01-02 7/20 RULE AND DELAYED RESPONSE PROCEDURES

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

COUNTY OF LOS ANGELES

SHERIFFS DEPARTMENT

"A Tradition of Service"

OFFICE CORRESPONDENCE

DATE: April 30, 2006

FROM: TODD S. ROGERS, CAPTAIN
CARSON STATION

TO: ALL PERSONNEL
CARSON STATION

SUBJECT: **CARSON STATION MANAGEMENT DIRECTIVE 01-02**

7/20 RULE AND DELAYED RESPONSE PROCEDURES (Revised)

Purpose of Directive:

This Directive establishes Carson Station's policy and procedures regarding the "7/20 Rule" and its direct correlation with Field Operations Directive 90-12 (Station Desk Procedure/Delayed Response Policy).

Scope of Directive:

This Directive applies to all patrol personnel, desk personnel, field supervisors and shift supervisors assigned to Carson Station.

Directive:

In August of 1993, the 7/20 rule was established here at Carson Station. Effective immediately, Carson Station personnel will reimplement this rule in the form of a Management Directive.

The 7/20 rule was established to accomplish two basic objectives:

1. To ensure compliance with Field Operations Directive 90-12 (Station Desk

Procedure/Delayed Response Policy) and

2. To provide timely service to the citizens in serve.

The 7/20 rule does not affect how we currently assign and respond to *emergent* calls for service. All emergency calls for service shall be handled with the highest priority. The field unit with the shortest estimated time of arrival shall respond with lights and siren. The call may also be assigned to a "handling unit" who will make that call for service a priority. Refer to FOD 90-12 for additional information regarding assigning emergent calls for service.

The 7/20 rule requires that deputies respond to a priority call for service within 7 minutes and to a routine call within 20 minutes. The 7/20 rule does not *obligate* you to respond to a priority call within 7 minutes, nor does it obligate you to respond to a routine call within 20 minutes *if it is*

MANAGEMENT DIRECTIVE 01-02 **April 30, 2006**

7/20 RULE

-2-

unreasonable to do so. You are, however, required to advise either the Watch Deputy or the Dispatcher when you will be extended beyond the 7 or 20 minutes, respectively. The desk personnel are then mandated to either re-assign the call for service and/or notify the informant advising them of the delay, and log the notification in the remarks section of the call by typing in, "informant advised of delay" or "IAD" (refer to FOD 90-12 for the procedures).

When it is obviously busy, desk personnel must advise the informant at the time of the original call that our response is going to be extended, and type "IAD" in the remarks section of the call. Desk personnel should not advise an informant that a patrol deputy will "be right there" when we are busy or when deputies are behind on their calls, tied up on an investigation, containment, etc.

The 7/20 rule is not designed to hinder your ability to solve problems or handle situations to their proper conclusions. Rather it is intended to set realistic expectations and monitor the collection of accurate response time data.

Shift and field supervisors shall monitor calls for service by conducting random audits and/or monitoring the desk operations.

TSR/MH