



Ripon Police Department Written Directive System



Department Order: # 316-01

Effective Date: September 24, 2010

Index as: Communications Center Call Taking
 Officer Response to Calls for Service
 Number of Officers Responding to In-Progress/Cold Calls

Internal Review: Annual

COMMUNICATIONS CENTER CALL TAKING

I. **PURPOSE AND SCOPE:**

This procedure establishes guidelines for communications between field personnel and the communications center as well as procedures for handling calls from victims, witnesses, or other callers requesting information or services.

II. **PROCEDURE:**

The communication center is a 24 hour single point of contact for victims, witnesses, or other callers requesting information or services. In talking to callers, communications personnel must obtain necessary information to judge the characteristics of the call to determine whether emergency, non-emergency, or specific information is requested. If specific information is requested i.e. victim/witness, the appropriate assistance should be provided or the caller should be referred to other organizations in the area.

When communications personnel receive a call from a person reporting a crime, or requesting help or assistance, they will pursue a line of questioning to determine who, where, what, when, why and how. Based on the information provided, the call taker will determine the validity, nature, and confirm the automatic priority of the call. Call priority serves as a general guideline for the level of response. The level of response should be based on officer safety, known weapons, and threat or potential threat to life or property. Communications personnel will then determine if the call is to be dispatch or if the caller

needs to be referred to another service provider. Communications personnel will manually change the automatic call type priority depending on the severity of the situation.

(a) If the call is to be dispatched; the call taker will determine the incident type and confirm or change the automatic priority based upon the call type, the threat or potential threat to life and/or property; and the time lapse. This call type will determine emergency response or standard response. The call taker will enter a call for service into the RMS/CAD system, and will update the call with subsequent and relevant information as may be required. Dispatch will advise a caller if an officer will be dispatched to the scene and whether the response will be delayed. Dispatch will update the reporting party via telephone if the response will be significantly delayed for any reason.

(b) If the call is not required to be dispatched; the call taker will determine what information or assistance is being requested and refer the caller to the appropriate person, city department or outside agency to assist them.

III. DEPARTMENTAL RESOURCES:

The Ripon Police Department's Communication Center personnel have immediate access to the following departmental resources:

- (a) Officer in charge; either in person, by telephone, mobile, or police radio.
- (b) RMS/CAD roster for all personnel.
- (c) Residential telephone numbers of all department employees.
- (d) Visual maps detailing Ripon Police Department's service area.
- (e) RMS/CAD Officer status indicator
- (f) Written procedures and telephone numbers for procuring emergency and necessary external services through the use of the Ripon Police Department's emergency procedures.
- (g) Tactical dispatching plans.

IV. CLETS/NCIC ACCESS:

The Ripon Police Department subscribes to the California Law Enforcement Telecommunications System (CLETS) and the National Crime Information Center (NCIC) systems. All Department members will adhere to the operating policies, practices, and procedures provided in the CLETS and NCIC manuals and the CLETS policies, practices, and procedures manual.

V. PURPOSE AND SCOPE:

This procedure establishes guidelines for radio communications with field units.

VI. PROCEDURE:

To ensure employee safety and efficiency, on duty officers, non-sworn patrol staff, and patrol volunteers will be in constant radio contact with communication personnel. This informs department members of an employee's status, location and the status of any incident to which he/she is responding.

The Ripon Police Department has assigned radio identification numbers, and identifying call signs. For example officers call signs begin with the letter "B" followed by the officers assigned identification number. During your radio transmission, with the exception of certain tactical situations, employees must identify themselves with their radio identification number. Refer to the Ripon Police Department's policies and procedures section 802.4 for further information and details.

The RMS/CAD system is used to track an employee's status and maintains a permanent record of the information passed between employees and the communications center. Communications personnel will record a units change in status they will also record any pertinent information relayed with the communication center or between field units.

On calls that are of high priority, are in progress, or involve violence or potential violence, communications personnel will send a minimum of two patrol units for the initial response. They will also send one or more backup units to the location of the incident in addition to the primary responders if necessary. If no cover unit is available communications personnel will notify the watch commander. All RMS/CAD event types have been designated priority 1, 2, or 3. The circumstances of the event determine the initial response and the number of backup units to be dispatched. Communications personnel will consider several factors in determining the response:

- The number of officers in the initial response;
- the number of suspects or persons involved in the incident;
- how far away the officers backup unit is from the incident;
- officer safety;
- the threat or potential threat to life or property; and
- the availability of units to handle other emergencies.

