
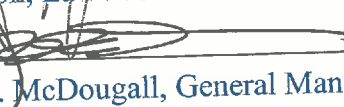




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 Emergency Communications Center  
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**COMMUNICATIONS OPERATIONS  
 LAW ENFORCEMENT POLICY**

<b>Policy No.</b> 4350	Date Issued: June 1, 1996
Section: 4300 -- Radio Procedures	Date Revised: January 10, 2005
Accreditation Standards: None	
<b>SUBJECT: ASSIGNING CALLS FOR SERVICE</b>	
APPROVED:	 _____ Chairperson, Law Enforcement Users Subcommittee
APPROVED:	 _____ Michael J. McDougall, General Manager

In general, calls for service are assigned to the appropriate beat unit.

Exceptions:

- ◆ Cover requested by the beat unit. As outlined in Policy No. 4210 (Cover Units), requests for cover are assigned to the nearest available unit(s).
- ◆ Circumstances prohibiting the beat unit's response. These may include other priority details, subjects in custody, officer safety risks, court, mechanical or access problems, inability to contact via radio or phone, etc.
- ◆ Roving units, where applicable. Roving units are assigned details in their areas as determined by local procedures. Roving units may volunteer to take details from regular beat units.
- ◆ Desk Officers, where applicable. Desk Officers should be assigned details that can be handled by telephone and assigned to talk to citizens that phone for general law enforcement information.
- ◆ Community Service Officers, or other such support personnel, where applicable. In general, CSO's should be assigned third priority details not involving

injury or suspect information. Some CSO's also perform Animal Control duties.

- ◆ Assignments determined by the patrol supervisor. The patrol supervisor may re-assign details and patrol units at his/her discretion.

Dispatch emergency and priority details immediately. If the beat unit is currently on an assignment, give the detail to another appropriate, available unit. Prioritization of details rests with dispatch and details may be reprioritized by the patrol supervisor. If a beat unit is reassigned to a higher priority detail and leaves his/her original detail unfinished, the dispatch incident for the original detail will remain open. Circumstances may dictate that the beat unit is unable to return to finish the detail; in those cases the detail may require assignment to another unit or later shift.

If all units are committed, dispatch emergency details to "any available unit" and notify the patrol supervisor.

When a citizen requests a phone call regarding an incident, assign the detail to the jurisdiction and patrol unit as determined by the location of the incident, not the location of the calling party.

During the last 30 minutes of an officer's tour of duty, third priority calls can be held for an oncoming officer, with the patrol supervisor's approval.

In any case where a question arises in the mind of the dispatcher concerning when and whom to dispatch, the dispatcher can always request assistance from the patrol supervisor.

The patrol supervisor has the ultimate responsibility for efficient utilization of available patrol resources.

### **Pending Details**

In the event a beat unit is currently on assignment and a non-emergency, low priority detail is received, advise the unit or the patrol supervisor of the pending detail as appropriate. Note the time the unit or patrol supervisor was notified of the pending detail on the dispatch incident.

In cases where pending details are mounting in a certain beat, or in several beats, notify the patrol supervisor. The patrol supervisor may reassign other patrol units or enact interim procedures until the mounting details are alleviated.

### **Patrol Shift Overlaps**

During shift overlaps, the oncoming shift units -- once clear of briefing and advised in service -- become the primary beat units. The off-going units become secondary units. Assign calls for service to the primary beat unit and assign the secondary unit as the cover unit, when a detail requires a cover unit. If there is a second detail in a beat that has a secondary unit available, assign the secondary unit to the second detail.

### **Dispatching Units from the Communications Facility or by Telephone**

Whenever a dispatcher assigns a call for service to a patrol unit present in the communications facility, by telephone, or some other method that does not require a radio broadcast, the dispatched unit will advise the patrol supervisor of the detail as appropriate.

Calls for service which the dispatcher can identify as potentially hazardous for the responding unit will be broadcast over the dispatch radio frequency.

### **Code Three Assignments**

Dispatchers will not assign patrol units to respond code three. By following established policies and procedures, you will provide patrol units sufficient information for them to determine their appropriate response mode. Inform patrol units of code three response requests (for example, code three cover requests from other patrol units or agencies) and of other code three responses (for example, ambulance is rolling code three).

Notify the patrol supervisor any time a patrol unit advises s/he is responding code three.