
ADMINISTRATIVE DIRECTIVE – 112.003
HANDLING CALLS FOR SERVICE

EFFECTIVE DATE: March 23, 1977
AFFECTS: Sworn and PSO Personnel

REVISION DATE: April 11, 2019

I. PURPOSE

This administrative directive identifies responsibilities in responding to and the reporting and documentation of specific calls for service. Reporting guidelines are referenced in AD112.010, Completion of Reports and Forms.

II. POLICY

The public relies upon the department for assistance and advice in many routine and emergency situations. For this reason, and because there is a potential for crime, the department routinely responds to incidents where an arrest will not be made. To satisfy these requests and to assure the safety of all persons, the department responds to calls for service and renders such aid or advice as is needed or indicated by the situation. An essential element in creating a professional standard of service is response, within a reasonable period of time, to calls for service. To assist in achieving this standard, and to properly record such information, these procedures will be followed by members of the Plano Police Department regarding receipt of calls for service and response to those calls. In order to provide the best service possible, the Plano Police Department will dispatch an officer to any call where the citizen demands an officer's response.

III. PROCEDURES

A. General Procedures

1. The majority of calls for service are initiated through Public Safety Communications. On occasion a call for service may be received at the Police Department. In the event any member of this department receives a call for service in person or by telephone, and the call, due to extenuating circumstances should not be transferred to a Public Safety Communications call taker, the member shall:
 - a. Obtain the name of the person requesting service;
 - b. Obtain the address and call back telephone number;
 - c. Obtain the nature and urgency of the request;
 - d. Relay the information to Public Safety Communications so they can dispatch a call for service if needed.
2. The computer aided dispatch system (CAD) will prioritize calls. Unless extenuating circumstances exist, all calls for service will be dispatched promptly, according to their priority, upon receipt.

Under normal circumstances, officers will not respond to calls unless dispatched. Any request for call reassignment shall come from a sergeant or higher authority only. Exceptions include, but are not limited to, the following:

- a. If an officer believes he/she is closer than an assigned Patrol unit, then the officer may ask the dispatcher to reassign the call.
- b. When suspects remain at large, unassigned officers may position themselves along potential escape routes when practical.
- c. The officer assigned to the Beat, if unavailable at the time the call was dispatched, may ask to be assigned the call for the purposes of Beat integrity and problem solving.
- d. A Field Training Officer who has a recruit may request to be assigned to a call for training purposes.

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Patrol sergeants are expected to handle emergency and other type calls when Beat officers will not be available within a reasonable period of time. Sergeants are required to be on the street whenever possible and shall respond to all major calls when available.

B. Responding to Emergency Calls

At times, officers will be dispatched to emergency calls for service. Emergency calls for service are classified as calls that require the immediate presence of a police officer to protect or preserve human life and/or to affect the immediate apprehension of a suspected violator of an in-progress Class B or above criminal offenses. The use of emergency lights and continuous siren will be required anytime an officer exceeds the speed limit while responding to an emergency call. Officers responding to all other calls for service will be in compliance with this policy and Texas Transportation Code 546.001 -546.005.

Justification and requirements for driving to emergency calls as outlined in this directive are distinct and unrelated to the justification and requirements of pursuit driving which are outlined in Administrative Directive 107.002.

C. Officer Emergencies

1. "ASSIST OFFICER" is to be used by any officer who perceives their self to be in imminent danger. This applies as if an officer would say "HELP"!
2. Hostage
 - a. In the event an officer gives his call sign followed by "H" (i.e., IBIH), this is an indication that the officer is in a hostage situation. Public Safety Communications personnel are to handle this situation in accordance with their Standard Operating Procedures.
 - b. Officers are to watch their MDC for messages which will indicate the officer's last known location and nature of emergency. This message will be sent individually and NOT to the officer involved in the hostage situation.
 - c. All officers are to continue with radio traffic as if everything is normal.
 - d. Updated location or additional information will be transmitted via MDC.
 - e. Officers are NOT to attempt to contact the officer involved in the hostage situation directly, except in person, should they locate the officer.
3. "BACK-UP" is to be used by an officer when the need exists for additional officer(s) due to the nature or magnitude of the call. Units will not respond unless dispatched and must not dispatch themselves.
 - a. Unless circumstances/information is known which eliminates the need for another Unit, calls that will be dispatched with a back-up are:
 - (1) In-Progress Calls
 - (2) Alarms, with the exception of residential burglar alarms occurring on the day shift or evening shift, in which case a single unit will be dispatched. (A back-up unit may be assigned if circumstances are present which indicate the alarm is not false in nature or if, on arrival, the assigned officer finds circumstances which give rise to concern by the officer.)
 - (3) Disturbances
 - (4) Traffic crashes with serious injury
 - (5) Incidents where violence has occurred or is likely to occur

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- (6) Incidents involving alcohol, drugs, or mental problems
- (7) Open or unattended buildings
- (8) Incidents involving unknown suspicious persons, vehicles, or circumstances
- (9) Incidents where the area or event involved will require more than one officer
- (10) Incidents involving sexual offenses
- b. Supervisory discretion must be exercised regarding assignment or cancellation of back-up Patrol units on calls for service. Supervisors must base their discretion on call loading and other information known at the time.

