

DUTY OFFICE



OPERATIONS MANUAL

FRESNO POLICE DEPARTMENT

(Revised February 2018)

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MISSION STATEMENT

The Police Department is dedicated to providing our community with effective “Safety, Service and Trust” based police services.

The Mission of the Duty Office is to organize, implement and provide services to all those in need. By providing these services, we enhance the Department’s ability to meet both the needs of the community and help the Department achieve its mission.

GOALS AND OBJECTIVES

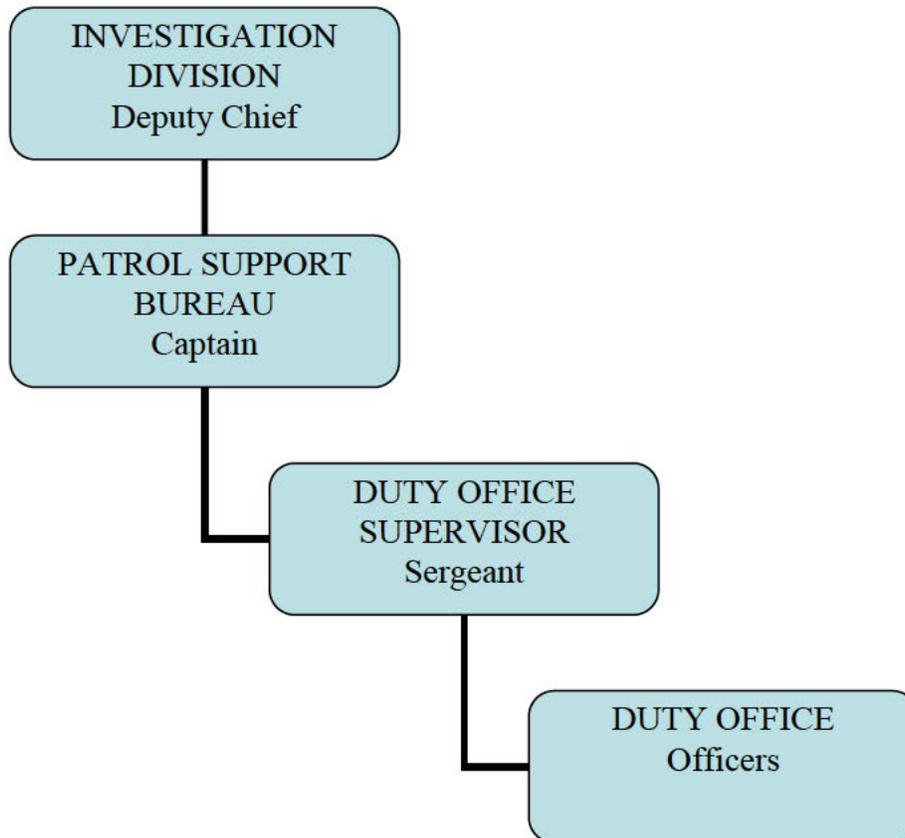
I. GOALS

- A. To provide essential services to ensure the smooth operation of the Patrol Division, the Field Services Bureau and to support other department personnel.
- B. To effectively schedule personnel, optimizing the use of patrol resources.

II. OBJECTIVES

- A. To effectively coordinate Department responses to critical incidents, including officer involved shootings, in-custody deaths, SWAT or CNT call-outs, and other unusual occurrences.
- B. To maintain sufficient emergency inventories of firearms, radios, and specific miscellaneous equipment needed by Department personnel after hours.
- C. To efficiently schedule patrol resources in order to meet minimum staffing needs, achieve training objectives, and minimize overtime expenditures.
- D. Conduct an annual review of procedures to ensure they meet the changing needs of the Department.

ORGANIZATIONAL CHART



I. ORGANIZATION AND OBLIGATIONS

The operational responsibility for the Duty Office is that of the Duty Office Commander. The commander is assisted by the Duty Office Sergeant, who supervises five (5) Duty Officers. All fall under the management of the Patrol Support Bureau.

A. DUTY OFFICE COMMANDER RESPONSIBILITIES

The Duty Office Commander is responsible for:

1. Semi-annual review of the Duty Office to ensure the use of policies and procedures are current and meet the needs of the Department;
2. Developing an annual unit budget for presentation to the Patrol Support Bureau Commander; and
3. Ensuring maintenance of inventories, statistical data and records relating to the Duty Office.

B. DUTY OFFICE SUPERVISOR RESPONSIBILITIES

The Unit Supervisor is responsible for:

1. Scheduling and supervising Duty Office personnel;
2. Coordinating the collection of the unit's statistical data;
3. Reviewing patrol schedules and overtime usage;
4. Maintaining all inquiries and complaints received;
5. Maintaining consistency in call-out procedures; and

C. DUTY OFFICE PERSONNEL RESPONSIBILITIES

Duty Office Personnel shall:

1. Represent the Department in a professional manner at all times;
2. Accurately schedule patrol personnel per Department policy, applicable Memoranda of Understanding (MOU) language, and needs of the Department;
4. Completely and accurately document any complaint or inquiry brought to their attention;
5. Utilize the Problem Oriented Policing philosophy to assist the Department and community; and
6. Maintain assigned equipment and workspace in clean, working order.

II. DUTY OFFICERS

A. UNIFORM

Professional/training attire is to be worn by Duty Officers.

B. MINIMUM STAFFING

The Duty Office shall be staffed at all times by a minimum of one sworn Duty Officer. The Duty Officer must be thoroughly trained in Duty Office procedures, and approved by the Duty Office sergeant.

C. ATTENDANCE

When reporting to work, Duty Officers shall immediately log into the CAD system when beginning their shift. Duty Officers are to update their CAD status anytime their work status changes. Prior to leaving work, members shall log off the CAD system. Members shall only update their own status and are prohibited from logging other members on and off, unless notification to the Duty Office sergeant is made.

