



BUDGET & MANAGEMENT STUDIES

DATE: June 18, 2020

TO: MAYOR LEE BRAND
COUNCIL PRESIDENT MIGUEL ARIAS
CITY COUNCIL MEMBERS

THROUGH: WILMA QUAN, City Manager

FROM: HENRY FIERRO, Budget Manager

SUBJECT: RESPONSE TO COUNCIL DIRECTION No. 45 – REQUEST A MEMO WITH CURRENT RESPONSE TIMES FOR VARIOUS TYPES OF CALLS RECEIVED

During the Budget Hearing on June 15, 2020, Council President Arias requested the Police Department provide current response times for various types of calls for service received by the Police Department. The attached memo submitted by the Police Department provides the requested information.


- C: Jane Sumpter, Assistant City Manager
- Jim Schaad, Assistant City Manager
- Tim Orman, Chief of Staff
- Andrew Hall, Police Chief
- Rene Watahira, Administrative Manager
- Pedro Rivera, Principal Budget Analyst



POLICE DEPARTMENT

June 17, 2020

TO: HENRY FIERRO, Budget Manager
MICHELLE WOOTEN, Senior Budget Analyst

FROM: ANDREW J. HALL, Chief of Police 

SUBJECT: BUDGET HEARING REQUEST

During the Police Department Budget Hearing on June 15, 2020, Council President Miguel Arias requested the Police Department provide current response times for various types of calls for service received by the Police Department.

Response:

1. The 2019 analysis of average response times citywide provided the following information:
 - Priority 0 – 7.76 minutes on average.
 - Priority 1 – 15.62 minutes on average.
 - Priority 2 – 148.49 minutes on average.

A breakdown of the average response time by district is included in the following pages of this memo.

2. We have also provided Fresno Police Department Policy Section 315 which describes what a Priority 0, Priority 1, and Priority 2 are.

AH/mr

RESPONSE TIME 2019

Year	DISTRICT	PRIORITY	Call Received to	Information Saved To	Call Received to	Officer Dispatched to	Call Received to
			Information Saved	Officer Dispatched	Officer Dispatched	Officer Arrived	Officer Arrived
2019	City Wide	0	1.4	1.33	2.73	5.03	7.76
2019	City Wide	1	2.24	5.89	8.13	7.49	15.62
2019	City Wide	2	2.5	118.74	121.24	27.25	148.49
2019	Central	0	1.33	1.28	2.61	4.24	6.85
2019	Central	1	2.19	5.39	7.58	6.28	13.86
2019	Central	2	2.52	89.54	92.06	19.87	111.93
2019	Southeast	0	1.39	1.41	2.8	4.7	7.5
2019	Southeast	1	2.31	5.86	8.17	7.07	15.24
2019	Southeast	2	2.56	139.62	142.18	32.01	174.19
2019	Southwest	0	1.37	1.47	2.84	4.31	7.15
2019	Southwest	1	2.23	7.56	9.79	6.78	18.57
2019	Southwest	2	2.55	165.59	168.14	24.41	192.55
2019	Northeast	0	1.43	1.15	2.58	5.83	8.41
2019	Northeast	1	2.19	4.94	7.13	8.31	15.44
2019	Northeast	2	2.45	82.74	85.19	23.74	108.93
2019	Northwest	0	1.41	1.28	2.69	6.25	8.94
2019	Northwest	1	2.22	5.46	7.68	8.96	16.64
2019	Northwest	2	2.47	107.3	109.77	31.27	141.04

** Time in Minutes

Fresno Police Department Policy Manual
Officer Response to Calls

315.1 POLICY

When members are dispatched to a Call For Service (CFS), they should place themselves enroute and respond without delay.

315.1.1 PURPOSE AND SCOPE

The Department recognizes the importance of timely response of police services to its citizens. The purpose of this policy is to provide a guideline to accomplish this task.

