

Unit Orders 21-25

- **LCS Unit Order 21**

LANCASTER STATION

UNIT ORDER # 21

APPROVAL TO LEAVE ASSIGNED PATROL AREA

PURPOSE:

The purpose of this order is to establish protocol for patrol personnel, who may need to leave their assigned patrol area or who make an arrest outside their assigned patrol area.

ORDER:

Patrol personnel are assigned a specific patrol area which includes the city of Lancaster, Quartz Hill-Antelope Acres, or Lake Los Angeles. Personnel are expected to patrol and respond to calls for service in their assigned area. Should personnel need to leave their assigned area, they shall first make a request to their field supervisor who shall evaluate the request, then approve or deny the request. This does not include emergencies or life threatening situations.

In situations where the area car is unavailable, the dispatcher may assign a patrol unit to provide coverage, or respond to calls for service, in that area, but must first obtain the concurrence of the watch deputy and the watch sergeant.

While it is not the intent to discourage the aggressive pursuit of law violators, good management of field resources dictate our focus be in our assigned patrol area. If a patrol unit must leave their assigned patrol area, they shall return to the area as soon as possible.

• **LCS Unit Order 22**

LANCASTER STATION

UNIT ORDER # 22

FIELD UNIT RESPONSE TO CALLS FOR SERVICE

PURPOSE:

The purpose of this order is to delineate the specific duties and responsibilities of field personnel responding to calls for service.

When calls for service are received at the desk, they shall be received and dispatched in accordance to FOD 90-12.

ORDER:

FIELD PATROL UNIT RESPONSIBILITY:

Once a field unit receives a call for service via the desk or through the Sheriff's Communication Center dispatch, they shall respond to the call without delay. Exceptions to this are as follows:

- A higher priority call is dispatched to you
- You have the shortest ETA to an authorized Code-3 call for service
- A Sheriff's patrol unit has requested back-up and you are in close proximity
- Any 997, 998, or 999
- Any field unit observation activity (i.e., running license plates, traffic stops, and pedestrian stops) shall be curtailed, unless the suspicious activity is deemed to be criminal in nature and your direct intervention is necessary in order to preserve life or property.

These orders were established for the handling of service requests (call for service) when the immediate deployment of field units cannot be accomplished due to unforeseen field activity (i.e., containment, active vehicle/foot pursuit, numerous emergent / priority calls for service). These policies are still in effect and desk personnel shall adhere to them.

DELAYED RESPONSE CALLS

The Dispatcher is responsible for monitoring field units. The Dispatcher shall either reassign a call if the field unit is busy, or call the informant and advise of a delayed response. If there is a specific reason for the delay, the dispatcher will document a detailed explanation in the narrative of the call (i.e., units in court, burglary containment, heavy traffic, shift change, etc.). The acronym (IAD) will be utilized to document when an informant has been advised of a delayed response time. These comments will be placed in the "remark" field of the incident details either utilizing the Incident entry format, or the "CHG" function. The incident and unit details will reflect the time and employee number of the dispatcher who added the comments.

Any significant delays (responses that take over 60 minutes) for routine police services, as well as any delay in assigning an emergency or priority call (emergency responses over 10 minutes and priority over 20 minutes), shall result in the watch sergeant being notified as soon as possible. As stated above, a detailed explanation shall be placed in the "Incident Details" of the concerned call. The watch commander will determine the need to hold units over, or assign units to calls which will likely require overtime. The procedures for recording remarks on calls can be obtained from the MDCS guidebook located on the bookshelf adjacent to the Watch Deputy's desk. Excerpts of (FOD 90-12 policies) as they relate to delayed responses are outlined below.

DELAYED RESPONSE POLICY (FOD 90-12)

The Delayed Response Policy (D.R.P.) requires involvement of desk personnel, dispatchers and watch commanders. All unit commanders are responsible for establishing emergent and routine response time limits deemed appropriate by the department:

A. Emergent Calls for Service: should a unit not be dispatched, or arrive at the scene of an emergent call within the 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.

