



GENERAL ORDER



SERIES

302

NUMBER

1

EFFECTIVE DATE

April 28, 1981

SUBJECT

Calls for Police Services

DISTRIBUTION

A

ORIGINATING UNIT

PDD

The purpose of this order is to establish the policy and procedures for handling minor citizen complaints, vacant property checks, and processing calls for police service. This order consists of the following parts:

PART I Responsibilities and Procedures for Members of the Department

- A. General.
- B. Classifying and Processing Calls.
- C. Responding to Classified Radio Assignments.
- D. Special Attention Requests.
- E. Emergency Delivery of Blood/Donor Organs.
- F. Cancelling Central Complaint Numbers and Unfounded Reports.

PART II Responsibilities and Procedures for Special Assignment Personnel

- A. Communications Division.
- B. Code 10-33 Assignments.
- C. Family Disputes.
- D. Delivery of Blood/Donor Organs.

PART III Responsibilities and Procedures for Supervisory and Command Personnel

- A. Director, Communications Division.
- E. Commanding Officers.
- C. Supervisory Personnel.
- D. Official in Charge, Field Inspections Unit.

PART I

A. General.

1. All calls and requests for police service shall be processed through the Communications Division where each incident will be classified and assigned a central complaint number.

2. All requests for police assistance received by telephone shall be documented in the Telephone Log Book by the individual receiving same and then phoned to the Communications Division for proper police action. In addition, all reports of offenses and incidents brought to the attention of members of the force shall be processed through the Communications Division.

3. The word "complaint" does not constitute a proper disposition but must be explained to specifically indicate the action taken that would not require a report. Mobile units receiving assignments from their stations or sources other than the dispatcher shall indicate the nature and location of the assignment to the dispatcher when requesting to be held out of service. All administrative runs shall be approved by the Administrative Run Coordinator of each district. The duties of the Administrative Run Coordinator are outlined in Part III B 4 and Part III C 2 and 3 of this order.

B. Classifying and Processing Calls.

1. When information is received, whether by telephone or in person, concerning an event which necessitates the dispatch of a radio equipped mobile unit, the call shall be processed in the following manner:

- a. Upon receipt of a request for police service, the member shall, if possible, determine the priority of the complaint. For example, when information is received concerning an alleged shooting, it shall be ascertained whether the perpetrator is still on the scene, if he/she is armed, and the condition of the victim. Other than the location of the incident, these would be the most important facts to secure. Further information should also be obtained if conditions permit.
- b. Members of the force are reminded that it remains a policy of this department to provide the appropriate law enforcement service in all cases that are, or may be, of a legitimate law enforcement nature, regardless of whether the citizen/complainant identifies himself.
- c. Members interviewing a citizen under such circumstances shall attempt to obtain personal information about the person (i.e., name, address, and telephone number), but shall honor requests from citizens who wish to remain anonymous.
- d. When sufficient information concerning a request for service has been obtained, the officer originally receiving the request shall, if not assigned to the Communications Division, relay the necessary information to that division.
- e. Members receiving requests for police service should bear in mind that in those cases where doubt arises as to the character of service to be rendered, such doubt shall be resolved in a presumption that an emergency situation exists.

2. All radio assignments voiced over the air shall be classified as either Code 1 or Code 2 by Communications Division personnel according to the following guidelines:

- a. Code 1 classification shall be given to those requests for police service which report a felony in progress, a misdemeanor in progress where the violator is armed, and all other requests alleging an immediate threat to the safety of a person. The term "Code 1" shall be announced when the assignment is initially voiced. Examples of Code 1 calls are:
 - (1) Burglary in Progress.
 - (2) Criminal Assault in Progress.
 - (3) Robbery in Progress.
 - (4) Man with a Gun.
 - (5) Code 10-33 (Officer in Trouble), and
 - (6) Any other assignment that is deemed Code 1 by the dispatcher.

- b. Code 2 classification shall be given those calls for police service which do not pose an immediate threat to the safety of any person. Examples of Code 2 calls are:
 - (1) Any call received as the result of a mechanical, electric or recorded alarm.
 - (2) Fire Alarms.
 - (3) Traffic Accidents.
 - (4) Theft II's.
 - (5) Family Disputes (no weapons involved).