D. Fire and Ambulance Calls

1. All calls which involve response by the Police Department and the Fire Department require that the ranking officer at the scene make face-to-face contact with the ranking Fire Department Officer at the scene to determine if Unified Command should be established in accordance with the Incident Command System procedures.
2. The department will automatically be dispatched by Public Safety Communications personnel to all structure fire calls. All structure fire calls will be simulcast on both Police primary channels to alert Patrol units in the area of a fire response. In most cases, officers may, by use of their MDC, obtain additional needed information on Fire Department calls.
3. Arson
 - a. Periodically officers receive calls that indicate the possibility of arson. When these calls are identified, the officer responding to the call shall:
 - (1) Ensure Public Safety Communications personnel notifies the Fire Marshal's office and requests instructions for preservation of the crime scene.
 - (2) The on-call arson investigator will determine if he/she needs to respond to the scene.
 - (3) Follow instructions provided to Public Safety Communications by the arson investigator, if any.
 - (4) Relinquish the scene to an arson investigator if he/she arrives at the scene.
 - (5) Complete an offense report which will be routed to the Fire Marshal's office.
 - b. All other reports and investigations will be the responsibility of the Fire Marshal's office. Officers shall assist the Fire Marshal as necessary and/or requested.

If arson is identified as being committed to cover evidence of another criminal act, such as homicide, rape, etc., the reports and subsequent investigation will be the responsibility of the Police Department. Arsons of this nature will be processed by department Crime Scene Investigation Unit personnel with assistance from the Fire Marshal's Office.
4. Police units will be dispatched to crashes on toll roads in the City limits when the Plano Fire Department is dispatched. The Patrol unit will stand by to assist the Fire Department by directing traffic flow and safeguarding the crash scene until the arrival of a DPS unit to work the crash. DPS is responsible for crash reporting and investigation. Plano police units shall complete crash reporting if DPS is unable to respond. Plano police units may clear from the scene when DPS has arrived and Plano Police Department assistance is no longer needed.

Note: Plano units will respond when there is a question regarding whether or not a call is within the City limits and advise Public Safety Communications personnel. Public

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Safety Communications personnel will notify the appropriate jurisdiction to ensure their response if the crash is not in the City limits. Plano officers shall not respond to crashes that are clearly outside the Plano city limits.

E. Calls or Officer Activity Involving Controlled Substances

1. The on-call member of the Narcotics Unit must be immediately notified of any drug overdose involving any illicit narcotics, as well as overdoses from prescription or over-the-counter drug used for the specific purpose of drug intoxication.
2. The on-call member of the Narcotics Unit must be immediately notified of any suicide which involves the use of a controlled substance.
3. The on-call member of the Narcotics Unit must be notified of any significant drug arrest.
4. The Patrol primary officer is responsible for ensuring notification is made.

F. Calls Involving Suspected Clandestine Drug Laboratories

1. Evacuate immediate area and secure the scene.
2. Notify a Patrol supervisor.
3. Notify the Fire Department and determine whether a Haz-Mat response is necessary.
4. Notify the on-call Narcotics Investigator and request immediate response. The responding Narcotics Investigator will serve as an advisor to the incident commander.
5. DO NOT TOUCH ANYTHING! Do not turn on or off any lights, stoves, cooking utensils, etc.
6. To avoid the risk of contamination, do not enter the area(s) unless immediately necessary to protect lives.

Note: For purposes of this directive, a Clandestine Drug Laboratory could include: Methamphetamine manufacturing, Gamma Hydroxybutyrate (GHB) manufacturing, Hydroponic Marijuana growing operations, Psilocybin mushroom cultivation, THC resin extraction (aka: wax, dabs, butane honey oil etc) or any other operation connected to an illicit drug.

G. Fraud Against the Elderly

1. State law requires local law enforcement agencies to report all fraud and theft offense when the victim is sixty-five years or older and the offense involves a confidence scheme (swindle or scam).
2. The reporting person will ensure an offense report meeting these criteria will be labeled "Elderly Fraud" in the activity attribute of the report.
3. As required by law, the Records Division Manager will review and forward a copy of the report to DPS within one week of the report date.

