

## **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.