

	GENERAL ORDER Effective: 02-28-2022	# 09-05
	Section: Operations	Replaces or Modifies: N/A
	Title: Calls for Service & Location Accountability Issued by: Chief Deputy Mattie Provost	

I. Purpose:

To establish guidelines for receiving, communicating, & responding to calls for service and to ensure location accountability for personnel.

II. Policy Statement:

One of the primary duties of the Fort Bend County Sheriff’s Office (FBCSO) is to receive and respond to calls for service from the public and other agencies/departments in a timely and effective manner.

III. Definitions

Call for Service – A request that the FBCSO provide a service. Examples include but are not limited to 911 calls, Other Agency Assist calls, other calls or requests for some service ...). Service includes but is not limited to provision of police action (initial response and/or follow up activities) and other services/assistance associated with the functions of our Agency – including all operational elements. (The general term calls may also be used.)

Timely Manner – Means that upon receipt of a call for service all responding elements (including but not limited to as applicable dispatch, patrol, detention, CID, CSU, records,...) will take actions to provide the service without unnecessary delay and in the fastest fashion as is reasonably possible.

Effective Manner – Means provision of service in keeping with FBCSO policies and applicable Laws that respond to the call for service by taking appropriate actions.

Available – As it relates to response to calls for service means a deputy who is shown on CAD records as being available for assignment to a call for service. Generally an employee that is not available is out of service.

Preempting – As it relates to response to calls for service means an action whereby an employee is assigned to respond to one call for service and is redirected to another call for service prior to the completion of response to the original assigned call for service

IV. Details and Procedure:

- A. Calls for Service received by Dispatch
 - 1. The Major over this function shall ensure that the Dispatch SOPs give instructions that ensure at a minimum, the following (these instructions may also be accomplished by defined systems within the dispatch computerized technology system [CAD]):
 - a. Calls are received and dispatched in a timely manner

- b. Calls are documented in CAD and other systems designed to capture data on calls as applicable [this includes written information and as applicable audio recordings – all of which are to be kept in accordance with applicable records retention General Orders including but not limited to General Order 03-05 Section IX]
 - c. When multiple calls are received in close time proximity, there is a priority system assigned based upon severity of call and personnel available to answer calls (including standards allowing preemption of lower priority calls when needed to address calls needing immediate action – standards shall also include a mechanism to notify patrol supervisory personnel of such actions to insure response to calls that are being preempted)
 - d. Sets a standard for security of transmissions involving potential threats to officer safety
 - e. Sets a standard for checking on the status of officers in call responses
 - f. Sets standards for documentation and authorization on running/entering/removing persons and/or items in Local/State/Federal systems such as TCIC/NCIC (including but not limited to CCH queries)
 - g. That General Orders related to dispatch expectations are implemented and adhered to
2. In addition to directions found in Dispatch SOPs, Dispatch will adhere to the following in regards to call assignment (as with established priorities this General Order takes precedence over any SOP)
- a. Priority calls will be dispatched to the best available resource as soon as enough information is gathered to allow for a response (number of deputies assigned will be based upon SOPs as it relates to factors such as officer safety and complexity of call)
 - b. Calls will generally be assigned in conjunction with a patrol deputy's district assignment for the shift.
 - c. If no district patrol deputies are available, a patrol supervisor will be notified. It then becomes the responsibility of the patrol supervisor to insure patrol response in a timely and effective manner either through answering the call him/herself, holding the call when necessary and only for the time absolutely necessary & having it assigned as patrol deputy(ies) become available, or creating/assigning an available patrol deputy by identifying resources that can be made available while maintaining appropriate response levels based on needs at the time. Dispatch will document all actions in CAD.
 - d. A system of general broadcast of a call to any available unit is not authorized. General broadcasts may be done for other reasons.
 - e. Dispatch will not change assignment of a call for service based upon preemption request from a patrol deputy without patrol supervisory authorization.