D. REQUESTING TIME OFF

Duty Office personnel are required to find a suitable replacement to cover their assignment when needing time off, outside their annual vacation. Prior to taking this time off, approval from the Duty Office supervisor is necessary. If the supervisor is not available and the Duty Officer has a replacement for their full shift, a voicemail/email will be acceptable. If the Duty Officer has only part of their shift covered, they must receive verbal approval. If the supervisor is not available, they are to follow the chain of command.

E. SICK LEAVE

Duty Office personnel who find they are unable to report for duty due to illness or injury shall report this fact to the Duty Office no later than one and one-half hours prior to their required reporting time for duty. The Duty Office sergeant shall also be notified by voicemail. Prior to returning to work, members shall contact the Duty Office no later than one and one-half hours before the beginning of the member's shift.

F. ON THE JOB INJURIES

Duty Officers injured on-duty, should report their injury to the Duty Office sergeant. In the event the Duty Office sergeant is unavailable, a patrol sergeant should be notified. The same process should be followed for light duty personnel.

G. VACATION SCHEDULES

A vacation sign-up list shall be maintained by the supervisor in the Duty Office. Sign-ups will be conducted by Department seniority, just after the Patrol Matrix signups. No more than one officer may be on annual vacation at any given time. Policy concerning annual vacations shall apply to Duty Office personnel.

H. TEMPORARY DUTY OFFICERS

Temporary Duty Officers must have sufficient training to handle emergency situations, such as SWAT or OIS call outs. Prior authorization from the Duty Office sergeant must be received by anyone working in a solo capacity. Specific tasks are also required of temporary officers which are listed in the Appendix. Access to any information, or drives specific to the Duty Office, may only be made when a need necessitates access. The following will allow access to the indicated information:

1. When a temporary Duty Officer is scheduled, the officer shall be issued a key to the lock box by the departing Duty Officer. When a key is not issued as described, and access to the key box is necessary, the following shall be followed:
 - a. The temporary Duty Officer is to contact the on-duty Communications Supervisor;
 - b. The supervisor will issue a key and the spare key log shall be completed; and
 - c. Upon completion of the shift, the temporary officer shall return the key to the Communications Supervisor and update the log.
2. Temporary Duty Officers may access the Duty Office mailbox during a SWAT call-out. Prior authorization is necessary to access the SWAT folder.
3. Access to emergency call out information, as in Emergency Declarations, may be made as required with prior authorization and permissions.
4. Specific logs maintained per this manual may also be accessed in the same manner.

I. VACANCIES

Vacancies will be filled according to the current MOU. Assignments/shift selection will be based on seniority/time in the unit. Transfers can only be made when a vacancy occurs, or by agreement and approval by staff.

1. New Duty Officers will be provided with/access to:
 - a. Key to the Duty Office;
 - b. Key to the key box in the Duty Office;
 - c. Access to the Human Resources Program; and
 - d. Other programs as designated by the sergeant.

2. When leaving the unit, officers are to return issued equipment. Former Duty Officers may only access programs previously authorized when working overtime/AWS as a Duty Officer.

III. SPECIFIC DUTIES

Please note this manual contains references to Community Service Officers (CSO) and cadets, as they may temporarily come and go due to budget constraints.

A. PATROL STAFFING

The Duty Office is charged with ensuring the needs of the Department are met with respect to patrol staffing. To accomplish this, accurate details must be kept and will be posted on the Department's computer on the L drive, at Library/Patrol Matrix/Daily Details. These details will be posted for each shift, three (3) weeks in advance, and will record those assigned to work each district. Due to the numerous changes which occur due to training, sick absences, etc., the details will be modified regularly by the Duty Office to accurately reflect the most current information. These completed details will be maintained keeping the current and previous months posted for viewing.

The officer assigned detail DO31 is responsible for completing the detail for Watch II. The officer assigned detail DO32 is responsible for completing the details for Watches I and III.

Leaves of absence must be considered prior to other optional leave. Accepted leave includes annual vacation, guaranteed leave, and military leave.

1. ANNUAL VACATION

An annual vacation list is provided to the Duty Office following each Matrix signup. The Duty Officer maintains an electronic, as well as, a hardcopy of the annual vacation list. However, members are to submit vacation calendars to the Duty Officer prior to taking leave. To ensure vacation calendars are received, the officers preparing the details should:

- a. Review the vacation sign-up list;
- b. Review vacation calendars received;
- c. Notify the Duty Office Sergeant of all calendar submitted less than 30 days before the scheduled vacation begins; and
- d. When a calendar is submitted late and will cause orderback if honored, wait for direction from the Lieutenant in charge of vacation scheduling on whether to honor, or require an AWS.

2. GUARANTEED LEAVE (GL)

- a. The Duty Officer receiving a GL request will:
 - i. Ensure the GL form has been time stamped, by Department seniority;
 - ii. Review the GL form to ensure the request was not made more than 60 days in advance, nor less than 15 days before the date requested;
 - iii. Verify the date requested is not one of the following excluded dates:
 1. Thanksgiving;
 2. Christmas Eve or Christmas Day;
 3. New Year's Eve or New Year's Day; nor
 4. Fourth of July
 - iv. Check the electronic log(s) on the K drive, at COM/CSU/Common /Guaranteed Leave and:
 1. In the Names Log Verify that not more than two honored days have been logged per Matrix semester (January – June and July – December) per officer/sergeant;
 2. In the Dates section, log all requests in time stamp order for the requested date.
 - v. Place all original calendar requests in the shift folder. Must complete calendar prior to entering name on log.
- b. Officers assigned to details DO31 and DO32 will check the shift folders for GL requests preparing the details three weeks ahead and:
 - i. Post the request as **G/Vac**, up to **eight** per date;
 - ii. When more than **eight** calendar requests are in the shift folder, the electronic logs shall be checked to ensure the first six requests are honored, verified by the Date log; and
 - iii. The officers/sergeants approved for GL shall be advised by VM as confirmation. Also inform personnel should the use of one of their GL days be necessary, this fact will be posted on the Daily Detail as **G/Vac** for the date in question.
- c. On the date of the requested leave, all Duty Officers preparing the Daily Details shall pay particular attention to the shift folder to determine if GL requests are present. When present, the Duty Officer shall:
 - i. Verify the requesting member(s) is posted GL for the date, up to **eight** city-wide.
 - ii. When OB was unnecessary due to overages, the first member listed on the

Date Log will be credited GL and their status on the Daily Detail shall be changed to Vac/Hol/Comp. This will be notification to that officer/sergeant they were credited their GL.

