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**Telephone Courtesy**  
(Re-issue DB 17-059)

San Francisco Police Department sworn and non-sworn members are reminded that they shall be courteous at all times.

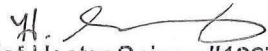
Often the public's first contact with the Department is by telephone. When answering the phone, members shall identify their unit, station or bureau, and give their rank and name. Members shall then inquire how they may be of service.

**Examples:**

"Northern Station, Clerk Jones, how may I assist you?"

"Tactical Division, Officer Smith, how may I help you?"

**Reference:** DGO 2.01 General Rules of Conduct

  
Assistant Chief Hector Sainez #1667

*for*  
**WILLIAM SCOTT**  
Chief of Police