into the office, personnel meeting the customer should briefly excuse themselves from the call and let the visitor know that they'll be with them as soon as possible.
 - b. Unless the phone call is an emergency, DPD members should take the name and number of the caller and let them know that they will be called right back.
 - c. After attending to the visitor's request, DPD members should call back the telephone customer as soon as possible.
 - d. If the phone rings while personnel are handling the in-person request, they should excuse themselves to answer the phone. Unless the phone call is an emergency, they should take the name and telephone number of the caller and call back as soon as possible.

C. E-MAIL GUIDELINES

The goal of the City of Dayton is to create a consistent professional brand through creating correspondence that is standardized across the entire organization.

1. Email guidelines:

- Official font is Century Gothic
- Do not use ALL CAPS or other uncommon fonts
- Use standard font colors (black for normal text or blue for email replies)
- Do not use personal logos, wallpaper, color backgrounds, etc.
- Proofread and use spell check
- All original emails and replies will include the approved City of Dayton logo and signature block format.

2. Email replies:

- Receipt of a required or requested action should be acknowledged or responded to within one (1) business day
- Should not include personal tag lines, quotes, jokes, etc.
- No electronic business cards or Vcards
- When replying to group emails, do not reply all, only reply to appropriate persons in the email chain.

3. Email and Out-of-Office procedures:

When out of the office for an extended time an out-of-office reply must be set indicating expected return date, when a response should be expected and who to contact for immediate assistance.