- iii. When OB was unnecessary for more than one requesting member, the next member on the Date Log will be credited their GL, as in 3 above, and so on up to the **eight** permitted leave.
- iv. When OB is necessary to honor a request, the Daily Detail will reflect GL for the member requesting leave. The Duty Officer shall also:
 1. Advise the officer/sergeant working OB to use Code 421.
 2. The officer/sergeant working shall be listed in the **Guaranteed Leave Log**.
 3. In the **Guaranteed Leave Log**, the date GL was used shall be logged next to the member's name, indicating usage of one of their GL dates.
- d. When an approved GL request is cancelled by the requesting member, the original request will be logged in the Names Log, indicating GL usage, unless cancelled 30 days prior.
- e. The original GL calendar requests may be discarded after one month.
- f. The electronic logs will be retained for 3 years.

3. MILITARY LEAVE

Military Leave shall be governed by Administrative Order, 2-19 Leaves of Absences. Special attention is made to the distinction between military duty with orders (e.g. annual training and emergency call-ups) and military duty without orders (e.g. weekend drills). Generally, military orders include an order number, while the latter does not. Both types of duty are authorized leave. Restrictions for no time off without replacement, during staffing freezes, shall not apply to military leave absences. Personnel are to notify the Duty Office of anticipated leave at least two weeks in advance. Notification of less than two weeks in advance may be brought to the attention of the affected commander.

- a. Military Leave with Orders will be granted paid leave, as described in A.O. 2-19, once the established protocol has been followed. Personnel with orders will be posted off "military leave." A scantron shall be completed prior to the member's absence and shall mark the military leave box. A copy of the military order, or military memorandum directing leave, shall accompany the scantron which should be submitted in the normal fashion. However, formal military orders shall be submitted within 30 days.
- b. Military Leave without Orders may be permitted leave if staffing permits and are to use accrued time. Other leave alternatives may be sought.
- c. California's leave law for the spouses of military members.

On October 9, 2007, Governor Schwarzenegger signed into law Assembly Bill 392. The new law requires public employers to provide up to 10 days of unpaid

leave for a “qualified” employee if the employee’s military spouse is on a leave from deployment in a combat zone with the active duty, reserve military or National Guard during a period of military conflict. In order to take the leave, a qualified employee must provide an employer with notice of his or her intention to take leave within two (2) business days of receiving official notice that the military spouse will be on leave from deployment. An employee must also submit written documentation to his or her employer certifying that the military member will be on military leave from deployment during the time of the requested leave. Qualified Employees must be the spouse of a “qualified” member of the military. Under Family Code section 297.5, the term spouse includes registered domestic partners.

4. MINIMUM STAFFING

Minimum staffing levels have been established by the Patrol Division Commander for each shift. Any variance from this, **including requests from other staff officers to utilize staffing overages are to be approved by the Patrol Division Commander.** Staffing will be based on the most current minimum staffing sheet, which will be kept in the Duty Office, and will indicate the date and the name of the authorizing commander. Any questions regarding the current list are to be referred to the Duty Office Sergeant.

- a. Time-earned requests for time off cannot be approved by the Duty Office if the total number is at or below the **buffer**. Only the Patrol Division Commander or his/her designee can approve requests at/below the buffer.
- b. The Patrol Division Commander has authorized Duty Officers to modify schedules for Watch III officers attending court, who have worked 15 or more hours in a 24 hour period. These officers should be allowed 8 hours between shifts prior to resuming duty. The officer is permitted to take the first half of their shift off, but will still be counted in staffing. Such approvals are to be **noted on the Daily Details**.
- c. Officers re-entering patrol after a 12-month absence are required to undergo re-entry training with a FTO. During this two-week period, the re-entry officer will not be counted in minimum staffing for loaning purposes, unless it creates the need to order back to meet citywide minimum staffing requirements.
- d. Due to various needs, there will be occasions where an officer will work half their shift. For purposes of minimum staffing, an officer working at least 5 hours will be counted in minimum staffing. If working less than 5 hours, the member will not be counted in minimum staffing and if necessary, the Duty Office will OB personnel as needed.
- e. Cadets and CSOs are not included in minimum staffing counts.
- f. Members notifying the Duty Office of their intended absence with substitute (AWS) do not affect minimum staffing. Members may provide a substitute member, suitable to the Department as provided in the MOU. An AWS form is to be completed and submitted for this purpose, prior to the start of the shift. The Duty Office shall be notified of the substituting member at least an hour and half

before the start of the shift.

- g. Loaning members to satisfy minimum staffing needs is necessary to prevent overtime and ensure an equitable distribution of patrol personnel. Special attention is to be made with this process, with logs being kept to record which Districts have been required to loan officers, and sergeants, and how often. A separate log shall be kept for officers and sergeants and for all shifts. Additionally, the Patrol Division Commander has requested loans be made as evenly as possible, distributing overages so most districts are close to their minimum staffing counts (e.g. SW is -2 bodies, SE is +4, NE is +1 and NW is +1, the 2 loaners will come from SE). Any concerns by field sergeants regarding the loaning process, or staffing levels in their respective district, should be brought to the attention of the PIO or the District Commander of the affected district. The PIO or the District Commander may contact the Duty Office and direct changes to the detail. The field sergeant shall not contact the Duty Office regarding concerns, nor direct changes to the detail. The Patrol Division Commander has directed all patrol members being subject to loan, except the following:
 - i. Field Training Officers (FTOs) with a trainee;
 - ii. K9 Officers;
 - iii. Officers working a partial shift; and
 - iv. Probationers with less than 9 months worked since being released from the training program.
- h. Once minimum staffing levels are satisfied, the table in the Appendix may be used in determining approval of time earned requests.

