18-007 Critical Calls for Service

Los Angeles County Sheriff's Department

FIELD OPERATIONS DIRECTIVE

CRITICAL CALLS FOR SERVICE

PURPOSE

The purpose of this Field Operations Directive (FOD) is to direct **station desk personnel** in obtaining critical information from informants when dispatching calls for service during dangerous, rapidly evolving incidents. For the purposes of this FOD, a critical call for service is defined as any call for service where there is a risk to human life, such as: domestic violence, assault, child or elder abuse, calls involving the mentally ill, or where weapons are present.

BACKGROUND

Station desk personnel play a crucial role in obtaining and providing critical and accurate information when dispatching calls for service to responding field units. This integral exchange allows responding deputies to coordinate a tactically safe response using the information provided and is instrumental to the effectiveness of deputy actions.

Department crime statistics reflect that deputies respond to thousands of calls per year. Many of these calls involve offenses against family or persons suffering from a form of mental illness and many calls involve both. The prevalence of these types of calls has required the Department to constantly evaluate and create new response policies and procedures.

POLICY AND PROCEDURES

When taking critical calls for service, absent any safety risks, informants should be kept on the line to allow station desk personnel to ask about and hear what is happening at the scene and to provide additional, real-time information, except in circumstances where a civilian is reporting they are actively pursuing an individual who has committed a crime.

Station desk personnel, with the cooperation of the informant, shall attempt to obtain and dispatch the information listed below, when applicable, and continually provide necessary updates to responding field units. This information shall include:

- Defining the nature of the incident (i.e., 273.5N, 245, P918, P11550, 415D, P368) and assuring the radio code dispatched accurately defines the circumstances;

- Obtaining the description of the disturbing party and his/her current location;

- Ascertaining if the disturbing party has a weapon, access to a weapon, or is known to use a weapon. If so, ascertaining the location of the weapon;

- Asking the informant if the disturbing party suffers from a mental illness, and if he/she is currently taking any prescribed medications for a mental illness. If so, identifying possible negative behavioral triggers, if any, which may aid responding units in the best approach and communication method when encountering the disturbing party;

- Asking if a special alert has been filed with the station regarding anyone in the home with intellectual, mental, or physical challenges. If yes, ask if the information is still valid;

- Inquiring as to whether or not the disturbing party has a history of psychiatric holds, suicide attempts, and/or has expressed the desire to commit, “suicide by cop,” or is currently threatening suicide;

- Asking if the disturbing party is possibly under the influence of drugs and/or alcohol;

- Ascertaining if anyone is injured or in need of medical attention;

- Requesting information regarding persons present at the location and whether or not they are in danger;

- Asking if the disturbing party is on probation or parole;

- Asking the informant if there is an existing emergency protective order or a restraining order in place; and

- Including any other information which will assist responding units to better handle or manage the call.

When taking emergent calls for service from a civilian who indicates they are actively following or pursuing an individual (either on foot or by vehicle) who has committed a crime, desk personnel shall:

- Immediately advise the caller that they should not give chase to a suspect via vehicle or on foot, that it is inherently dangerous to do so, and order the caller to disengage immediately;

- Identify if a life or death emergency, or the potential for one exists;

- Ascertain if there is a crime in progress, or if already occurred, how long ago it occurred;

- Dispatch without delay, calls that threaten public safety, officer safety, or aide in the apprehension of an offender; and

- Direct the caller to a safe area where they may be contacted by responding deputies if the caller wishes to be contacted and/or if they require medical assistance.

ADDITIONAL DUTIES

- If the disturbing party is a named suspect, station desk personnel shall query the disturbing party’s

information provided via the Department of Motor Vehicles system (DMV), and relay to responding units any information that will aid in providing further description or in identifying the disturbing party. Wants/warrants, probation/parole, or dangerous persons information pertaining to the disturbing party shall be relayed to responding field units via call updates or radio traffic;

- Station desk personnel shall run the location of the incident for "HAZ hits," enter any returns, including special alerts into the call as an update, and voice the special needs via radio; and

- Station desk personnel shall enter the disturbing party's information via the Domestic Violence Restraining Order System (DVROS) to confirm a protective order, identify restrained person(s), and protected parties. Desk personnel shall also notify field units with any matches pertaining to the incident.

Questions regarding the content of this Field Operations Directive may be directed to Field Operations Support Services at [REDACTED TEXT]

REFERENCES

Field Operations Directive 92-7, Handling 9-1-1 Calls

Field Operations Directive 06-003, Procedures for Contacting Informants on Calls for Service

Field Operations Directive 04-03, Station Desk and Front Counter Operations

Field Operations Directive 16-003, Calls for Service Involving Alleged Mentally Ill and Developmentally Disabled Persons

Field Operations Directive 21-007, Special Alert

Manual of Policy and Procedures section 5-09/030.00, Domestic Violence