315.2 CALLS FOR SERVICE (CFS) DEFINITIONS

The below listed definitions are meant to be used as a guideline and CFS are subject to exceptions based on the spirit and intent of this order:

- (a) Priority 0 - Designates an emergency CFS for a presumed life threatening situation.
- (b) Priority 1 - Designates an urgent CFS for non-life threatening situations and property crimes in progress.
- (c) Priority 2 - Designates a routine CFS that requires a field response for a prior person crime.
- (d) Priority 3 - Designates a routine CFS that requires a field response for a prior property crime.
- (e) Priority 4 - Designates a routine CFS that requires a field response for all other incidents.
- (f) Priority 5 - Designates tasks which are administrative in nature.
- (g) Priority 6 - Designates non-emergency lobby calls at HQ.
- (h) Priority 7 - Designates a priority telephonic CFS
- (i) Priority 8 - Designates an officer telephonic call only (no Cadets)
- (j) Priority T - Designates those routine CFS that only require a telephonic response.

315.3 CFS PRIORITIES

- (a) Priority "0" calls shall include:
 - 1) Incidents that are in progress or have just occurred that pose an imminent threat to life and/or great bodily injury;
 - 2) ShotSpotter Technology (SST) Flex alerts;
 - 3) No details traffic collisions where injuries are unknown;
 - 4) Any incident with a violent suspect in custody by citizens or security; and
 - 5) Allied agency assist with an emergency situation.
- (b) Priority "1" calls shall include:
 - 1) Non-life threatening incidents that are in progress;
 - 2) Non-life threatening incidents that just occurred where the suspect(s) are in the immediate vicinity and apprehension is likely;
 - 3) Deceased persons, other than homicides;
 - 4) Prowlers (Radio broadcast only for prior prowler calls where suspect not likely present);
 - 5) 911 telephone hang up with no further information (except pay phone or PBX/Centrex with no reporting party or background noise);
 - 6) Alarms where activity is being monitored by a listening device and there is indication of a crime in progress;
 - 7) Hazardous conditions which pose a potential risk to public safety;
 - 8) At risk found persons;
 - 9) Non-injury traffic collisions with road blockage;
 - 10) Suspicious persons and/or vehicles where potential criminal activity is afoot;
 - 11) Non-violent suspects in custody by citizens or security (including shoplifters in custody);
 - 12) Any at-risk or under 21 years of age missing persons/runaways absent immediate threat to life or great bodily injury;
 - 13) Vicious animals where the animal poses a potential risk to the public; and

- 14) Arson or other known non-life threatening hate incident (including possible hate crime related vandalism/graffiti).
- (c) Priority "2" calls shall include:
- 1) "Arguing only" disturbances, including loud parties, where there are no known weapons involved and no physical threat or contact;
 - 2) Silent and audible burglar alarms or fence trips, with no verification that a crime is in progress;
 - 3) Response to medical facilities for non-emergency WIC §5150 evaluations;
 - 4) Prior person crimes and residential burglaries*;
 - 5) Prior non-life threatening incidents where a field response is necessary; and
 - 6) Stolen vehicles* (with an immediate radio broadcast on all operational channels).
- (d) Priority "3" calls shall include:
- 1) Lost or stolen license plates*;
 - 2) Recovered stolen vehicles*;
 - 3) Prior commercial burglaries*;
 - 4) Prior vehicle burglaries *; and
 - 5) Prior vandalism or thefts when any of the following conditions are present:
 - I. Three or more victims are identified in the same incident/geographical location which reasonably appear to have been committed by the same suspect(s), indicating a crime spree;
 - II. A firearm was reportedly stolen during the vehicle, residential burglary or theft;
 - III. Evidence is present which may lead to the identification and/or arrest of suspect(s) through timely follow-up (e.g. video evidence, eyewitness of suspect vehicle license number, suspect identification left at scene, etc.); or
 - IV. Any such incident likely to result in significant media attention.
- (e) Priority "4" calls shall include:
- 1) Those which require a police response with no immediate problem present and the RP requests member contact;
 - 2) Prior criminal/suspicious activity not described elsewhere in this order;
 - 3) Illegally parked/abandoned vehicles when vehicle poses a traffic hazard*;
 - 4) Public assistance;
 - 5) Standby to preserve the peace;
 - 6) Missing person 21 years or older and not at risk; and
 - 7) Prior graffiti amounting to a felony crime or misdemeanor graffiti with evidence present* (e.g. video evidence, spray cans with possible latent prints left behind, etc.).
- (f) Priority "5" calls shall include all administrative events.
- (g) Priority "6" calls shall include:
- 1) Non-emergency lobby calls at HQ, excluding calls which require immediate follow-up;
 - 2) Hit & run, involving property damage only; and
 - 3) Prior violations of court orders.
- (h) Priority "7" calls shall include:
- 1) Calls which qualify for telephonic contact however, require timely response due to mandate (i.e. supervisor direction).
- (i) Priority "8" calls shall include:
- 1) Calls which qualify for telephonic response, which are not appropriate for cadets (i.e. death threat received by phone, etc.).
- (j) Priority "T" calls shall include:
- 1) Petty and grand thefts (excluding grand theft from a person)*;
 - 2) Vandalism (including prior misdemeanor graffiti without evidence present)*;
 - 3) Annoying or harassing telephone calls, including known suspects*;
 - 4) Vehicle burglary* (may be taken telephonically if victim requests no field response);
 - 5) Vehicle tampering*;
 - 6) Identity Theft, frauds and forgeries, including known suspects (with or without evidence present)*;
 - 7) Hit & run, involving property damage only with no identifiable suspects*;