5. PATROL ORDERBACK (OB)

When minimum staffing needs are not met, Duty Officers are authorized to order back (OB) voluntary personnel as needed, per Procedure 216, *Staffing Levels*.

- a. Procedure 216 shall be referenced in determining who will receive OB. The following are specific procedures which apply to the Duty Office.
 - i. The Duty Officers assigned to the midnight position will record all messages from The Last Minute OB Line (559-621-7423), left not more than fourteen days in advance, excluding messages sent by Future Delivery or marked Urgent. The messages shall be recorded in the order received along with the information requested on the OB Log, located on the L drive at Library/Patrol Matrix/ Patrol Order back Log.
 - ii. *The Duty Office shall fill any vacancy in order of priority (Officers/Sergeants assigned to the Patrol Matrix will have priority when filling vacancies; those assigned to special units are encouraged to place themselves on the log knowing that they will not have priority), per Procedure 216.*

Officer or sergeants who are eligible to work order back (meaning on a regular day off, and not working other contracts or assignments) will be placed on an eligibility list. That list will then be utilized in determining who will be contacted for order back availability in order to fill vacancies.

Selection is based on a lottery system. The system utilized chooses a random name using a Microsoft Excel formula. The Duty Officer is responsible for entering the names into the formula in the order received. The duty officer then selects the complete list and a random name is generated. That name then goes on a separate availability list by order selected through the lottery system. The same procedure is repeated based on how many officers/ sergeants expressed eligibility for orderback and the number of -vacancies needing to be filled.

Officers or Sergeants are then contacted via telephone and offered the available area/ shift order back to accept the OB.

iii. When there is no answer at the number(s) provided by the member, the Duty Officer will leave a message, where possible, for the member with the date and time called and direction to contact the Duty Office. When a message is left, Duty Officers shall wait 24 hours for a response from the member when there is at least 48 hours before the start of the shift. The date and time the message was left will be recorded on the OB Log.

iv. When there is less than 48 hours before the start of the shift, Duty Officers will proceed as above except will allow only five minutes for eligible members to reply to any messages left.

v. The Duty Officer will make the appropriate entry to the OB Log, documenting the acceptance or declination of any shifts offered to personnel and the name of the Duty Officer making the entry.

vi. When a shortage in staffing occurs during a shift, the Duty Officer may offer OB, by CAD message, to the officers and sergeant(s) working, who would be eligible to work. The first eligible officer or sergeant to reply shall be awarded the OB. CAD messages are not to be sent for future vacancies.

vii. When the Duty Officer is unable to satisfy minimum staffing needs through voluntary OB, they shall notify the PIO who will decide how to proceed.
They may elect to go short (Preferred Staffing), or have the OB filled by the sergeant experiencing the shortage by mandatory order back. The PIO will also determine if OB needs to be mandatory, how it will be filled, either going Citywide or District wide based on seniority.

viii. When changes occur which improve staffing levels, and it is learned OB is not needed, the Duty Officer reserves the right to cancel any OB as appropriate.

ix. When any deviance from this order is directed by Duty Office personnel, they shall notify their supervisor as to why such action was necessary. The supervisor will review the circumstances to determine if such action was necessary and best met the needs of the Department.

x. *The Patrol Division Commander reserves the right to modify this directive in order to fulfill the needs of the department, based on staffing levels, special ops, and lack of available personnel.*

6. PERSONNEL RESPONSIBILITIES

Patrol personnel are required to report absences/returns due to illness or injury at least 90 minutes prior to the start of their shift, as required by Procedure 1014. This allows time to determine which Districts need to loan officers to meet minimum staffing needs.

- a. Calling in sick: Duty Officers receiving notice of an officer calling in sick are to:
 - i. Note the absence on the detail sheet;
 - ii. Complete an OTTO entry under the member's name and type of leave taking;
 - iii. Complete a sick slip and place it in the appropriate shift folder.
- b. Calling in well: Once the member calls in well, the Duty Officer is to:
 - i. Update the detail to reflect the member returning to duty;
 - ii. Pull the copy of the **sick slip** from the shift folder

7. RIDE-A-LONG PROGRAM

- a. Members of the community are permitted to ride with officers, once per year, as approved by the Duty Office sergeant or designee. Those approved to accompany officers will be posted on the Ride-A-Long assignment log, located on the L drive, at Library/Patrol Matrix/Ride-A-Longs. Duty Officers are to post ride-a-longs on the Daily Details and ensure not more than one ride-a-long is assigned to any district and shift. The exception is when permitted by the district sergeant.
- b. Civilian members of the Department, as well as attendees of the Department's Citizens Police Academy and the State Center Police Academy, may attend on a more frequent basis. All requests must be approved through the Duty Office sergeant.
- c. Friends and family of sworn department members are permitted to ride with officers, as approved by the district sergeants.
- d. All ride-a-longs will be posted on the daily details and the Ride-A-Long assignment log will be updated.

8. COMPLETED DETAILS

- a. The completed "Daily Detail" is to be available on the L Drive, at Library/Patrol Matrix/Daily Details at least 30 minutes before the start of each shift.
- b. Once the details have been returned by the district sergeants, compile a completed detail with officer/sector assignments and update the Daily Detail sheet on the L drive, at Library/Patrol Matrix/Daily Details.
- c. The Duty Officer assigned detail DO11 will forward a copy of the details from the L drive to the Chief's secretary at the end of each month, forwarding the previous month's details, e.g. on October 31 forward details for September.