B. Patrol Division Responsibilities

- 1. The Captain over the patrol division shall insure that a system is in place that designates a watch commander on duty at all times.
 - a. This will generally be a Lieutenant; however, whenever a Lieutenant is not available this function will be assigned to a Sergeant
 - b. The Watch Commander will insure that Dispatch is aware who the current watch commander is and how to immediately contact him/her
 - c. There is to be only one Watch Commander on duty at any given time
 - d. The Watch Commander is responsible for all field operations of the Patrol Division and patrol response to all calls for service and is given authority over personnel to execute this duty
 - e. In cases of major scenes the Watch Commander is responsible for insuring that provisions of General Order 09-04 are followed concerning establishment of scene commander.

- f. The Watch Commander is responsible for insuring that the Major/Captain over patrol are kept apprised on events in accordance with instructions given and in line with General Orders
 - g. The Watch Commander will ensure that calls for service are responded to in a timely and effective manner and shall always strive to be aware of available personnel and status of personnel (available, not available, location, etc....). In this regard the Watch Commander is charged with utilizing other shift supervisors in the most efficient manner to accomplish these objectives. In addition the watch commander will insure that appropriate communication is maintained with Dispatch personnel at all times in order to most efficiently manage personnel and call responses. Further, the Watch Commander has final authority over response decisions involving calls for service (including actions by Dispatch and Patrol) unless higher authority intervenes or countermands a decision.
 - h. The Watch Commander will indicate the beginning of and end of his/her shift on the police radio system (this will be therefore logged into CAD records).
 - i. The Watch Commander going off duty is responsible for briefing the Watch Commander coming on duty on any pending issues; however, once a Watch Commander comes on duty it is his/her responsibility to assess all ongoing issues and he/she cannot rely solely on a poor briefing to excuse lack of knowledge concerning matters.
2. Preempting a call for service
- a. Once assigned a call for service Deputies must have prior supervisory permission to preempt themselves from a call for service.
 - b. Patrol Supervisors will only allow preemption of a call for service when it is clear that it is in the best interests of overall service provision to make such preemption.
 - c. All authorizations allowing preemption will be reported to Dispatch and Dispatch will log that information into CAD (information will at a minimum include which Supervisor approved the preemption).
 - d. Dispatch may on its own initiative based upon Dispatch SOPs preempt calls for service in accordance with Section I of this General Order. The patrol Watch Commander has authority to direct changes to preemptions as he/she deems necessary under authority found in Section II.A. of this General Order.
3. Expectations on response times
- a. Personnel are reminded to review General Order 09-01 which gives guidance on driving standards related to response to calls for service and General Order 05-03 concerning vehicle use and assignment. If in conflict, provisions of General Order 09-01 and 05-03 prevail over provisions found in this General Order (09-05).
 - b. It is the expectation that upon being assigned a call for service each employee thus assigned is to begin to proceed to that location as soon as is possible. If there is to be a delay in response, the assigned employee(s) is/are to immediately report same to patrol supervisory personnel for resolution.
 - (1.) Once a call for service is assigned to an employee either as primary or back up unit(s) the following are not legitimate reasons for delay [unless specifically approved on a case by case basis by Watch Commander or higher authority]
 - (a.) Any type of break being taken where the employee is shown as available – in cases where the employee is shown as not available due to a break, the employee is to return to service as soon as is possible without unnecessary delay to handle a call for service assigned to the employee
 - (b.) When an employee is out of service doing administrative
 - c. The goal for all personnel is response to calls for service in a timely and effective manner.

- C. Location Accountability – The FBCSO utilizes technology that allows for location of agency vehicles.
1. Employees are prohibited from taking any actions intended to prevent location technology from accurately tracking the location of agency vehicles.
 2. Further, employees working on a patrol shift
 - a. Are to keep all instruments concerned with location technology powered on and in an operational state during the entire duration of their shift (current example is the MDC).
 - b. Are to check operational status at the beginning of each shift on any MDC and its related GPS system located in the vehicle he/she is using on a shift and if MDC or GPS is found not to be functioning, this is to be immediately reported to supervisory personnel.
 - c. Supervisors are charged with taking all reasonable steps to insure that deployed personnel occupy vehicles with functioning MDCs (by changing out vehicle assignments, etc...).
 3. If during a shift a Dispatcher notices that a patrol unit's GPS is consistently not showing what appears to be an accurate indication of the unit's location, this is to be immediately reported to the patrol Watch Commander for resolution.
- D. Only the Sheriff or Chief Deputy may authorize exceptions to this General Order.