B. Routine (Non-Emergent) Calls for Service: 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.

C. Priority Calls for Service: these calls have the same response time limits and delayed response reporting guidelines as routine calls for service. Priority calls for service shall be dispatched and handled prior to routine calls for service.

D. 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 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 employee number of the person who entered in the comment.

E. When a call is sent to the dispatcher without an IAD comment and the dispatcher realizes 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.

FIELD SERGEANT RESPONSIBILITY:

It shall be the responsibility of the assigned area field sergeant to monitor field unit activities to ensure adherence to this order.

• LCS Unit Order 23

LANCASTER STATION

UNIT ORDER # 23

TELEPHONE PROCEDURES

Lancaster station personnel shall handle all telephone contacts in an efficient and professional manner. For many citizens, their only contact with law enforcement will be over the telephone. Establishing and maintaining good public relations and fostering a professional image is the responsibility of all department personnel. The manner in which a caller is handled will have a direct effect on how the individual perceives us and how we do our job.

Incoming Calls:

All incoming calls shall be answered promptly and professionally. Personnel shall be courteous in their demeanor at all times. Personnel shall properly identify themselves and the unit being called. Ideally, the following three phases will be used when answering the station telephone:

1. Lancaster Sheriff's Station
2. Your Rank and Name, (LET personnel shall refer to themselves as "Officer").
3. "May I help you?"

It is well understood under certain circumstances, personnel may not be in the position to parrot each word of the greeting in the exact order and terminology. The above referenced greeting is to be considered a guideline for phone-answering demeanor. The most important factor to remember is personnel interacting with the public over the phone shall always be professional and courteous. There is absolutely no excuse for being rude or abrupt when dealing with the public.

Emergency Calls:

Emergency calls shall take priority over all other calls. Although most emergency calls are routed via the 911 system, some emergency calls for service are still received via our regular business line. Routine calls shall be placed on hold until each new incoming call is answered to determine if the incoming calls are of an emergent nature. Emergency calls received over the regular business lines **SHALL NOT** be transferred.

If another agency has jurisdiction where the emergency is taking place, personnel shall obtain all necessary information and advise the caller the appropriate agency will be notified. Emergency calls received via the 911

system may be transferred to the appropriate agency by depressing the appropriate transfer button on the transfer console, or by manually transferring the call in the manner described in the "Public Safety Answering Point" user guide. When an emergency call is received via the 911 system which involves a traffic accident, personnel will notify the fire department. The fire department shall be advised if we are dispatching a unit to the scene. Any question regarding agency jurisdiction over an emergency call shall be resolved by dispatching a field unit to the scene.

Outgoing Calls:

County telephones shall be used for county business only. Absent an emergent situation and/or authorization from a supervisor holding the rank of sergeant or above. Personnel making outgoing business calls shall use the SETS or other tie lines whenever possible. Personnel shall plan all calls before placing them in order to avoid unnecessary phone expenses. Once the individual or unit has been contacted, personnel shall properly identify themselves and state the reason for the call.

- The station telephone bills are routinely audited. Any noted abuse of the County phone system may result in a requirement to reimburse the County for the expense incurred, as well as subject the caller to disciplinary action.

Toll and/or Long Distance Calls:

Normally, personnel holding the rank of captain or above are authorized to make any toll or long distance call they determine to be necessary. Personnel holding the rank of lieutenant are authorized to make calls anywhere within the State of California. Deputy and sergeant personnel are authorized to make calls anywhere within the contiguous counties of Orange, San Bernardino, Riverside, Ventura, and Kern. Other department members are authorized to make toll calls only to other sheriff's facilities and other government agencies within Los Angeles County.

• LCS Unit Order 24

LANCASTER STATION

UNIT ORDER # 24

AUTHORIZED UNIFORMS

PURPOSE:

The purpose of this unit order is to provide protocol regarding the approved uniform of the day for sworn personnel at Lancaster Station.