B. SPECIAL UNITS AND OTHER STAFFING:

1. Special Units which have designated staffing levels are generally staffed by members within the special unit. Occasionally, staffing levels may not be met by members within the unit and supervisors may request the Duty Office fill these vacancies with other sworn officers. When this occurs, the Duty Officer shall refer to the OB log and proceed down the officer list in order and verify the member meets criteria per the FPOA MOU. To be eligible to work a vacancy in a special unit, the member must already be working in any special unit, be on the Special Units list, or be a FTO. If they meet any of the criteria, they are eligible.
2. Special considerations are needed in respect to staffing of guards for hospitalized felons. RCTB 07-15 discusses the Duty Office role in detail. In summary Duty Officers will:
 - a. Upon notification of the need to guard a felon who is to be hospitalized, the Duty Officer will log the name of the suspect, the charges and the date.
 - b. The Duty Officer will ensure staffing will be provided on a 24 hour basis, unless directed differently by the Field Commander.
3. Assignments are directed by the Personnel Bureau Commander:
 - a. Personnel may be assigned to the Duty Office unless an injury prevents them from typing, or performing other telephonic duties.
 - b. Generally, officers will be assigned to work their regular schedules, including work hours and days off. Modifications may only be approved by the Personnel Bureau Commander.
 - c. Sergeants will automatically be assigned to the Communications Center, working their regular shift. They are to check reports in RPW, citywide.
 - d. Advise those assigned of training attire requirement. Also advise them of limited parking availability, metered or on the back lot after 6 pm. Those who may qualify may obtain a temporary disabled person placard through DMV and park near the entrance to Police Headquarters.
4. When the status of a member working modified duty changes, by means of a Medical

Status Report or doctor note, the Duty Office is to make notifications as listed in 4 above. Notifications should be made by email.

5. Any Medical Status Reports or doctor note received will be faxed to Management Services Bureau (MSB) for placement in the member's medical file.
6. Subpoenas are generally distributed by the Duty Office sergeant. However, any Duty Officer may serve a subpoena and is mandatory to serve personnel assigned to Watch III. A subpoena folder is maintained in the Duty Office and is to be checked daily. The issuing Duty Officer is to sign the subpoena in the designated space, indicating service.
7. Tarasoff notifications and member obligations:
 - a. When handling a call involving a Tarasoff notification (1976 court ruling requiring licensed psychotherapists to disclose name of patient and any threats of serious physical violence against a reasonably identifiable victim or victims) members are to complete the required Law Enforcement Report of Firearms Prohibition form. The fact the form was completed and all efforts made to notify the intended victim or victims shall be documented in a police report.

C. REPORT APPROVALS

1. Duty Officers have authorization to review and approve reports completed by temporary duty, Will Appear, administrative duty, and communications personnel, whose reports are in the CDU basket, in RPW. They may also approve e-reports.
2. Approval of reports should be in accordance with Procedure 344, *Report Preparation*, and Procedure 349, *Supervisor Responsibilities*.
3. Duty Officers are expected to review reports in the RPW, CDU basket, frequently during their shift to minimize reports being left for the replacement officer.
4. Duty Officers experiencing difficulties with rejected reports, or identify deficiencies in reviewed reports, are to notify the Duty Office sergeant.

D. CALL-OUTS

1. Duty Officers are responsible for notifying key Department personnel in a timely manner during emergency situations, such as:
 - a. **Officer-involved shootings/deaths** which require an OIS response per Procedure 310. Initial notification should be made by Communications personnel to the Duty Office. Additional information needed to brief responding members, (e.g. location of command post, officer(s) involved and their status, status of suspects, and number of witnesses, etc.) should be obtained by the Duty Officer calling the field sergeant or PIO. The Duty Officer is also required to:
 - i. Log all contacts and attempted contacts to the designated members as listed on the OIS log;
 - ii. The time of the notification or attempt shall also be recorded;

- iii. The Duty Officer completing the log shall include their name in the space requested; and
 - iv. Mail the completed original OIS log to the Duty Office sergeant who shall maintain custody.
 - v. Mail copies to the Patrol Division Commander, Communications Bureau Commander, Civil Liability Unit Commander, IA Commander, Investigative Services Commander, Homicide sergeant, and the Companion Officer Coordinator.
- b. **SWAT call-outs** as per Procedure 408, *S.W.A.T., Activation Procedures for SWAT*. See the Appendix for specific instructions.
- c. **Amber Alerts** (Procedure 334):
Upon notification by the Field Supervisor or Commander, the Duty Officer will initiate the call-outs of:
- i. PIO;
 - ii. Child Abduction Team as needed: Contact the Child Abuse Sergeant for list of detectives to contact; and
 - iii. Other resources (see checklist under Procedure 332) as directed by Field Commander.

When requested by the field commander, it also necessitates the notification of the:

- i. Patrol District & Division Commanders;
 - ii. Family Justice Bureau Commander; and the
 - iii. Chief of Police
- d. **Blue Alert System Notification** (Procedure 358) The purpose of a Blue Alert is to quickly coordinate and provide information to the public and solicit help in the safe and swift apprehension of suspects meeting specific criteria.

Upon notification by the Field Supervisor or Commander, the Duty Officer will initiate the call out of:

- i. PIO;
- ii. Homicide Unit, as needed; and
- iii. Other resources as needed.

The Duty Officer will notify:

- i. Patrol District & Division Commanders;
- ii. Criminal Investigation Bureau Commander; and
- iii. Chief of Police.

2. In addition, lists are maintained for call-out of:

- a. **Detectives for Major Crimes**, (See Table of Contents, Appendix A, in the Procedures Manual);
- b. **Negotiators** (Procedure 408, *S.W.A.T., Crisis Negotiation Team*);
- c. **Explosive Ordinances Disposal personnel** (Procedure 416, *Response to Bomb Calls*); and
- d. **Collision Reconstruction Unit** (Procedure 502, *Traffic Collisions, Requesting Collision Reconstruction Unit (CRU) Response*).

