



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4230	Date Issued: June 1, 1996
Section: 4200 – Officer Safety	Date Revised: March 14, 2022
SUBJECT: IN-PROGRESS CALLS FOR SERVICE	
APPROVED: <signed copy on file>	_____
	Chairperson, Law Enforcement Users Subcommittee
APPROVED: <signed copy on file>	_____
	Amethyst Uchida, General Manager

1.0 Purpose

Dispatchers must correctly prioritize in-progress calls for service in accordance with Procedure No. 4701.80 (Creating and Dispatching First Priority Calls for Service) before dispatching officers.

2.0 Procedure

2.1. Dispatchers will dispatch high priority, in-progress calls for service as soon as the location and nature of the incident are known, followed by the term “further to follow”, indicating that additional information is being obtained while the dispatch is occurring. Broadcast additional details of calls as the details are obtained.

2.2. The best rule of thumb when determining if more than one officer should be dispatched to a call is if there is a possibility that officers and/or citizens could be injured. If the possibility exists, dispatchers will send a cover unit. Typical calls requiring two officers include, but are not limited to:

- ◆ In-progress felonies
- ◆ Prowlers
- ◆ Domestic disputes
- ◆ Fights
- ◆ Silent Alarms
- ◆ Felony car stops
- ◆ Wanted persons
- ◆ Searches - persons, vehicles, buildings

- ◆ Persons under the influence
- 2.3. A field training officer with a patrol officer trainee will be considered a one (1) officer unit.
- 2.3.1. A patrol officer with a reserve officer is considered a two (2) officer unit. If there are suspects and/or vehicles leaving the scene, dispatchers should dispatch a cover unit to assist the officer with a reserve officer.
- 3.0 When callers can provide additional information regarding incidents, dispatchers should keep callers on the phone. This gives dispatchers the opportunity to obtain additional information from callers that can be relayed to the responding units.
- 3.1. Examples of additional information that should be relayed to responding units include, but are not limited to:
- ◆ Any suspect information.
 - Description
 - Number of suspects and their locations
 - Weapons used
 - Direction of travel
 - Mode of transportation (on foot or in a vehicle)
 - ◆ Any vehicle information.
 - Description
 - Direction of travel
- 4.0 For prowler, burglary, or other similar incidents, dispatchers will find out if callers are alone. If not, dispatchers will tell callers to keep other people inside the house or building. Dispatchers should ask callers if they have a weapon and, if they do, tell them to put the weapon away and stay inside. (We do not want callers to shoot an officer accidentally.) Responding units will be advised that the caller is armed.
- 4.1. Dispatchers should advise callers when the responding officers arrive on the scene. Dispatchers will keep callers on the phone until an officer contacts the caller.