

Procedural Directive

California State University
Northridge
University Police Department



To: All Sworn and Dispatch Personnel
From: Captain Scott VanScoy
Subject: Receiving Department Telephone Calls from the Dispatch Center
Directive Number: 2016-01
Date: April 13, 2016
Amends/Supersedes: Department Policy 07-S.O.-11, Section V, Subsection H

Objective: To provide clarification of a procedural change in the answering of telephone calls in dispatch, which was issued to sworn and dispatch personnel in March 2015 by Lieutenant Mark Benavidez via use of the department's RIMS messaging system. This procedure enhanced the department's customer service approach.

Procedures:

Calls received through the department's State 911 emergency phone line:

In accordance with the National Emergency Number Association (NENA) Standard Operating Procedures for 911 calls (to include the campus blue light and elevator emergency calls which come into the 911 trunk), dispatch operators are to answer the telephone stating, "University 911 (nine-one-one), please state your emergency." This is specified within department policy # 07-S.O.-11, Police Services Communications and has not changed.

Calls received through the department's business telephone lines (as specified within Department Policy 07-S.O.-11, Section V, Subsection H):

The police department's business line (818) 677-2111 or (x2111 from a campus phone) and five roll-over lines have been designed to help separate emergency from non-emergency calls for service.

The business line will be answered, "University Police, Operator (use operator's last name). How may I help you?" *Note: the operator is not to use their personally assigned 4-digit department ID number.*