



 PROVIDENCE POLICE DEPARTMENT
 HEADQUARTERS
 COLONEL
 WHAT CHEER
 COMMANDER HUGH T. CLEMENTS, JR.
 ACTING CHIEF OF POLICE
 PROVIDENCE POLICE

TYPE OF ORDER	NUMBER/SERIES	ISSUE DATE	EFFECTIVE DATE
Memorandum	#21 Series 2011	08-02-2011	08-07-2011
SUBJECT TITLE		PREVIOUSLY ISSUED DATES	
Switchboard Elimination			
REFERENCE		RE-EVALUATION DATE	
SUBJECT AREA		DISTRIBUTION	
Telephone Operations		All Personnel	

Switchboard activities have been transferred to complaint desk operators; accordingly, so as not to interfere with emergency calls, it is imperative we reduce the burden on complaint desk operators by not dialing "0" and using the operator as a sort of telephone directory. Instead, an updated telephone directory is maintained in a folder in the shared directory. Go to My Computer → Shared on Ppd-ntsrv-1 (S:) → Telephone Directory, then click on the Adobe-formatted file entitled *Telephone Extensions Directory*.

In addition, it is no longer necessary to dial the operator and ask for an outside line to dial long-distance. Instead, long-distance numbers can be dialed directly from any telephone within headquarters by dialing "9" first, then the long-distance telephone number.

Personnel are reminded that long-distance usage is carefully monitored; long-distance telephone calls must be work-related; and violators are subject to disciplinary action.

APPROVED:

STEVEN M. PARÉ
 COMMISSIONER
 DEPARTMENT OF PUBLIC SAFETY

APPROVED:

HUGH T. CLEMENTS, JR.
 COMMANDER
 ACTING CHIEF OF POLICE