E NOTIFICATIONS

Duty Officers are responsible for notifications of certain personnel during the following specific events:

1. A **Declaration of Emergency**, as governed by the Emergency Operations Plan and the Critical Incident Response Plan, which are available on K drive, at COM/CSU/Common/Emergency Callups. **Refer to the Appendix at the end of the Duty Office Operations Manual for further specific instructions.**
2. **Rotating power outages** will occasionally occur and Pacific Gas & Electric Co. will notify the Duty Office as to the location and duration of the blackout. The Duty Officer shall then immediately make notifications to the following personnel:
 - a. City Manager;
 - b. Mayor's Chief of Staff;
 - c. Deputy City Manager;
 - d. Facilities Manager;
 - e. Communications Bureau supervisor;
 - f. Department Emergency Services Coordinator;
 - g. Field Commander;
 - h. Chief of Police;
 - i. Deputy Chief of Police-Field Operations Division; and
 - j. Deputy Chief of Police-Investigative Services Division.

ComCen shall be responsible for alerting FOD personnel about the location and duration of the power outage.

F. PERSONNEL INQUIRIES/COMPLAINTS

Citizens who wish to make an inquiry/complaint (I/C) will generally be referred to the Duty Office pursuant to Procedure 1020. Duty Officers are not to attempt resolving any I/Cs. Duty Officers are responsible for:

1. All I/Cs brought to the attention of a Duty Officer, by any means (e.g. phone, mail, email, HQ walk-ins, etc.) shall be entered on the electronic Inquiry/Complaint Log (ICL) using the BlueTeam web interface.
2. When a mail-in form is requested, the form shall be provided and sufficient information is to be obtained in order to complete an Inquiry/Complaint Form (ICF), including a brief synopsis of the I/C. When mail-in forms are sent, the log shall indicate the date mailed. When returned, the Duty Officer receiving shall update the log to include the date received. The mail-in form shall be forwarded to the commander/manager to whom the original ICF was distributed.
3. All Duty Officers are responsible to check the designated IA Complaint Submission folder, in Microsoft Outlook, daily. All new complaints will be logged and handled as other like I/Cs.
4. When the accused member is on-duty, the Duty Officer shall notify the member's supervisor who shall respond to handle the I/C and complete the ICF. When a supervisor is unavailable from the accused member's bureau/district of assignment, or the accused member is off-duty, the Duty Officer shall complete the ICF.
5. When completing the ICF, the Duty Officer should only enter the name of the accused member(s) in the "Possible Involved Personnel" box of the ICF. At the conclusion of the inquiry/complaint process, supervisors shall provide the actual involved members name for inclusion in the ICF "Involved Personnel" box.
6. When a complainant alleges a serious violation was committed by a member, as in assault cases with visible injuries, sexual assaults, etc, the on-duty supervisor where

the incident originated shall be contacted. The supervisor shall contact the complainant and will complete the ICF along with coordinating any additional response by the Department. Should the supervisor advise they are unavailable, for any reason, the on-duty PIO shall be contacted who will decide how to proceed. When a crime allegation is made against a member, which originated outside the City of Fresno limits, the on-duty PIO shall be contacted who will decide how to proceed. The Duty Officer will complete the ICF on outside jurisdiction cases, unless directed otherwise by the PIO.

Exception: When the I/C is in response to an OIS, the CP shall be advised all OIS investigations are investigated criminally and administratively, per Department policy. When the CP insists an I/C be completed, the Duty Officer shall document the I/C and forward to the IA Commander.

7. In all instances, where the Duty Officer logs an I/C, a Receipt for Personnel Complaint shall also be completed. The top half of the receipt will be discarded and the bottom half will be sent to the complainant by regular mail.
8. When members from different bureaus/districts are involved in the same I/C, the ICF shall reflect that the bureau/district commander/manager of each member was provided with a copy.
9. All ICFs completed by Duty Officers, along with the related event, shall be forwarded to the originating district/bureau for further review/investigation, this is all completed via BlueTeam. Any attachments are to be added using BlueTeam protocols. Only basic information is to be included the BlueTeam entry and the details will be added in the attached email.
10. When requested by a supervisor, duty officers may cut and paste information from email, or other electronic documents, to the Summary of Supervisor's Investigation section.
11. Due to the sensitive nature of the information, Duty Officers are restricted from discussing any information received regarding an I/C with other personnel outside of the Unit.

G. DAILY CRIME BULLETIN

Daily Crime Bulletin broadcasts (DCBs) are managed through the Records Bureau and Duty Officers have a significant role in the process. The primary areas of responsibility, for all Duty Officers, are receiving, approving and canceling DCBs.

1. Receiving, approving and canceling DCBs.
 - a. DCB broadcasts are received in the Duty Office Microsoft Outlook folder, which all Duty Officers have access to. The folder is to be checked regularly, during each members shift. When a DCB is received, it is to be reviewed to determine if sufficient information is included to justify an arrest of a suspect(s), or to provide officer safety information. DCBs meeting criteria should indicate:

- i. The crime is a felony;
- ii. The suspect is named and a DOB is provided; or
- iii. The suspect is named and an address is known; and
- iv. Any information intended for officer safety.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I. CRIMESTOPPERS CALLS

Duty Officers are relied upon to answer the Crimestoppers' line when the regularly assigned personnel are not available.

1. An evaluation and confirmation of the information being provided must be performed to determine the appropriate action to take, and the informants must remain anonymous. Information received which requires immediate response should be forwarded to the Street Violence Bureau, or to the Communications Center for dissemination to patrol personnel.
2. All calls are to be logged on the Crimestoppers Tip Sheet, and shall include:

- a. A summary of the information provided;
 - b. A temporary ID number of 444; and
 - c. The disposition of the information provided.
3. Callers are to be advised to call the Crimestopper's office for reward information.
 4. The completed Crimestoppers Tip Sheet is to be forwarded to the FPD Crimestoppers office.

