90-012 Station Desk Procedure/Delayed Response Policy

Los Angeles County Sheriff's Department

FIELD OPERATIONS DIRECTIVE

Field Operations Support Services

When the immediate deployment of field units cannot be accomplished, the situation shall be referred to as a Delayed Response Call.

The Delayed Response Policy is designed to accomplish two basic objectives:

1. To ensure that units use proper procedures to document the times they acknowledge, go en route, arrive (10/97) and complete (10/98) their calls so that accurate response times can be logged.
2. To provide prompt service and better communication with the citizens we serve.

DELAYED RESPONSE POLICY

The Delayed Response Policy (DRP) requires involvement of desk personnel, dispatchers, and watch commanders. All unit commanders are responsible for established emergent and routine response time limits deemed appropriate by the Department.

Emergent Calls for Service (10 minutes): should a unit not be dispatched or is unable to arrive at the scene of an emergent call within this specified time, the dispatcher shall look for an alternative response. The watch deputy/dispatcher shall advise the watch sergeant and watch commander if an alternative response is not available.

Routine (Non-Emergent) Calls for Service (60 minutes): when dealing with "Routine Calls for Service," if units have not been dispatched or are unable to arrive within the specified time, the informant shall be contacted and advised of the delay. The watch deputy/dispatcher shall consult with the watch sergeant in finding a reasonable resolution to the problem.

Priority Calls for Service (20 minutes): these type of calls have the same delayed response reporting guidelines as Routine Calls for Service. Priority Calls for Service shall be dispatched and handled prior to Routine Calls for Service.

On all calls exceeding the DRP time limit, the comment "Informant Advised of Delay" (IAD) will be entered into the "remark" field of the Incident Entry Format. If desk personnel add this comment at a later time by using the "CHG" function, a time event segment will be automatically added to the Incident Details (history of the call). Incident Details will indicate the time and the employee number of the person who typed in the comment.

When a call is sent to the dispatcher without the IAD comment and the dispatcher realizes that the response will exceed the DRP, the dispatcher may choose to add the comment and explain the particular

action taken on a call by adding comments to the "Assign" and "Hold" commands. These comments become a part of the Incident and Unit Details. The Incident and Unit Details will reflect the time and the employee number of the dispatcher who added the comments. The dispatcher may also add comments (explaining the specific reason for the response delay, i.e., units in courts, a burglary containment, heavy traffic, etc.) to the "remark" field of the Incident Entry Format using the "CHG" function. These comments will automatically add a time event segment to the Incident Details, indicating the time and employee number of the dispatcher who added the comment.

Assignment of Calls

Calls are to be assigned by unit RD jurisdiction and availability. As the MDT dispatch buffer holds only six "calls" and "observations," it is recommended that the dispatcher assign a maximum of four calls to a unit at one time. This will allow for space in the MDT dispatch buffer to receive an "emergency" or "priority" call and also allow buffer space for field personnel to generate an "observation" incident.

NOTE: The call restrictions currently imposed for the MDT will be vacated for units with a full complement of MDC-equipped vehicles. There is no longer a buffer limitation.

1. Calls are not to be held or "stacked" for training cars.
2. If a problem arises, desk personnel should consult with a watch sergeant before compromising area integrity.

Responsibilities of Concerned Station Personnel

Early Morning Shift Watch Commander

As practical, review the station's previous day's incidents using the CAD terminal installed in the Watch Commander's office. As the system does not print a "station log," it will be necessary to review response times by reviewing Incident Records or Incident Details.

All shift watch commanders and watch sergeants have CAD terminals in their offices. They can review calls which have not yet been assigned (waiting incidents), calls already assigned, and calls that are completed to ensure that the DRP is being implemented. Watch commanders and watch sergeants can also review Unit Status for all units. Unit Status indicates how many calls and observations a unit has been assigned and the status on each incident.

If necessary, watch commanders and watch sergeants shall determine why the response time went over the DRP and the reason why the informant was not contacted.

Watch Deputy/Dispatcher

Implement the DRP by monitoring the response times of all calls. Assign the complaint deputy to notify an informant if a delay is expected.

Handling Unit

Immediately notify the dispatcher if unable to arrive at the assigned call within the prescribed time

frame.

CLARIFICATION AND COMMENT

The DRP is not intended to serve as a mandate requiring the specific time that units must arrive at an emergency or a routine call if it is unreasonable or unsafe to do so. Units are, however, required to advise the desk in the event that they are extended beyond what is considered normal for that station's area of responsibility.

The desk will then contact the informant, when possible, advise of the delay, and log the notification in the "remark" field of the Incident Entry Format by typing in "informant advised of delay" or "IAD." These comments are added to the Incident Entry Format using the "CHG" function.

When it is obviously busy, desk personnel shall advise the informant at the time of the original call that the response is going to be extended and type "IAD" in the "remark" field of the Incident Entry Format. Desk personnel should not advise the informant that a car will be "right there" when the units are behind in calls or tied up on an investigation, containment, etc.

The rule is not designed to hinder a deputy's ability to solve problems or handle situations to their proper conclusions. Rather, it is intended to set realistic expectations and monitor the collection of accurate response time data.

The system requires that assigned units (handling and assisting) acknowledge, go en route, 10/97 and 10/98 using the MDT. If a unit elects to respond to a call but is not specifically assigned, the unit must “AS” the call through the MDT or MDC to be assigned as an assisting unit for the call.