



Chapter: Member Conduct and Authority
Subject: 02-09 – Response to Calls for Service
Effective: April 19, 2022
Supersedes: Official Order 1, Article 3, Sections 3.6-3.8, dated January 7, 2009
Distribution: Department Members

RESPONSE TO POLICE CALLS

Section 3.6 Members of the department shall give immediate attention to citizens calling, in person or by telephone, for police assistance. Members assigned to desk duty shall promptly handle those matters requiring the assistance of police personnel.

REFERRAL OF CALLS FOR POLICE ASSISTANCE

Section 3.7 Posts shall accept calls for police service received from outside their assigned area. The receiving post shall convey the information to the post where the service is to be performed.

REFERRAL OF CALLS FOR POLICE ASSISTANCE TO ANOTHER AGENCY

Section 3.8 Generally, the department will not respond to complaints or calls for police assistance or services from within incorporated areas having police departments unless requested by the local department. An exception to this policy is where time is an overwhelming factor in urgent or emergency cases to assure safety and welfare of the public or an individual. Calls outside incorporated areas shall not be referred to local departments except as provided by policy established by the worksite commander. This rule shall not apply to posts participating in 911/central dispatch operations with other police agencies.

DIRECTOR

Annual Review Responsibility: Transparency and Accountability Division
Accreditation Standards: CALEA 41.2.1