15-001 Over the Threshold Calls for Service

Los Angeles County Sheriff's Department

STATION ORDER

Cerritos Station

STATION ORDER NUMBER: **15-001**

Subject: **Over Threshold Calls For Service**			
Effective Date:	01/14/2015	Last Date Revised:	
Last Date Reviewed:	03/10/2020	Next Review Date:	03/10/2021

PURPOSE:

The purpose of this order is to ensure dispatchers and watch deputies are actively managing calls for service and assigning calls to minimize the number of calls that exceed our station goal response times. Maximum thresholds for the Department are discussed in FOD 90-12. However, the station has the ability to set realistic and appropriate goals commensurate with the expectations of the contract city served by this station. As such, thresholds have been reset as shown:

- Emergent – 5 minutes
- Priority – 10 minutes
- Routine – 20 minutes

This order also clarifies the roles and responsibilities of supervisors to oversee the desk operation and conduct daily audits to ensure compliance.

The following procedures are intended to increase accountability and ensure calls are properly dispatched, tracked by dispatchers, and actively monitored by watch deputies. Load balancing, monitoring status of all pending calls and availability of units in the field requires continual "real time" attention by the watch deputy, field sergeant, and watch commander.

SCOPE OF ORDER:

This order references the following Department policies:

- FIELD OPERATIONS DIRECTIVE 90-12, STATION DESK PROCEDURE/RELAYED RESPONSE POLICY
- FIELD OPERATIONS DIRECTIVE 04-03, STATION DESK AND FRONT COUNTER OPERATIONS

This order applies to all personnel assigned to dispatcher, watch deputy, field sergeant, and watch commander positions at Cerritos Station.

ORDER:

Watch Commander

All personnel assigned to the watch commander position shall be responsible for the following:

1. Print a copy of the Exception report from Computer Aided Dispatch (CAD) for the shift 24-hours prior.
2. Review the report for log errors.
3. If there are any log errors that must be corrected during that shift, notify the author of the log or the error either personally or via email.
4. Record their actions in the Exception Report Log, located in the Watch Commanders Office.

All personnel assigned to the watch commander position shall be responsible for ensuring adherence to this order. Any notable concerns discovered, discrepancies or issues unable to be resolved or corrected may be included on the watch commander's log or via memorandum to the unit commander.

Oversight

The lieutenant with the collateral oversight of desk operations shall regularly monitor for compliance with this order. Any notable concerns should be corrected and/or brought to the unit commander's attention at the earliest possible opportunity.