J. REQUESTS FOR WARRANT SERVICE

The Duty Office receives warrants from outside agencies via teletype or fax. It is up to the Duty Officer to review the information and either create a call, or fax the information to the appropriate District.

K. STATE PRISON RELEASE REQUESTS

When receiving calls from prison officials requesting Department approval of prisoner releases for any reason, (e.g. funerals), the standard answer will be the Department will not recommend or approve such a release. If they should have further questions they are to be referred to the Duty Office Sergeant.

L. PERSONNEL FAILING TO LOG OFF

When a request is received from the Communications Center to contact an off duty member in order to determine their status, the Duty Office shall call the member.

1. When the member is contacted, the Duty Officer shall update CAD.
2. When the member is not contacted by phone, the Communications Center supervisor shall be notified, along with the Field Commander.

M. GPS PROBATION VIOLATION NOTIFICATIONS

Some high risk probation offenders are monitored via GPS, through cooperation with Fresno Probation and SecureAlert. A 2007 RCTB on GPS tracking is available in the Department's Procedures Manual. An additional resource is Fresno County Probation. Specific instructions pertaining to the Duty Office are listed in the Appendix.

N. PARKING ISSUES ON THE BACK LOT

When time allows, the Duty Officers will assist with issues of parking on the back lot if a complaint is received. Refer to Procedure 703, Vehicle Operations and Equipment.

2. **Radios** shall be maintained in the Duty Office, per Procedure 448, *Radio Repairs*. Personnel in need of a replacement radio will:
 - a. Complete a repair slip describing the malfunction;
 - b. Provide the inoperative radio and repair slip to the Duty Officer.
3. **Radio batteries** are not issued by the Duty Office.
 - a. Personnel with a suspected defective battery will be issued a temporary radio as described above; and
 - b. Personnel are to complete a repair slip describing the problem.
5. The Duty Office does maintain other limited equipment, including:

- a. Inner duty belt, size large;
 - b. Outer duty belt, size large;
 - c. Right-handed holster;
 - d. Left-handed holster;
 - e. Ammunition pouch;
 - f. Pepper spray pouch;
 - g. Baton holder;
 - h. Radio swivel holder;
 - i. 3 Keepers;
 - j. Handcuff case; and
 - k. Peerless handcuff.
7. Items in need of repair are returned to the Duty Office when ready. The Duty Officer receiving the equipment shall:
- a. Determine who the equipment belongs to;
 - b. Arrange for the return of the loaned equipment.
8. PECS is responsible for the issuance of expendable supplies, such as citations books, Taser cartridges, etc. During the hours which PECS is not open to members, the Duty Office will issue limited items. New members not listed on the log shall have their names added in the appropriate alpha order. The log will be updated with an entry to the member receiving, including:
- a. The name or type of item issued;
 - b. Quantity issued;
 - c. Date issued; and
 - d. The name of the issuing officer.

P. INVENTORY

In addition to logging all equipment loaned from the Duty Office, the following inventories will be conducted as follows:

1. Firearms are inventoried yearly, in July. The Duty Officer assigned to detail DO11 is to complete the inventory. The completed inventory will be forwarded to PECS and a copy will be forwarded to the Duty Office sergeant.
2. Radios will be inventoried concurrent with the firearms inventory and will be completed by the same Duty Officer and forwarded in the same manner.
3. All other property issued will be inventoried by the Duty Officer assigned to detail DO13. This inventory is to be completed by the end of July of each year. The completed inventory will be forwarded to the Duty Office sergeant.

4. The Duty Officer assigned to detail DO21 will complete an inventory of all keys maintained in the Duty Office locked key box.
5. A number of manuals are maintained in the Duty Office and will be reviewed yearly by the Duty Officers assigned to details DO31 and DO32. A coordinated review will assure the manuals are kept up to date. This review is to be completed by July of each year. Any updates needed are to be brought to the attention of the Duty Office sergeant. The manuals maintained are subject to change and are listed in the Appendix.

Q. REQUESTS FOR ASSISTANCE FROM OTHER AGENCIES/DEPARTMENT PERSONNEL

1. The Duty Office is the Department's primary after-hours informational and administrative office. As such, it is heavily relied upon for assistance or direction by others associated with law enforcement. These requests may include:
 - a. Handling the "officer question line" (621-2762) when light duty personnel are unavailable;
 - b. Being utilized as a back-up media liaison contact on where to direct media per the Department's PIO;
 - c. Providing phone numbers after hours per Procedure 1025, Telephone and Address Requirements, which states in part:
 - i. Inquiries regarding the name, address, and or phone number of a member shall be directed to the member's division administrative sergeant during normal business hours of the division. Requests falling outside of normal business hours shall be directed to the Duty Office.
 - d. Handling general inquiries from Communications Center personnel; and
 - e. Conforming to our Mission Statement, to provide services to all those in need.

R. FOREIGN NATIONALS

1. The Duty Office will retain a copy of the Consular Notification and Access booklet distributed by the U.S. Department of State. When requested, the duty officer shall provide requesting officers:
 - A copy of a Translated Notification Statement; and
 - The telephone number of the nearest Consulate office.
2. The duty officer will maintain a log of arrested foreign nationals and record consular notifications therein.

APPENDIX

Specific Procedures and References

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DUTY OFFICE OPERATIONS MANUAL

Reference Table for Approving Leave

Sergeants	Overages above may take time off	May release 1 hour before shift	Minimum Staffing
Watch I	4	0	4
Watch II	6	2	4
Watch III	4	0	4

Officers	Overages above may take time off	May release 1 hour before shift	Minimum Staffing
Watch I	Plus 4*	3**	Plus 1
Watch II	Plus 5*	3**	Plus 2
Watch III	Plus 3*	2**	Plus 1

* Buffer increased by +1 on all shifts on Friday and Saturday only.