C. Responding to Classified Radio Assignments.

1. Members responding to calls for service assigned by the Communications Division dispatcher shall advise the dispatcher when they arrive on the scene by stating "on the scene." In emergency situations members shall use discretion to determine whether the seriousness of the incident outweighs the opportunity to advise the dispatcher of their arrival on the scene.

2. Units selected to respond to Code 1 assignments shall be designated as primary or secondary response units by the dispatcher and shall respond according to the following procedures:

a. Primary units shall:

- (1) Respond directly to the reported location of the call for service by the most direct route, using appropriate emergency warning devices to assist in a safe and swift response to the reported emergency.
- (2) The first primary unit directed to respond shall use the wall position on the electronic siren selector. The second primary unit directed to respond shall use the yelp position on the siren selector.

b. Secondary units shall:

- (1) Respond to the area of the assignment at normal rates of speed, without using emergency warning devices, observing all traffic regulations.
- (2) Establish a perimeter patrol at least six blocks from the location of the assignment for the purpose of apprehending escaping law violators and providing support for primary units in the event the incident escalates beyond their capability.

3. No mobile unit shall respond as a primary or secondary unit unless approved by the Communications Division. All department vehicles in the immediate vicinity of a call for assistance shall notify the Communications Division of their unit number and location when requesting the assignment and be governed by the instructions dispatched by the Communications Division. It shall be the responsibility of the first officer on the scene to advise the Communications Division if additional assistance is needed or when no further assistance is necessary.

4. Units selected to respond to Code 2 assignments shall respond to the location of the call for service by the most direct route, complying with the traffic regulations of the District of Columbia, and shall not use emergency warning devices. The term, "Code 2" shall not be announced.

D. Special Attention Requests.

1. Requests for special attention.

a. A PD Form 658 (Report of Special Attention) shall be prepared by any member who:

- (1) Observes or receives reports from citizens concerning a minor violation that requires attention (i.e., barking dogs, traffic complaints, etc.).
- (2) Receives a request from an owner or agent for a vacant property check, or

- (3) Observes or receives information concerning any unsecured vacant property.
 - b. The PD Form 658 shall be indexed by regularly established scout car beats in a loose-leaf notebook known as the Special Attention Log Book.
 - c. Upon resolution of the complaint or when the property is reoccupied, the PD Form 658 shall be removed from the Special Attention Log Book, filed alphabetically by month in the Special Attention File, and retained in accordance with the department's Records Disposition and Retention Schedule.
2. Follow-up Responsibilities.
- a. The official preparing roll call shall check the Special Attention Log Book daily to determine:
 - (1) Whether any new requests for special attention have been received.
 - (2) Whether any member took any action in connection with a complaint or vacant property check, and
 - (3) Assignments during roll call.
 - b. All observations and/or any police action taken shall be recorded on the PD Form 658 by the assigned officer prior to the expiration of his/her tour of duty. Each entry shall be initialed by the recording officer.
 - c. Upon receiving a citizen's complaint relating to a minor violation and executing a PD Form 658, the officer assigned to the beat shall check the area as often as possible until the complaint is resolved.
 - d. Upon receiving a request from an owner or agent to check vacant property and executing a PD Form 658, the officer assigned to the beat shall check the property as often as possible, until it is reoccupied.
 - e. Upon observing or receiving any information concerning any unsecured vacant property on his/her beat, members shall:
 - (1) Take immediate steps to notify the owner or agent to secure the property.
 - (2) Execute a PD Form 658 indicating the time, date and name of the owner or agent notified to secure the property, and
 - (3) Check the area as often as possible until the property is reoccupied.

- f. Appropriate police action shall be taken in all cases of vandalism, depredation of fixtures, and theft from vacant properties.
- g. Members shall maintain close supervision over all junk yards. Whenever it can be ascertained that junk yards are being utilized for the disposal of the proceeds of thefts, appropriate police action shall be taken.

E. Emergency Delivery of Blood/Donor Organs.

1. Since provisions are normally available for emergency deliveries of blood/donor organs, the services of the Metropolitan Police Department shall not be required unless the emergency is so critical that emergency warning lights and siren are necessary.

