2-02/040.00 - Delay Notification on Routine Calls

PURPOSE

This order specifies the procedures to follow when a unit is not immediately available to respond to a routine call for service.

FIELD UNIT RESPONSIBILITY

When a field unit finds it will require an excessive amount of time to respond to a routine call, it shall notify the desk that it will be delayed. The reason for the delay and the E.T.A. to the call will be given to the desk.

DESK RESPONSIBILITY

Desk personnel shall, if no other unit is available to handle the call within a reasonable time limit, contact the citizen via telephone, advise the citizen of the situation, and provide them with an E.T.A. to the location.

Information regarding a delay may be discussed with the informant during the original call when the Watch Deputy is already aware that there will, in fact, be a delay.

DEFINITIONS

The routine calls referred to in this Station Order include calls such as reports, minor disturbances or abandoned vehicles.

Excessive response time would be a time in excess of sixty minutes.