97-10 REQUESTS FOR SERVICE BY LOCAL GOVERNMENT OFFICIALS

761551N25A - SH - AD - 32A (2/72)

COUNTY OF LOS ANGELES

SHERIFF'S DEPARTMENT

"A Tradition of Service"

OFFICE CORRESPONDENCE

DATE: June 22, 2006

FROM: TODD S. ROGERS, CAPTAIN
CARSON STATION

TO: ALL PERSONNEL
CARSON STATION

SUBJECT: **CARSON STATION MANAGEMENT DIRECTIVE 97-10 REQUESTS FOR SERVICE BY LOCAL GOVERNMENT OFFICIALS OR REPRESENTATIVES (Revised 06-22-06)**

Purpose of Directive:

To establish station policy concerning requests for police services from local government officials or employees. This applies to the contract City of Carson and to members of our unincorporated areas Community Advisory Committee.

Scope of Directive:

This policy applies to all personnel assigned to Carson Station.

Directive:

The policy includes segments defining:

- Responsiveness
- Complaint desk officer responsibilities
- Dispatcher / Watch Deputy Responsibilities
- Field deputy responsibilities

- Watch sergeant responsibilities
- Watch commander responsibilities

Responsiveness

City and County officials and their representatives shall be given priority when they request the services of the Sheriffs Department. Each request shall be treated as if it was from the Unit Commander. Our contractual obligation and our commitment to Community Based Policing require special attention for requests for services.

Complaint Desk Officer Responsibilities:

Upon receiving a call for service, the desk officer shall ascertain as many situational facts as possible the request for service. Appropriate information shall be entered into the CAD system

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REQUESTS FOR SERVICE BY LOCAL GOVERNMENT

OFFICIALS OR REPRESENTATIVES (Revised)

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with a complete name / title description entered as the information (Le. Informant: John Doe, Carson Mayor). The informant shall be asked if he/she desires a follow-up contact, either by radio car or telephone call. When all pertinent information is relayed to the dispatcher, the desk officer shall inform the Watch Sergeant of the call and the circumstances.

Dispatcher and Watch Deputy's Responsibilities:

The dispatcher will assign the call and advise the handling unit fo any essential information needed, including the name and title fo the informant. The dispatcher will also ensure that the assigned field unit has been advised to contact the informant before or after the call is handled. The dispatcher shall monitor the receipt of the call by the field unit to ensure that a timely response is made.

The watch deputy shall coordinate the communication requirements of this directive.

Field Deputy Responsibilities:

After the call has been dispatched and acknowledged, the field deputy shall promptly respond. Upon completion of the call, the handling unit shall immediately report the circumstances to the Watch Sergeant. Any need for documentation other than an MDT entry shall be based on the circumstances. Absent extenuating circumstances, the informant's request for confidentiality shall be granted.

Watch Sergeant's Responsibilities:

The watch sergeant shall inform the watch commander of the call for service. The status of the call shall be monitored and when the call has been completed, the watch commander shall be briefed. Any reports generated as a result of the call for service shall be copied and forwarded to the watch commander.

Watch Commander's Responsibilities:

The watch commander shall record the call fro service in the shift summary and if necessary or directed, shall ensure that appropriate notifications are made. The watch commander shall review the information and ensure that all related documents, memoranda, reports are forwarded to the Unit Commander via the operations lieutenant.

TSR:JPB:jpb