- 8) Courtesy reports - refer to agency w/ primary jurisdiction with the exception of those calls requiring a mandatory report (i.e. domestic violence, sexual assaults, missing juveniles);
 - 9) Prior disturbances (excluding domestic violence);
 - 10) Follow up reports when circumstances permit.
- (k) Incidents eligible for eReporting with no known suspects and/or evidence include:
- 1) Petty and grand thefts (excluding grand theft from a person);
 - 2) Vandalism (including prior misdemeanor graffiti without evidence present);
 - 3) Annoying or harassing phone calls;
 - 4) Vehicle burglary;
 - 5) Vehicle tampering;
 - 6) Prior violations of court orders;
 - 7) Lost property; and
 - 8) Identity theft, frauds and forgeries (includes evidence present).

A CFS that is followed by an asterisk (*) indicates that when circumstances permit, a Cadet should respond. The absence of an asterisk does not preclude a Cadet from being dispatched to assist on other types of CFS. When it is determined a suspect is present on-scene, the Cadet will be pre-empted and an officer will be dispatched instead. Cadets handling eligible telephonic CFS with known suspects should gather sufficient information to facilitate follow-up by a detective.

315.3.1 SHOTSPOTTER TECHNOLOGIES (SST) FLEX ALERTS

All SST Flex alerts will be designated as Priority "0" CFS, and will be assigned a 4X4 event classification.

- (a) When a patrol officer receives an SST Flex alert via MDS and is in a position to respond directly, they shall "self-initiate" a CFS by notifying dispatch via radio of the location of the alert and where they are responding from;
- (b) Supervisors will respond to all CFS initiated from an SST Flex alert;
- (c) The first three dispatched officers (including the supervisor and officer self-initiating the CFS) should respond unless additional units are requested by the supervisor; and
- (d) Units arriving at the location identified by the alert should park far enough away to allow for a tactical approach in light of the 82 foot radius of where the suspect shooting the weapon is.

315.4 TELEPHONIC REPORTING

When the priority of the call (i.e. 7, 8, "T") or the type of call indicates it may be handled telephonically, a member's physical presence is not required.

The following types of calls may be handled telephonically:

- (a) Petty theft (including bicycles);
- (b) Grand theft;
- (c) Vehicle theft;
- (d) Vandalism;
- (e) Lost property;
- (f) Out of jurisdiction missing person;
- (g) Walk away from board and care facility;
- (h) Runaway juvenile from a group/foster home (12 years of age and over);
- (i) Threatening phone call;
- (j) Courtesy report for out-of-town agency;
- (k) Prior disturbance;
- (l) Violation of restraining order;
- (m) Follow-up information on prior cases;
- (n) Prior hit and run accident; and
- (o) Calls approved by a supervisor.

