


POLICY 111.4	STATION REPORT	
	REVISED: 5/98, 12/13, 04/17, 11/17	RELATED POLICIES: <u>405.0</u>
	CFA STANDARDS:	REVIEWED: AS NEEDED

A. ASSIGNMENTS AND PROCEDURES

1. Staffing
 - a. Station Report will be manned on a 7-day schedule with a minimum of one employee on Shift I and one employee on Shift II.
 - b. Station Report will be managed by the station report Sergeant. The Sergeant’s chain of command will be the District 3 Commander or designee.
 - c. The Station Report Sergeant will be responsible for staffing. Staffing will be augmented with employees from the Patrol Division as needed. The district and shifts will provide staffing on a weekly rotation.
 - d. Attempts will be made to keep light-duty employees on their normal shift, but it may become necessary to change shift or days off to meet the needs of the Department. Days off will be set to meet the needs of the Department and to ensure proper scheduling.
 - e. Any assignment to station report will be coordinated with the Station Report Sergeant to insure proper scheduling of hours and days off.

2. Procedure
 - a. Employees assigned will work at the desks available in the Station Report lobby area.
 - b. Station Report employees will immediately notify the Station Report Sergeant upon reporting for duty.
 - c. When a Station Report employee is going to be absent from his/her assigned station, the Station Report Sergeant will be notified prior to leaving and upon their return. All breaks and lunch will be taken within the confines of the building. Lunch breaks will be taken during the shift and not at the end.
 - d. Requests for leave time (i.e. vacation, comp time or sick leave) will be directed to the Station Report Sergeant. No overtime will be worked in Station Report without prior approval.

3. Reports

- a. Station Report employees will handle both phone reports and walk-ins. A police unit will be dispatched for any confrontational situations in the lobby and should not be handled by an employee on light-duty.
- b. The lobby reception booth will notify the employees assigned to Station Report by phone or the Lobby Central database of a walk-in requesting assistance. The employee will meet individuals in the main lobby and escort them to one of the assigned desks
- c. When an appropriate call is received by dispatch they will notify the Station Report employee in the lobby office by radio with sufficient information to enable the employee to call the reporting person back and take the report. Upon completion of the report, the Station Report employee will notify dispatch when the report is completed and obtain information on the next individual awaiting assistance.
- d. All reports will be submitted to the appropriate district and shift based upon incident location. Sergeants from each shift and district will review the submitted reports for their district prior to the end of the shift.
- e. The Station Report Sergeant will ensure that calls handled by employees assigned to Station Report are entered into the Lobby Central database by personnel in the lobby reception booth.

4. Dress

- a. Attire will be the police uniform or clothing appropriate for a business office, if on administrative or light duty.
- b. No jeans, shorts or T-shirts are to be worn.