When an officer initiates a traffic stop the officer must notify communications of the vehicle license number, the vehicle description, and the location of the stop. When an officer makes a traffic stop with unusual circumstances exist, the officer should include the direction of travel, number of occupants, and any other pertinent information. If exigent circumstances exist, communications personnel will start an additional unit.

In general, communications personnel will conduct a radio "welfare check" or "status check" on field personnel in predetermined time increments if there have not been any communications from the employee(s) to indicate they are "code 4". The following are guidelines to be used:

Traffic Stops:

- Until employee is code 4:
- After employee is code 4:



Calls for service/and or Officer initiated incidents:

- Until employee is code 4:
- After employee is code 4:



Additional checks:

- Field unit who is 10-8:



If the employee does not reply, communications personnel will continue to attempt raising the officer on the radio. They will then utilize emergency alert tone to attempt to raise the employee. Communications personnel will immediately send the closest available patrol unit and start other units towards an employee's last known location. Communications personnel will also notify responding officers of the employee's RIMS Mapping location per the map if different than last given location. The level of response is determined by the circumstances in which the officer was involved. Communications personnel will continue to call the officer until the second unit arrives. Communications personnel will use all resources available including pagers, cellular telephones, additional radio frequencies, and/or utilizing alert tones to attempt to contact the unresponsive employee. Communications personnel will also notify the supervisor if the employee cannot be raised.

Calls will be assigned based on priority, location and beat officer availability. Priority one and two events will be dispatched immediately. If all patrol units are unavailable, the watch commander will be notified. Priority three events will be dispatched to the assigned beat officer or community services officer. If the beat officer is unavailable and the incident is pending for an unreasonable amount of time, communications personnel can dispatch "out of beat" utilizing the following guidelines:

- Prior workload: picking unit who has had fewer calls, in particular, the fewer reports;
- Distance: take the adjoining beat with the least distance to travel.

The watch commander should be advised of the status of calls pending periodically during the shift and at the end of the shift. Communications personnel will notify units immediately of priority calls. Communications personnel will notify the watch commander of non-priority calls held for an unreasonable amount of time. They will also notify the watch commander of any non-priority calls pending longer than one hour. Communications personnel will make a text entry on incidents held indicating watch commander has been notified and any instructions that communications personnel may have been given regarding call.

In the event a citizen request to cancel the call for service, prior to the arrival of the officer on the scene, communications personnel will advise an officer to cancel the response. Communications personnel will clear the officer and close a call with the appropriate disposition code. Communications personnel will not cancel complaints involving domestic violence, violence or potential violence. Officers will respond to these calls to check the caller's welfare.

Communications personnel will notify the watch commander in the event of a critical incident or felony in progress. They will also notify police/fire administration in the event of a critical incident. Although the ultimate responsibility of notifying administration lies with the watch commander, communications personnel will assist the watch commander by providing assistance with notification upon request. Communications personnel will comply with Ripon Police Department policy 802.

