This article contains the following sections:

24.1 Policy

24.2 Calls for Service

24.3 Primary and Secondary Units

24.1 Policy

Members of the department shall respond to all calls for service in an efficient and competent manner.

24.2 Calls for Service 10 Series

24.2.1 The Police Communications Officer (PCO) shall be responsible for providing as much information as is available to officers responding to calls.

a. The PCO shall give the following information after announcing the officer's call sign followed by the officer's acknowledgement:

   (1) Location and origin of call.
   (2) Complainant's name.
   (3) Nature of call.
   (4) Designated back-up units as applicable.

b. Police officers responding to calls shall:

   (1) Acknowledge receipt of call to the PCO.
   (2) Respond to the area of the call. If mobile, officers shall observe all rules of traffic safety.
(3) Acknowledge on-the-scene arrival to the PCO in non-emergency situations. In emergency situations, officers shall use discretion as described in Section 24.3a.

(4) Be alert for suspect/suspicious persons leaving the area in calls involving criminal activity.

(5) Take whatever police action is necessary to neutralize the call.

(6) Advise the Communications Room of the status of the call, e.g., abated, no police action required, gone on arrival, etc.

(7) Initiate all applicable police report(s).

(8) Request a police complaint number and advise the PCO what actions are to be taken.

(9) Advise the PCO of the time you clear the call.

(10) Log the call time, complaint number and pertinent information on the blotter and journal.

(11) Complete the reports as applicable and submit them to the Shift Commander as soon as possible.

(12) Return to the normal patrol functions.

24.2.2 Calls for Service Involving Criminal Activity

Emergency classification shall be given to those requests for police service which report a felony in progress, a misdemeanor in progress where the violator is armed and all other requests alleging an immediate threat to the safety of persons. Examples of emergency calls are:

a. Burglary in progress,

b. Criminal assault in progress,

c. Robbery in progress,

d. Man with a gun,

e. Officer in trouble, and
f. Any other assignment that is deemed an emergency by the dispatcher.

24.3 Primary and Secondary Units

a. Members responding to calls for service assigned by the Control Room Dispatcher shall advise the Dispatcher when they arrive on the scene by stating "on the scene." In emergency situations members shall use discretion to determine whether the seriousness of the incident outweighs the opportunity to advise the dispatcher of their arrival on the scene.

b. Units selected to respond to emergency assignments shall be designated as primary or secondary response units by the dispatcher and shall respond according to the following procedures:

(1) Primary units shall respond directly to the reported location of the call for service by the most direct route, using appropriate emergency warning devices to assist in a safe and swift response to the reported emergency.

(2) Secondary units shall:

(a) Respond to the area of the assignment at normal rates of speed without using emergency warning devices, observing all traffic regulations.

(b) Establish a perimeter patrol at least one to two blocks from the location of the assignment for the purpose of apprehending escaping law violators and providing support for primary units in the event the incident escalates beyond their capability.

c. No unit shall respond as a primary or secondary unit unless approved by the Control Room.

(1) All department units in the immediate vicinity of a call-for-assistance, shall notify the Control Room of their unit number and location when requesting the assignment and be governed by the instructions dispatched by the Control Room.

(2) It shall be the responsibility of the first officer on the scene to advise the Control Room if additional assistance is needed or when no further assistance is necessary.

d. Units selected to respond as secondary units shall respond to the perimeter of the call-for-service by the most direct route, complying with the traffic regulations and shall not use emergency warning devices.