
	<b>MISCELLANEOUS PATROL RESPONSE PROCEDURES</b>	Operations Order <b>7.36.00</b>
	<b>PHOENIX POLICE DEPARTMENT</b>	Rev. 12/15/25 PAGE 1

## 1. ABANDONED REFRIGERATORS


- A. It is a misdemeanor for any person to keep an abandoned refrigerator, icebox, or similar container in a place accessible to children without removing the door, hinges, lid, and/or latches per [Arizona Revised Statutes 36-1651](#).
- (1) Officers will advise the owner or person in charge to eliminate the hazard immediately.
  - (2) If it appears it would be physically impossible for the violator to remove the door (old age, physical handicap, lack of tools, etc.), the violator may be advised to contact the local fire station for assistance in removing the door, hinges, etc.
  - (3) Officers will complete a Case Report (CR) for such violations.
- B. A follow-up check will be made by resource bureau detectives; if uncorrected, the procedure for obtaining a complaint will be followed.

## 2. ALARMS

- A. When responding to silent or audible alarms, officers will treat the alarm as valid until the premises, vehicle, or person has been checked.
- B. False Alarms
- (1) When it is determined an alarm is false, officers will complete the Mobile Data Computer (MDC) False Alarm Mask and include the following information:
    - Area (as specifically as possible) in which the alarm was activated and the cause of the activation.
    - Name of the representative at the premises if one responds.
    - Reason for the activation and whether or not the representative knows the reason for the activation (list representative's response).
  - (2) If, after checking the premises or mobile device, the alarm is found to be false, officers should complete the False Alarm Notification Form 80-304D and leave it at the premises or with the responsible party.
- C. Alarm Devices
- If the alarm activation involves a smoke or fogging device for the interior of the building, entry will not be made until a responsible party verifies the system has been turned off and the substance has dissipated.
    - \* Officers will take perimeter positions to cover building exits.
- D. Responsible Party
- (1) Officers can access information on responsible parties from the "call information" section of the "My Calls" screen on the MDC, or contact the Communications Bureau supervisor, who can access the False Alarm Tracking System.
  - (2) Officers responding to audible alarms where a responsible party cannot be located should not trip breaker boxes or otherwise cause the alarm to become inoperable.
  - (3) The Alarm Unit office can be contacted at 602-534-0322 during normal business hours if officers encounter problems with any alarm company or subscriber.

	<b>MISCELLANEOUS PATROL RESPONSE PROCEDURES</b>	<b>Operations Order 7.36.00</b>
	<b>PHOENIX POLICE DEPARTMENT</b>	<b>Rev. 12/15/25</b>

2. E. The following disposition codes will be used for alarm calls:
  - N (No Additional Action) - For alarms that cannot be located
  - O (Other) - For false alarms by completing the False Alarm Mask on the MDC
  - R (Reports) – For valid alarms where a CR is completed
  
- F. This policy does not apply to vehicle alarms.
  
3. **CRITICALLY INJURED POLICE SERVICE ANIMAL** - The following is intended to serve as a guide when a police service animal is critically injured/killed in the line of duty.
  - A. The first supervisor to arrive at the animal hospital will assess the location, prepare for the police service animal's arrival if the animal has not already arrived, and assume control of the police response.
  
  - B. Only members of the injured police service animal's unit/detail will be granted access to the trauma room/animal hospital waiting room once cleared for access by hospital staff.
  
  - C. Memorial Service
    - (1) In the event a police service animal succumbs to his/her injuries, the memorial service location will be determined by the police service animal's unit/detail and should be a place of significance to the unit/detail (park, training area, etc.).
  
    - (2) The memorial service is intended to be private and only for the police service animal's unit/detail.
      - The Employee Assistant Unit (EAU) will work with the Public Affairs Bureau (PAB) to provide an avenue for employees and the public to view the memorial service.
  