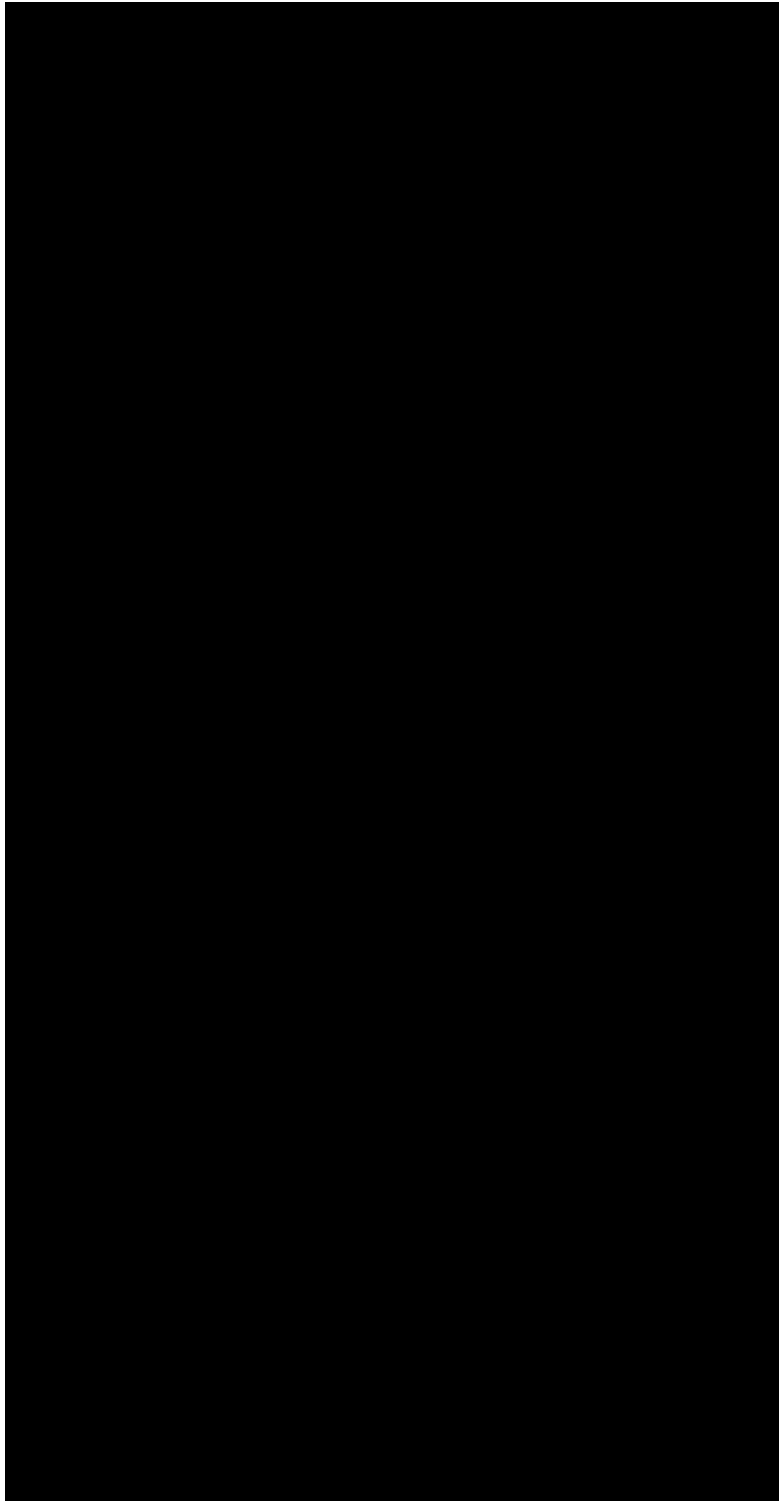
VII. ADDITIONAL RESPONSIBILITIES:

While an officers meal break is not guaranteed or a right, every attempt will be made to allow officers to have one uninterrupted meal break. This meal break must have prior authorization through the communication center. The communications center may decline an officer's request for a meal break when the following circumstances exist:

- A lack of additional patrol coverage.
- When calls for service are pending.
- Any exigent circumstances may exist.

At the request of the on-duty supervisor or watch commander and upon the completion of departmental approved training the communication center will also be tasked with the obligation to set up parameters for the field units during emergency situations. The situations include but are not limited to crimes in progress, vehicle pursuits, foot pursuits, and any other circumstance that may arise.

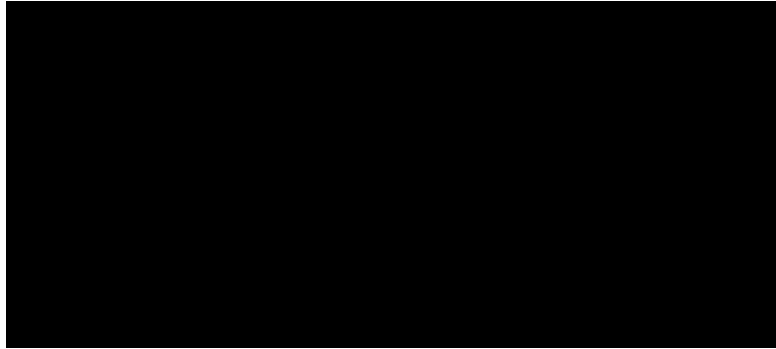
INCIDENT TYPES REQUIRING FILL UNITS



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By the order of:

Signature of Agency Authority/Title