2. Emergency Deliveries.

- a. The Metropolitan Police Department shall assist in emergency blood/donor organ deliveries outside of Washington to the extent that they shall deliver blood/donor organs to the District of Columbia line where it shall be transferred to an individual designated by the Maryland or Virginia authorities.
- b. The same procedure as set forth in Part IE1 above shall prevail, unless severe disaster has occurred and local and state police personnel are engaged at the scene. In such instances, it shall be delivered by Metropolitan Police Department personnel in the metropolitan area by direct orders of the Chief of Police or competent authority.
- c. In an emergency situation, when it is determined by the official in charge of the Communications Division that other facilities are not available for the transportation of blood/donor organs, department vehicles and personnel may be used.

F. Cancelling Central Complaint Numbers and Unfounded Reports.

1. A PD Form 252 (Supplement Report) must be prepared to cancel a Central Complaint Number (CCN). The PD Form 252 cancelling the central complaint number shall include the following information:

- a. If a situation occurs where two (2) central complaint numbers are issued for the same report, then the PD Form 252 must bear the central complaint number (CCN) that will be cancelled. The narrative of the PD Form 252 must indicate that the central complaint number referred to is a duplicate number. The central complaint number which actually reflects the PD Form 251 (Event Report) shall be indicated as such.

- b. If a unit is credited with a "report due" for a central complaint number, and the unit being held accountable for the report can show that a "No Report" disposition was given, a PD Form 252 must be prepared. The narrative of the PD Form 252 shall indicate the circumstances and identify the dispatcher that committed the error. The central complaint number shall then be cancelled.

2. When central complaint numbers are issued by CAD (Computer Assisted Dispatching System) for a report, and it is determined immediately that the crime or incident did not occur, the original PD Form 251 (Event Report) shall be prepared and classified as "unfounded." A statement must indicate in the narrative of the PD Form 251 confirming that the events described in the report, after a thorough investigation, were found not to have occurred.

3. A PD Form 252 indicating that a report is unfounded shall only be accepted if the original PD Form 251 had been previously submitted, or if the PD Form 251 accompanies the PD Form 252. As indicated above, a statement shall be included in the report indicating that after having conducted an investigation, the events described in the original report were found not to have occurred.

4. Under no circumstances will a PD Form 252 be processed as an unfounded report without a PD Form 251 being submitted.

PART II

A. Communications Division.

1. Upon receiving a call for police service, dispatchers shall:
 - a. Complete a Complaint Event Record format and enter it into the CAD computer system.
 - b. Assign only one run to a unit at a time and hold that unit out of service each time a run is assigned.
 - c. Enter into the CAD Terminal, the unit number and the arrival time on the scene of those units responding to calls for service assigned by the Communications Division.
 - d. Enter a report or no report disposition into the CAD when a unit returns to service upon completion of an assignment.
 - e. If a report is required, voice the central complaint number assigned to the incident or offense.
 - f. When no report is required, enter the appropriate no report disposition as given by the assigned unit.
 - g. If the CAD System is temporarily deactivated, complete a PD Form 258-B (Radio Event Record).

2. Telephone Receipt Clerks shall complete a Complaint Event Record format on all calls which require police service.

3. An Administrative Event Record format shall be completed by the dispatcher to record administrative calls (assignments unrelated to an incident or offense requiring an investigation and report). An example would be a call for a unit to report to the Radio Shop or the Vehicle Repair Shop.

4. If the CAD system is temporarily deactivated, the Telephone Receipt Clerk/Dispatcher shall complete a PD Form 258-A (Administrative Event Record) to record administrative assignments. The following information shall be recorded on the PD Form 258-A:

- a. Date and time received.
- b. Date and time of dispatch.
- c. Date and time unit returned to service.

5. The PD Form 258-A (Administrative Event Record) shall also be used to record tag checks on the front of the card and information relative to look-outs on the reverse side of the card. The time and date received shall also be indicated on this card.