    - (3) The police service animal's handler and unit/detail will have the option to accept:
      - An urn for the police service animal's remains (if not donated, will be paid for by the unit/detail)
      - A symbol of remembrance (tree, plaque, etc.) to be placed at the memorial service location
      - A flag presentation by the Honor Guard to the service animal's handler
      - Taps played by the Honor Guard
      - To have the police service animal's handler speak during the memorial service
  
  - D. For any cards/letters and/or donations received on behalf of the injured/deceased police service animal and/or his/her handler, follow the cards/letters and donations procedures as outlined in the Tactical Response Plan.
  
4. **DECOY ASSIGNMENTS** - In order to minimize the potential hazard to officers making arrests in decoy situations, the officers designated to make the physical apprehension will be in uniform unless exempted from this requirement by the bureau/precinct commander/administrator.
  
5. **FIREWORKS**
  - A. Homemade fireworks are illegal to manufacture, sell, possess, use, discharge, or ignite.
    - (1) Homemade fireworks are potentially very hazardous and unpredictable.

	<b>MISCELLANEOUS PATROL RESPONSE PROCEDURES</b>	<b>Operations Order 7.36.00</b>
	<b>PHOENIX POLICE DEPARTMENT</b>	Rev. 12/15/25

5. A. (2) Treat homemade fireworks as Explosive Devices as outlined in the Tactical Response Plan.
- B. The City of Phoenix groups commercially manufactured fireworks into three categories:
  - (1) Permitted Use Novelties are NOT illegal in the City of Phoenix. (See GREEN section of [7.36.A Fireworks Chart](#)).
  - (2) Permitted Seasonal Use fireworks are legal in the City of Phoenix May 4 - May 6, June 24 - July 6, December 24 - January 3, and the second and third days of Diwali. (See Yellow Section of [7.36.A Fireworks Chart](#)).
  - (3) Prohibited Use fireworks are never legal in the City of Phoenix without a permit for professional use. (see RED section of [7.36.A Fireworks Chart](#)).
    - (a) Prohibited Use fireworks are illegal to use or explode pursuant to [ARS 36-1602A](#) and are subject to a civil penalty of \$1,000.
      - If enforcement action is taken, the suspect may be cited or booked under ARS 36-1602A.
      - A CR will be completed, obtain photographs of the fireworks and any evidence, and seize all unused fireworks for destruction.
      - These fireworks will be impounded for destruction in the flammable storage area at 100 E. Elwood. See [Operations Order 5.8.00, Evidence, Impounding, and Property](#), section 5.K.
    - (b) Prohibited Use fireworks are also subject to a criminal citation as a class 1 misdemeanor when **used, discharged, or ignited** in the City under Phoenix City Code [\(PCC\) 23-44.2A](#).
      - If enforcement action is taken, the suspect may be cited or booked under [PCC 23-44.2A](#).
      - A CR will be completed, obtain photographs of the fireworks and any evidence, and seize all unused fireworks for destruction.
      - These fireworks will be impounded for destruction in the flammable storage area at 100 E. Elwood. See [Operations Order 5.8.00 Evidence, Impounding, and Property](#), section 5.K.
    - (c) Prohibited Use fireworks are illegal to **possess or sell** under [ARS 36-1608](#) (Civil penalty).
      - A field interview (FI) will be completed, obtain photographs of the fireworks and any evidence, and route the FI to “WF Bomb Squad Supervisors”.
      - Do NOT seize these fireworks.
      - If unusual circumstances or a significant safety concern exists, a supervisor will respond to the scene and contact the Bomb Squad for guidance.
- C. When fireworks are found, and no owner is identified, they will be impounded for destruction in the flammable storage area at 100 E. Elwood. See [Operations Order 5.8.00 Evidence, Impounding, and Property](#), section 5.K.
- D. Commercially manufactured and unmodified fireworks are not inherently dangerous to handle or transport. Department employees may transport these fireworks using reasonable precautions.
- E. The Department's Bomb Squad or Legal Unit can be contacted for assistance at any time through the Communications supervisor.