POLICY:

All sworn personnel assigned to inside posts, or to contract city assignments shall wear the departmentally approved class "A" uniform, this includes all specialized units (ie; LAN-CAP, school deputies, robbery team and burglary team). Personnel assigned to the jail, or to units assigned to the rural county areas may wear Class "B" uniforms for their tour of duty.

In all cases, the uniforms worn shall reflect positively on the wearer and the department. Uniforms will be clean and free from tears and/or excessive fading. Absent exigent circumstances, in the event two persons are assigned to a unit, both deputies shall wear the same class uniform.

In the event of inclement weather or other special circumstances, the Watch Commander may authorize all sworn personnel to wear Class "B" uniforms.

Deputy Personnel appearing for court shall wear either an authorized uniform or business attire. Keeping in mind officer safety, it is recommended all sworn personnel consider wearing their ballistic vest and gun belt, when appearing for court.

Personnel who choose to wear the optional Class "B" baseball style cap, may wear the green monogrammed style available at the Sheriff's Emporium or the black Lancaster Station baseball style cap. Hats shall not be worn during shift briefings.

As a tribute to honor deputies from Lancaster (AV) Station who have died in the line of duty, all sworn personnel are authorized and encouraged to wear a long sleeve Class "A" uniform, with a tie, on memorial anniversaries.

The following is a list of the memorial anniversaries:

November 12, 1920 Constable Herbert Glidden

February 26, 1978 Deputy Gregory Low

February 26, 1978 R/Deputy Charles Plumleigh

September 22, 1989 Deputy Rosemary May

May 11, 1992 Deputy Richard Hammack

August 2, 2003 Deputy Stephen Sorensen

March 23, 2006 Deputy Pierre Bain

October 5, 2016 Sergeant Steve Owen

Reserve Deputy Plumleigh died on February 28, 1978 from injuries sustained in a traffic collision on February 26, 1978. He will be honored on February 26, along with Deputy Low.

- **LCS Unit Order 25**

LANCASTER STATION

UNIT ORDER # 25

COMPUTER USAGE AND ELECTRONIC MAIL (E-MAIL)

PURPOSE:

The purpose of this order is to outline the proper use of Department computers and to mandate that station personnel check their e-mail at least once a day.

ORDER:

With electronic mail now an integral part of our working environment, it has become necessary that all personnel assigned to Lancaster station log on to a department computer and check their e-mail. Department announcements, policies and directives from the captain are just a few of the items sent out via e-mail and most are required to be read by all personnel.

Per MPP 3-07/210.10

Employees are expected to use electronic communications and network systems with a high degree of professional and personal courtesy. Employees must ensure the tone and content of electronic communications are businesslike and exclude inflammatory remarks or inappropriate language. Although e-mail senders have no rights of privacy, employees should respect the privacy of e-mail delivered to them. Employees shall not forward or otherwise disclose the contents of electronic messages with the intent to embarrass or otherwise harm the sender. This does not prohibit the receiver of an e-mail from divulging the contents of electronic communications messages to an employee's supervisor or to Department management. Employees who receive an electronic communication intended for another person shall attempt to notify the sender as soon as possible of the error.

Employees who are authorized users of e-mail are responsible for reading their electronic mail in a timely manner, no less than once a day, or notifying their supervisor they are unable to read e-mail. To enhance security and ensure shared computers are available to all employees, users shall logoff their computer when away from their workstation and at the end of their work shift.

All computers connected to the Sheriff's Data Network must remain "on," at all times, in order to permit after-hours maintenance, updates, and security upgrades. Authorized persons who have workstations which are used one or two shifts per day should logoff at the end of the day and leave the machines running.

Users of portable devices that connect to the Sheriff's Data Network should refer to the standards found on the Intranet under Policy/Standards/Guides on the Data Systems Bureau's Intranet web page.