** May release one additional on Friday and Saturday.

Time off below the buffer requires approval from the Patrol Division Commander.

No time off can be authorized more than 14 days prior to the requested date unless Annual Vacation or Guaranteed Leave request is submitted and approved.

Requests for time off one hour prior to the start of shift will only be accepted by telephone.

Staffing shortages, including the increase of minimum staffing for hospital standby and special details, will be filled according to Procedure 216.

DUTY OFFICE OPERATIONS MANUAL

LOBBY GUARD STAFFING

The Lobby Guard post at HQ is staffed by a permanent/assigned Officer from 0730-1500 or until the time the Records Window closes. In the event the Lobby Guard has a preplanned event and requests time off, Southwest District will have their staffing increased by 1 and cover the Lobby Guard post. In the event the absence is not preplanned i.e. sick, the District with additional staffing will cover the post. If no area is over in staffing an Officer will be ordered back to cover the vacancy.

DUTY OFFICE OPERATIONS MANUAL

Manuals Maintained

A. EMERGENCY MANUALS

1. Emergency Alert Radio 2004
2. Surface Movement Guidance and Control System Plan 2009
3. Airport Certification Manual 2009
4. Site Plan for all FUSD 2011
5. Emergency Call-out List 2006 (Red folder)(Being Updated)
6. Department Phone Numbers
7. Terrorism Information 2007
8. FPD Emergency Operations Manual
9. City of Fresno Emergency Procedures
10. Mutual Aid Manual 2009 ed.

B. REFERENCE MANUALS

1. Arrest of Foreign National Log
2. Seniority List Current
3. Ident-a-drug Reference 2000
4. Uniform Controlled Substance Act 1992
5. Fresno County Resources Directory, Volumes One & Two 2004
6. National Crime Information Center 2000
7. Fresno PD Policy & Procedures
8. Injury and Illness Prevention Program 2006
9. Cal OSHA manual

DUTY OFFICE OPERATIONS MANUAL

Assigned Responsibilities

DO11

COMPLETED DETAILS

The Duty Officer assigned detail DO11 will forward a copy of the details from the L drive to the Chief's secretary at the end of each month, forwarding the previous month's details, i.e. October 31 forward details for September.

INVENTORY

Firearms are inventoried yearly, in July. The Duty Officer assigned to detail DO11, working the day shift, is to complete the inventory. The completed inventory will be forwarded to Property, and a copy will be forwarded to the Duty Office Sergeant.

Radios will be inventoried concurrent with the firearms inventory and will be completed by the same Duty Officer and forwarded in the same manner.

DO13

INVENTORY

All other property that may be issued will be inventoried by the Duty Officer assigned to detail DO13. This inventory is to be completed by the end of July of each year. The completed inventory will be forwarded to the Duty Office Sergeant.

SAFETY CHECKLIST

Safety is the responsibility of all members of the Duty Office. Any concerns regarding safety in the office shall be documented in the Safety Checklist Log. The officer assigned to detail DO13 is responsible for updating the log with obvious concerns and any concerns brought to their attention. During the first week of each month the log shall be forwarded to the Duty Office sergeant.

DO21

INVENTORY

The Duty Officer assigned to detail DO21 will complete an inventory of all keys maintained in the Duty Office locked key box.

DO31

PATROL STAFFING

The officer assigned detail DO31 is responsible for completing the detail for Watch II.

GUARANTEED LEAVE (GL)

Officers assigned to details DO31 and DO32 will check the shift folders for GL requests preparing the details three weeks ahead.

PATROL ORDERBACK (OB)

The Duty Officers assigned DO31 and DO32 will record all messages from the Last Minute OB Line, left not more than fourteen days in advance, excluding those sent by Future Delivery or marked Urgent. The messages shall be recorded in the order received, along with the information requested on the OB Log, located on the L drive at Library/Patrol Matrix/Patrol Orderback Log.

INVENTORY

A number of manuals are maintained in the Duty Office and will be reviewed yearly by the Duty Officers assigned to detail DO31 and DO32. A coordinated review will assure the manuals are kept up to date. This review is to be completed by July of each year. Any updates needed are to be brought to the attention of the Duty Office sergeant. The manuals maintained are subject to change and are listed in the Appendix.

DO32

PATROL STAFFING

The officer assigned detail DO32 is responsible for completing the details for Watches I and III.

GUARANTEED LEAVE (GL)

Officers assigned to details DO31 and DO32 will check the shift folders for GL requests preparing the details three weeks ahead.

PATROL ORDERBACK (OB)

The Duty Officers assigned DO31 and DO32 will record all messages from the Last Minute OB Line, left not more than fourteen days in advance, excluding those sent by Future Delivery or marked Urgent. The messages shall be recorded in the order received, along with the information requested on the OB Log, located on the L drive at Library/Patrol Matrix/Patrol Orderback Log.

INVENTORY

A number of manuals are maintained in the Duty Office and will be reviewed yearly by the Duty Officers assigned to detail DO31 and DO32. A coordinated review will assure the manuals are kept up to date. This review is to be completed by July of each year. Any updates needed are to be brought to the attention of the Duty Office sergeant. The manuals maintained are subject to change and are listed in the Appendix.

ALL DUTY OFFICERS, INCLUDING TEMPORARY OFFICERS

COMPLAINTS

All Duty Officers are responsible to check the designated IA Complaint Submission folder, in Outlook, daily. All new complaints will be logged and handled as other like I/Cs.

DAILY CRIME BULLETIN

DCB broadcasts are received in the Duty Office shared folder, which all Duty Officers have access to. The folder is to be checked regularly, during each member's shift. When a DCB is received, it is to be reviewed to determine if sufficient information is included to justify an arrest of a suspect(s), or to provide officer safety information.

REPORTS

All Duty Officers are also expected to approve reports, daily, in the CDU/Dispatch and E Report queues in RPW.