315.4.1 EXCEPTIONS

The calls listed above shall not be handled telephonically when:

- (a) There is a suspect in custody;

- (b) There is a probability of immediate apprehension of a suspect;
- (c) An involved party is in immediate physical danger;
- (d) There are exigent circumstances which require the physical presence of a member (e.g., excessively high value of loss, potential witnesses in the area, etc.);
- (e) A prior disturbance or restraining order violation involves domestic violence;
- (f) There is a probability of recovering usable evidence; or
- (g) The property being reported could be either lost or stolen, and the serial number is not known at the time of the report. This includes serialized City of Fresno trash cans. The victim is to be advised to complete their own report via the Internet, or by responding to Police HQ, or any District Station open to the public.

315.5 RESPONDING TO CALLS FOR SERVICE

When members are dispatched to a call, they should place themselves enroute and respond without delay. Members handling calls for service (CFS) should direct their attention toward the long term solution of the problem.

Personnel assigned to modified duty with telephonic report responsibilities may be assigned to re-contact reporting parties for additional information on calls that have been holding for an extended period. If officers are no longer needed, the call may be cleared out, when appropriate.

315.5.1 CONFLICTING REQUESTS FOR SERVICE

When a member is dispatched to a call and encounters another situation requiring police service while enroute, they should advise the Emergency Services Dispatcher (ESD) of the situation and proceed according to the instructions of the ESD. When the member is instructed to continue on the original call, they should advise the person(s) involved in the second incident that another member will respond as soon as possible. Members encountering such a situation should not instruct the contacting citizen to call the Department. Instead, sufficient information shall be provided to the ESD to prepare an event for later dispatching.

Members responding to a high priority call (priority "0" and "1") should not stop or delay their response for any activity other than another emergency. The ESD shall be immediately notified of a new incident to permit a decision to be made as to whether the unit will be preempted for the new emergency or required to respond to the original call.

315.5.2 SELF-INITIATION DURING CALL RESPONSES

Members responding to a high priority call shall not self-initiate any activity that will delay their response to the call except as necessary to protect lives or property.

- (a) When such a delay occurs, the responding member shall immediately advise the ESD and request that they be released from the call and reassigned to the new incident.
- (b) The ESD may permit preemption consistent with the priority of pending CFS.

Field supervisors are responsible for monitoring personnel under their supervision to ensure that self-initiated preemptions from CFS are warranted.

315.5.3 NON-DISPATCHED UNITS

Field units should not go by the location of a call assigned to another unit unless requested, or it reasonably appears necessary for officer safety purposes.

315.5.4 "ANY UNIT" RESPONSES FOR "0" PRIORITY EMERGENCY CFS

- (a) When an ESD asks for a response from "any unit" or "any unit available," the request shall be construed as applying to all uniformed field officers, supervisors, and staff, regardless of location, or area of assignment. When an ESD requests a response from officers in a certain policing District, it shall apply to all uniformed officers, supervisors, and staff who are logged on to the MDS, including traffic and bike units who are assigned to, temporarily within, or immediately adjacent to the affected District;

- (b) When an ESD broadcasts an "any unit" request, officers, supervisors and staff that are available or can make themselves available shall acknowledge by radio, give their location, and await instructions from the ESD;
- (c) The ESD shall utilize the AVL map or the AVL unit recommender in determining the closest appropriate unit to send or break from a lower priority CFS in order to respond to the higher priority CFS for which the request was made. The ESD will follow communications Policy in determining which unit(s) should be dispatched to a CFS;
- (d) When there is no immediate response, utilizing the AVL unit recommender, ESD's will break the required number of units from lower priority CFS and dispatch them to handle the higher priority CFS;
- (e) ESD's shall not request "any unit" responses for "0" priority CFS when there are patrol units assigned to that District "in service" and available to respond. Units assigned to that District shall be dispatched to CFS within their District unless there is a unit from a different District which is closer to the CFS, and the District unit would have an extended arrival time;
- (f) ESD's shall advise a field supervisor, Operations Commander, or Field Commander when no units are available to respond to a "0" priority CFS; and
- (g) When an ESD determines that a patrol vehicle's AVL is malfunctioning or not registering, the District supervisor of that unit will be notified. The supervisor will ensure that the vehicle is pulled from service at the earliest opportunity and tagged for repair.

