Station Order 17-003: Extended Response Time to Calls for Service

The purpose of this order is to establish procedures that ensure that anyone requesting routine law enforcement service from Walnut/Diamond Bar Station will receive timely notification should there be an extended delay in responding a radio car.

For the purposes of this order, extended delay will be a response time that may exceed 45 minutes.

The following guidelines shall be adhered to and fixes the responsibilities of the Watch Deputy, Dispatcher, Complaint Deputies, and field crews.

Watch Deputy

The Watch Deputy is responsible for ensuring that all calls for service are responded to in a timely manner. To accomplish this, it is imperative that he/she frequently review unit and message status, identifying any calls that will involve an extended response time by a field unit. After identifying these calls, he/she will advise the Complaint Deputy receiving the initial call to re-call the informant and advised them of the delay. In the event an unusual occurrence or extended tactical situation develops that creates a backlog of service calls, the Watch Commander shall be notified.

Under no circumstances will the caller on an emergent or priority call be advised of any delay in the response of a field unit. All efforts to obtain and order sufficient responding field units to these calls shall remain critical to community safety and support the Department's Mission.

Dispatcher

The Dispatcher, second to the Watch Deputy, is responsible for identifying calls that will require an extended response time and advising the Watch Deputy and concerned Complaint Deputy of the delay.

The Dispatcher shall also keep the Watch Deputy and Complaint Deputies advised of those patrol areas that will have extended responses to routine calls. This will

enable Complaint Deputies to make immediate advisements to informants of extended response times.

Complaint Deputies

Complaint Deputies have the ultimate and final responsibility for ensuring that the informants on routine calls for service received by them are either initially advised, or re-called and advised, of an extended response time.

Complaint Deputies shall query the Dispatcher, throughout their shift, concerning patrol areas with extended response times. They shall also periodically review the status of those calls received, and entered into the computer by them, identifying calls that require a delay advisement.

Field Units

Field units will keep the Dispatcher advised of any extended response times on routine calls assigned to them.

Advisement to the Dispatcher should be made via SCC, MDT message, or landline. Upon notification, the Dispatcher shall direct complaint personnel to re-contact informants. This information shall be updated in the “comment” section.

Watch Commander Responsibilities

The Watch Commander shall make periodic checks during the course of his/her shift to monitor compliance.

Additional Guidelines

1. It is imperative that governmental agency informants, in particular contract cities, be advised (initially or by re-call) of any extended response times.

2. After a delay advisement is made, it shall be reflected in the "remarks" portion of the call format. It shall indicate the time of advisement and the employee's initials making the advisement.

The foregoing is established as a guideline, but is not to be considered as absolute.