B. Code 10-33 Assignments.

1. It is the responsibility of the Communications Division to dispatch two primary mobile units plus a supervisory vehicle upon receipt of a Code 10-33 request. The following priority shall be adhered to in dispatching mobile units:

- a. Marked four wheel units.
- b. Motorcycle units.
- c. Unmarked four wheel units.

2. In addition to primary units, the Communications Division shall, when necessary, designate three secondary units to respond. All secondary units shall remain on perimeter patrol until the Communications Division advises that additional assistance is required or cancels the assignment. Upon cancellation of the Code 10-33 by the Communications Division, all secondary units shall immediately return to normal patrol assignments.

C. Family Disputes.

Upon receiving a call for police service at the scene of a reported or suspected family dispute situation, the dispatcher handling the call shall dispatch a 10-4 unit or two 10-99 units to the scene. A 10-99 unit shall not be dispatched to handle a reported or suspected family dispute without additional assistance.

D. Delivery of Blood/Donor Organs.

Upon receiving a call for delivery of blood/donor organ the dispatcher shall:

1. Ascertain if it is an emergency or a non-emergency situation.
2. If the situation involves an emergency, contact the official in charge of the Communications Division.
3. Ascertain the location where the blood/donor organ is to be delivered.
4. If the delivery is outside of the District of Columbia boundaries, ascertain the time and place where the Maryland or Virginia authorities will meet our vehicle.
5. Complete a Complaint Event Record format and enter it into the CAD computer system, and
6. Upon assigning a unit for delivery, voice the words "emergency, Code I."

PART III

A. Director, Communications Division.

The Director, or official then in charge of the Communications Division shall:

1. Upon being notified of an emergency delivery for blood/donor organ, determine when department vehicles and personnel may be used.
2. Ensure coordination between MPD mobile units and other departments as appropriate.

B. Commanding Officers.

Commanding Officers shall:

1. Ensure that all requests for police assistance received by telephone are documented by the individual receiving same and phoned to the Communications Division for proper police action.
2. Ensure that all reports of offenses and incidents brought to the attention of members of their command are processed through the Communications Division.

3. Be responsible for establishing and maintaining a Special Attention File of all citizen complaints (e.g., barking dog, traffic complaint) and vacant property checks handled by their organizational element.

4. Designate a captain to review the Administrative Run Log Book and the PDCAD02 printout (Administrative Runs) on a monthly basis to ensure that excessive time spent out of service on administrative runs is reduced and kept to a minimum.

C. Supervisory Personnel.

1. Supervisory Personnel shall:

- a. Upon being notified of a Code 10-33 by the Communications Division, respond to the location with the two designated primary units.
- b. Respond as often as practicable to calls for police service and ensure that proper police action is taken.
- c. Use the Special Attention Log Book to make assignments during roll call and ensure that officers are complying with their follow-up responsibilities.
- d. Take appropriate action, when necessary, to ensure compliance with the provisions of this order.

2. The Administrative Run Coordinator shall be of the rank of sergeant. Each district shall have two Administrative Run Coordinators; one on the day tour of duty (Administrative Sergeant) and one on the evening tour of duty (Duty Sergeant).

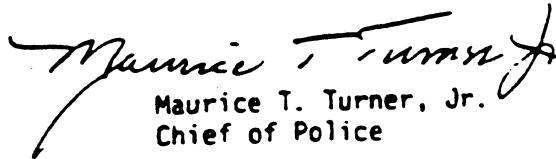
3. The Administrative Run Coordinator shall be responsible for:

- a. Maintaining a log book of all administrative runs assigned by him/her.
- b. Evaluating each request to determine the nature of the assignment, resources available and need to place a unit out of service to accomplish the assignment.
- c. Determining if the daily mail run can accomplish the task in a timely manner.
- d. Assigning a unit to handle the administrative runs with a view toward keeping out of service time to a minimum. When assigning such runs, the Coordinator should first look to the availability of limited duty or administrative personnel; secondly, units already in the station; thirdly, scooter units; fourthly, 10-99 units; and finally, 10-4 units.

D. Official In Charge, Field Inspections Unit.

The Official In Charge, Field Inspections Unit shall:

Be responsible for conducting periodic spot inspections to determine compliance with the provisions of this order.


Maurice T. Turner, Jr.
Chief of Police

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