315.5.5 CROSS-DISTRICT DISPATCHING

ESD's shall strive to ensure that the officers assigned to a particular beat or District respond to the CFS within their District of responsibility.

- (a) It may become necessary to direct resources to Districts where emergency CFS are backlogged when there is little likelihood of CFS being answered within a reasonable time.
- (b) Under these circumstances, all uniformed officers, supervisors, and staff who are logged on to the MDS, including traffic and bike units who are temporarily within, or immediately adjacent to the affected District may also be cross-District dispatched for "0" priority CFS.
- (c) Plainclothes units should not be sent by themselves to CFS requiring the presence of uniformed officers.
- (d) Only uniformed patrol officers assigned to a beat or District shall be subject to cross-District dispatch of "1" priority CFS. CFS in the priority "2", "3", "4" and T categories may be cross-District dispatched to Cadets.
- (e) Officers and Cadets may be dispatched to any call at the discretion of a District, Operations or Field Commander.

315.5.6 LATE CFS

Field members on duty are considered available for assignment to CFS until they go off duty.

- (a) Members shall not "log off" or turn their radios off more than five minutes before their shift is over.
- (b) ESD's should try not to assign low priority CFS that will extend a field unit beyond the end of their shift.
- (c) "0" and "1" priority CFS shall be dispatched immediately, even when it causes a field unit to be late.
- (d) Members receiving such CFS will handle them without questions or complaints to ComCen personnel.
- (e) When an officer feels an ESD acted improperly, it may be brought to the attention of the member's immediate supervisor who will discuss it with the ComCen supervisor after the call is completed.

315.5.7 CALL ARRIVAL/MULTIPLE UNIT RESPONSES

A member's first consideration on arriving at a call should be the protection of life balanced by the need for officer safety.

- (a) When assistance appears to be needed, it should be requested immediately.
- (b) Pending the arrival of assistance, the member should take the safest measures possible to provide necessary assistance to those at risk of injury without unnecessarily jeopardizing their own safety.

- (c) When more than one unit is sent on a call, the primary unit (i.e. the member designated by the ComCen to handle the call) is responsible for coordinating the response and arrival of assisting units.
- (d) The first unit arriving on a multi-unit call shall advise of their arrival on the radio to alert assisting unit(s).
- (e) When it is determined that assisting units will not be needed, the first arriving unit or primary unit shall cancel the unneeded assisting unit(s) and handle the call or await the primary unit's arrival.
- (f) The designation "Code Four" may be used to cancel assisting unit(s).
- (g) After a "Code Four" or equivalent transmission, all units not arrived are considered canceled and shall immediately return to service.

315.6 GENERAL CALL HANDLING

Members handling CFS should direct their attention toward the long term solution of the problem. When appropriate, district problems which require strategic approaches shall be referred to the district commander for consideration of assignment to the POP Team.

315.6.1 PRELIMINARY CONTACTS & EVALUATION

RP's who are identified in the call should be contacted as soon as possible after arrival, unless the RP has requested that they not be contacted. When the RP is unknown, any potential witnesses should be contacted to determine the exact nature of the call. The first arriving officer shall evaluate the need for additional assistance and/or immediate actions that need to be taken. The primary officer assigned to a call is ultimately responsible for handling the call.

Members shall take all reasonable and appropriate actions to resolve complaints after a complete determination of the facts has been made. When a report is taken, the field member shall provide the victim/RP with a Department business card containing the member's name, badge and phone numbers, and case number. The member should also complete the back of the card to reflect the applicable follow-up actions available. When no report is written, the member may also leave a card to facilitate re-contact to further discuss the problem. When a call is handled telephonically, the required information shall be provided verbally to the caller.

315.6.2 INTERVIEWING INVOLVED PARTIES (IPS)

The primary officer shall make every effort to interview all parties involved in an incident before deciding on a course of action or disposition of the call. The RP or witness identity should not be disclosed to other IPs without the express permission of the parties in question.

315.6.3 PUBLIC SATISFACTION

When possible, members shall strive to resolve calls to the satisfaction of all parties involved and to provide services as appropriate.