H. Handling Noise Disturbance Calls

1. When responding to noise disturbance calls at single family residences or businesses, officers shall check the location's premise history on their MDC to determine if there have been previous Noise Disturbance calls. When responding to Noise Disturbance calls at apartment complexes, officers shall request the NCIC Operator check the premise history for the location. Officers shall take into consideration whether there have been previous Noise Disturbance complaints at the location and the resolution to the previous calls when determining the appropriate enforcement action needed.

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2. Upon clearing the call the officer shall make detailed notes in CAD including who was contacted and what enforcement action was taken. The call for service ticket should also be changed to reflect the exact location of the offense.

I. Responding to Alarm Calls

1. City ordinance requires a residence and/or business obtain a permit prior to operating an alarm system with the intent to summon an emergency service of the City in the event of an activation. Calls for service initiated from a verified alarm system shall have one of the following call types;

- a. Alarm-Burglary-P
- b. Alarm-Panic/Distress-P
- c. Alarm-Robbery-P

Audible alarms coming from an unknown source shall utilize the call type Alarm-Unverified Source.

Public Safety Communications personnel will provide premise contact information and advise the responding officer(s) if the premise has an active permit. Public Safety Communications personnel will attempt to contact a responding party upon request by the responding officer(s).

2. Upon clearing the call, the officer shall make detailed notes in CAD, including who was contacted and what enforcement action was taken. If necessary, the call type should be changed to the appropriate call type, the location for service should be changed to reflect the exact alarm location, and the call shall be cleared using one of the following clearance codes;

- a. AP – Alarm Permitted
- b. AN – Alarm Non-Permitted
- c. AC – Alarm Cancelled by Alarm Company (Utilized by Public Safety Communications)
- d. AW – Alarm Disregarded for Weather (Utilized by Public Safety Communications)

Call types such as Alarm-Unverified Source, Alarm-Domestic, Alarm-Lojack, Alarm-Sig 80 (PPD), Alarm-Signal 70 (Commercial) and 911 Welfare Concern will not receive an alarm clearance code and shall have a more appropriate clearance code assigned. Call types where an offense occurred shall be changed to a burglary, robbery, disturbance, criminal mischief, or other specific call type.

3. False alarm notifications, including false alarm and \$200 non-permitted penalties, will be issued by the Alarms Unit.

Patrol shall notify the Alarms Unit of any penalties that are issued during the call for service.

J. Responding to Calls at Nightlife Establishments

1. Upon arrival, officers may have nightlife establishment employees encourage witnesses at minimum to fill out a Nightlife Witness Statement (FM601.616) or a Voluntary Witness Statement (FM601.150).
2. Officers will include all information provided in either form FM601.616 or form FM601.150 in all reports submitted.
3. Form FM601.616 (Nightlife Establishment Witness Statement) will not be used in place of an offense or incident report. This form is a tool to assist the officer in expediting the preparation of their reports and must be submitted to the Records Unit.

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K. Responding to Foster Home Locations

1. Law enforcement agencies are required to report each time a member of a foster home is involved in a family violence allegation or incident to the Department of Family and Protective Services.
2. Officers responding to foster home locations that have an incident involving a family violence allegation or incident will notify the Department of Family and Protective Services within twenty-four (24) hours of responding to the call for service.

L. Attempted Child Abductions

1. Law enforcement agencies are required to report attempted child abductions to the Texas Missing Persons Clearinghouse.
2. Once an attempted child abduction has been determined to have occurred, the officer must notify the Crime Information Center within eight (8) hours of the incident.

M. Lobby walk-ins for Family Violence Shelter

1. If someone walks into the lobby stating they have been approved for shelter at either Hope's Door or Peaceful Oasis, the PSO or responding officer will contact the shelter to verify the victim has been approved.
2. If it's confirmed that the victim has been approved for shelter, the PSO will ask dispatch to send an officer to transport the victim (or have the victim follow officer) to the shelter. Officers will not give out the shelter address to victims.

N. Graffiti

1. When responding to reports of graffiti, gang related or strictly an act of vandalism, the officer shall use "graffiti" as the offense.
2. If known, the name of the tagger shall be used for the suspect name.
3. Photographs will be taken.
4. Using the Patrol Services Division SharePoint page, contact shall be made to the designated NPO POP officer of all incidents of graffiti.
 - (1) The NPO POP officer will be the primary point of contact for all graffiti removal and other city departments.
 - (2) The NPO POP officer will make the necessary notification of gang related graffiti for entry into the gang database.
 - (3) The NPO POP officer will make the appropriate department notifications for removal.
 - (a) Personal/business properties - Property Standards Graffiti Abatement Team
 - (b) Street signs (Excluding HOA and private property signage) - Public Works
 - (c) Screening walls and drainage ditches - Public Works
 - (d) Parks and recreation facilities - Parks and Recreation
5. CISD General will be the primary investigative unit for graffiti offenses. They will coordinate with the Juvenile and/or Intelligence Unit (gang/hate crime), if applicable.