

Recommendation Submission

CPC -This response is in reference to recommendation # __24-6__

CPC -Area Command _COC_

APD -Responsible SME: _____

APD -Date received _____

RECOMMENDATION (One (1) recommendation per submission.
Recommendation/Reasoning must be 500 words or less for submission):

Institute Emergency Communications Policy to Demonstrate Personal Concern

The CPC Council of Chairs would like to make a recommendation to the Council of Chairs for APD institute more training for ECC operators to demonstrate more personal concern to the callers.

We realize that during EC calls, the 5-w's/ 1h (who, what, when, where, why, how) must be emphasized to get accurate and simple real time information to officers, we also realize the burden that operators face with the personnel shortfall, but it has come to the attention of the Council of Chairs that too many callers have been left cold by contact with emergency communications.

This is not merely a matter of hurt feelings, and good call center communications is one of the most important links in the law enforcement chain, and an informal review of residents who have made calls reveals that all-too-often, they did not have a good experience, and say "I will never call emergency operations again." This is not, in the opinion of the sponsor of this recommendation, a majority occurrence, but it does happen enough, especially with relatively new operators (he asks for their badge numbers, and notices it with higher badge numbers).

Possibly an early edition to the script, something to the effect of, "I am going to quickly take all of the pertinent information to rapidly relay it to officers, then we will have a conversation." Would go a long way.

We feel that encouraging, open, unguarded 2-way communication is going to be helpful to APD.