



**COMMUNICATIONS OPERATIONS  
LAW ENFORCEMENT POLICY**

<b>Policy No.</b>	<b>4270</b>	<b>Date Issued:</b>	<b>June 1, 1996</b>
<b>Section:</b>	<b>4200 – Officer Safety</b>	<b>Date Revised:</b>	<b>February 13, 2023</b>
<b>SUBJECT: FIRE AND EMERGENCY MEDICAL SERVICE REQUESTS FOR ASSISTANCE</b>			
<b>APPROVED:</b>	<u>&lt;signed copy on file&gt;</u> Chairperson, Law Enforcement Users Subcommittee		
<b>APPROVED:</b>	<u>&lt;signed copy on file&gt;</u> Amethyst Uchida, General Manager		

**1.0 Policy**

1.1 Fire and EMS personnel may request law enforcement assistance for two reasons:

- To report a potential crime or suspicious circumstances, i.e.; the discovery of illegal drugs, a person under the influence of drugs or alcohol, or a victim of a persons crime.
- To protect themselves from an immediate threat to their personal safety, i.e.; shots fired, an ongoing assault or an uncooperative and/or threatening person.

**2.0 Procedure**

2.1 When Fire and EMS personnel request law enforcement assistance, dispatchers will immediately try to determine the type of assistance required (see Sections 1.1 and 1.2 above), including the response code (code 2 or 3), and create a detail in CAD (or update an existing CAD IR) . If the detail is for assistance related to the discovery of criminal activity, the Type Code ‘AOD’ or ‘AOD’ should be used with the appropriate Priority Code assigned. If the detail is for assistance related to an immediate threat to Fire or EMS personnel, the Type Code ‘C3’ should be used.

- 2.2 In both types of requests, dispatchers should keep responding law units advised of any updates or changes to the situation.
- 2.3 Dispatchers will assign the nearest unit and cover unit not committed to a priority details.
  - 2.3.1 Dispatchers will specify the type of assistance requested, response code (code 2 or 3), if known, requesting unit, and location.
  - 2.3.2 After the cover unit acknowledges, dispatchers will provide additional information regarding circumstances and status of the requesting unit.
  - 2.3.3 Dispatchers will notify patrol supervisors of the request for assistance and the assigned units' response code.
- 2.4 After responding units advise they are en route, dispatchers will provide additional information regarding circumstances and status of the requesting unit.