315.6.4 INFORMING RP OF ACTION TO BE TAKEN / DISPOSITION

Members shall attempt to inform the RP of the course of action that will be taken by the police unless no contact has been requested. When members are successful in resolving a complaint they should attempt to notify the RP of the incident disposition in a timely manner.

315.6.5 INABILITY TO ACT

Should members be unable to take action in response to a CFS, they shall attempt to inform the RP as to why they cannot act. This may involve giving information regarding the law, explaining the rights of the involved parties, the limited authority vested in the police, or the lack of a criminal violation.

315.6.6 REFERRALS

Members may make referrals to appropriate public or private agencies/organizations when they may enhance the resolution of the complaint. When explaining the availability of services available through private providers, members shall not make specific recommendations of businesses but should attempt to provide a range of options.

315.6.7 CIVIL LAW

Members should not attempt to explain civil law in civil cases beyond their expertise and training. Members may relate general legal principles and procedures whereby a person may obtain assistance such as retaining or consulting with an attorney.

315.6.8 CHRONIC/SPITE COMPLAINTS

When a chronic problem is identified, the RP should be re-contacted periodically to determine if the conditions complained of have improved and to assure the party of a continued police effort on their behalf. Sector officers are responsible for developing courses of action designed to abate the cause(s) of complaints.

315.6.9 911 HANG-UPS WITH UNKNOWN CIRCUMSTANCES

Members responding to 911 hang-ups with unknown circumstances shall take the following steps:

- (a) Check for signs of a struggle (e.g. broken/damaged property);
- (b) Ensure a call-back was attempted by ComCen;
- (c) Knock on the door and announce police presence;
- (d) Request ComCen call-back while officers are present to listen for a phone ringing inside the residence/structure;
- (e) Contact neighbors for any potential information;
- (f) Check prior calls at the location for information on the occupants;
- (g) Add notes to the event documenting efforts to contact the caller; and
- (h) Prior to clearing 911 hang-up calls from cell phones, wait until ComCen has made every attempt to narrow down the originating calls location.

When the primary officer is unable to make contact with the caller, they shall contact a supervisor to advise them of the situation. The supervisor will then determine whether officers should clear the call or make a forced entry.

315.6.10 CELL PHONE EMERGENCY PINGS

When an officer believes in good faith that an emergency involves the danger of death or serious physical injury to any person and requires access to the electronic information, the officer may request an emergency ping to obtain electronic information pursuant to the emergency exception of the California Electronic Communications Privacy Act (CalECPA) with supervisor approval.

When electronic information is obtained from the emergency ping request, the supervisor shall notify the corresponding investigation unit supervisor of the emergency ping and request for the filing of a warrant, order or motion seeking approval of the emergency disclosure within three days. [Penal Code §1546.2(a)]

315.7 CODE 100 RESPONSE CONDITION

315.7.1 CRITERIA FOR DECLARATION OF CODE 100

When the city-wide backlog of Priority 0 and 1 CFS reaches the equivalent of one-half (1/2) of the total field units assigned at any given time, the ComCen supervisor shall notify the Field Commander with PIO responsibility of the situation. When this backlog appears to exceed the ability of field units to respond in a timely and effective manner, the Field Commander or senior field supervisor (in the commander's absence) may declare a Code 100 Response Condition.

When a special event or incident requires a substantial redeployment of field units likely to produce a backlog of calls, a "Planned Code 100" may be declared at the direction of the district, operations, or field commander.

315.7.2 PROCEDURES DURING CODE 100 DECLARATION

Under a Code 100 Response Condition, only priority 0 and 1 CFS will be accepted by the ComCen. When the backlog of priority 0 and 1 CFS pending is reduced to one-fourth (1/4) of the total field units assigned, the ComCen supervisor shall notify the Field Commander of the status. At that time, ComCen will resume taking all priority 2 and priority 3 CFS. Under a "Planned Code 100 Response," the

ComGen will resume taking low priority calls when cleared by the commander or supervisor who declared the condition.

Upon receiving direction to activate the Code 100 Response Condition, the ComGen shall:

- (a) Broadcast the condition over all radio channels in use;
- (b) Accept only priority 0 & 1 CFS from the public; and
- (c) Advise persons with calls of all other priorities that the Department is responding to emergency CFS only and suggest that they call back at a later time.

315.8 PRELIMINARY CRIMINAL INVESTIGATIONS

Members assigned to reports of crimes are responsible for the satisfactory disposition of the call including investigation, enforcement, and necessary reports.

315.9 GENERAL CALL HANDLING OF CADET CALLS FOR SERVICE

Cadets will generally be dispatched to non-emergency CFS. The following guide directs the priority order of how these CFS are to be handled:

- (a) Residential burglaries;
- (b) Stolen vehicle reports;
- (c) Other Priority 3 CFS;
- (d) Priority 4 CFS;
- (e) Priority 7 CFS; and
- (f) Priority T CFS.

Exception: Supervisors and staff may direct a Cadet to handle other tasks as necessary. However, the primary duty of Cadets is handling of non-emergency CFS with no suspects present.

For consistency in closing out stolen vehicle reports and telephonic calls, when the phones are busy or not answered, the following should apply:

- (a) When the call is of an urgent nature, or if circumstances warrant (i.e. a stolen vehicle call, runaway, or a reason to believe that the phone is out-of-order, etc.), a field response may be required to ensure that the R/P is aware of our efforts to establish contact. Any note or message left for the R/P should contain the event number and the Department's main phone number. Generally, stolen vehicle and runaway juvenile events will not be closed due to "no" contact.
- (b) When a member reaches the answering machine of an R/P, the event number and the Department's main phone number shall be left as a message and the R/P shall be advised to call back with the event number. The call can be closed with a disposition code of "G" (GOA). Once the R/P calls back with the event number, the same event shall be reopened for contact.
- (c) In cases where no answering machine is available, efforts should be made to call the R/P at least twice, with a minimum of thirty minutes between attempts. When there is still no answer the call shall be closed with a disposition code of "G".
 - 1) Each attempt requires a notation in the event to document the time(s) of the attempt(s).
 - 2) To facilitate contact, dispatch will request the R/P's current phone number and an alternate number, even on weekends. They will also instruct the R/Ps on telephonic calls to call back with the event number if we do not contact them within 24 hours.

315.10 CHAPLAINS / CHAPLAIN CALL-OUT

Chaplains who have received the appropriate training should be assigned to handle CFS involving runaway juveniles who are not at risk, as well as runaway juveniles who have returned, whenever possible. When a runaway CFS is handled by a unit other than a chaplain, the report should be routed to "Chaplain" via the AXON system, to facilitate follow-up contact.

A Police Chaplain will be automatically dispatched, at the time of receipt of the call, to the scene of all:

- (a) Deaths,
- (b) Officer involved shootings (of people),
- (c) Injuries where death is likely to result, and

(d) Fatal accidents.

When an officer subsequently determines that the Chaplain cannot be utilized on a call within these categories, the ComCen should be notified as soon as such a determination is made so that the Chaplain may be canceled.

When there is any other type of call where an officer believes a Chaplain may be of assistance, the ComCen shall be requested to dispatch one or more, as needed.

315.11 CITIZENS ON PATROL

Citizens on Patrol (COP's) should be utilized to assist with traffic and crime scene control, vehicle towing/impounds and parking violations. COP's may also be assigned to assist on other non-emergency CFS, based on the needs of the Department.

315.12 GRAFFITI ABATEMENT

Graffiti Abatement employees are responsible for checking the Graffiti Hotline and responding to calls for graffiti abatement. Whenever possible, graffiti abatement should occur within 24 hours of being reported to the Hotline. Prior to eradicating graffiti, digital photographs of the graffiti will be taken by a member of the Graffiti Abatement Team. The photographs should be emailed to a member of MAGEC and the appropriate District Investigations/Problem Oriented Policing supervisor.

315.13 SUPERVISORY RESPONSIBILITY

Field supervisors shall monitor CFS to ensure that only the necessary units remain on a call and that the call is handled in the shortest possible time.

Supervisors receiving photographs of graffiti reported to the Graffiti Abatement Team should forward the photos to the appropriate investigator for informational purposes.