6. **HAZARDS TO OFFICERS**

- A. When a hazard to officers has been determined or suspected, officers will take appropriate action to communicate this information to an appropriate level of authority in a timely and effective manner.
- B. Methods employed will be dictated by circumstances and addressed by a supervisor to ensure effectiveness.
- C. Information will be canceled when hazardous circumstances no longer exist.

7. **NOISE COMPLAINTS**

- A. Officers will handle all noise complaints under [PCC 23-14 through 23-17](#) in the following manner:
  - (1) Contact the complainant and obtain a complete history on the violation.
  - (2) Determine if it is a problem that cannot be resolved without police enforcement.
  - (3) Contact the source of the noise and request the noise be terminated.
    - (a) For first-time incidents, complete an FI routed to “WF Property Crimes Main Supervisors”.
    - (b) If this is an ongoing problem, complete a CR.
    - (c) If the problem is serious enough and the violator will not cooperate, an Arizona Traffic Ticket and Complaint (ATTC) will be issued.

B. Refer to [Operations Orders 7.27.00, Party Enforcement Complaints](#), for response procedures to loud parties.

C. **Street Construction or Machinery Noise**


(1) Construction noise is permitted during the following hours:

<b>6 a.m. to 7 p.m.</b>	May 1 through September 30, weekdays
<b>7 a.m. to 7 p.m.</b>	October 1 through April 30, weekdays

- (2) If the noise is at other than the listed hours, ask to see an exemption permit.
- (3) If the violator does not have or cannot produce an exception permit, the following procedures will be followed:
  - (a) Contact a Zoning Enforcement representative through the Communications Bureau to advise of the situation and the enforcement being taken.
  - (b) Advise the violator the construction or machinery noise must stop until 6 a.m. or 7 a.m., depending on the time of year.

8. **OFFICERS IN CIVILIAN ATTIRE**

- A. Officers in civilian attire are responsible for identifying themselves to other officers at police incidents.
- B. Officers will identify themselves to one another to avoid confusion or violent confrontation.

	<b>MISCELLANEOUS PATROL RESPONSE PROCEDURES</b>	<b>Operations Order 7.36.00</b>
	<b>PHOENIX POLICE DEPARTMENT</b>	Rev. 12/15/25

8. B. (1) Officers will be conscious of their appearance, keeping in mind officers do not always recognize each other.
- (2) Officers will display their badge and commission card prominently and identify themselves verbally.
- (3) Officers may utilize a clip-on badge carrier or reverse the flaps on the flat badge case and display the badge from a front shirt pocket or waistband.
- (4) When a non-uniformed unit arrives at the scene of a call where uniformed units are responding, the non-uniformed unit will advise "10-23 IN PLAINCLOTHES."
- The Communications operator will acknowledge the arrival.
- C. When practical, officers will not display their weapons without first identifying themselves as Phoenix police officers.

9. **PRIVATE SECURITY GUARD SERVICES**

A. Private security guards are available pursuant to a City contract to provide guard service for valuable property or buildings that have been victimized.

(1) The guard service may only be used when all of the following occur:

- The responsible party (RP) (owner, renter, etc.) cannot be contacted.
  - It would not be cost effective to utilize a police officer.
  - A lieutenant or higher-ranking officer requests the use of the guard service through Communications and authorizes the cost to be billed to their bureau/precinct budget.
- (a) The security guard will not be provided with any police or City equipment.
- (b) The security guard's duties are to maintain a visible, unarmed, uniformed presence, and to immediately report any unusual occurrences to the Department.

(2) The Fire Department will be responsible for requesting guard services for any fire damaged property incidents.

B. The Requesting Lieutenant or Designee Will Ensure:


(1) The guard is given instructions concerning the property involved.

(2) The guard's welfare is checked periodically.

(3) The Private Security Guard Service Form 80-20D is properly completed to include:

- (a) The responding guard has a State of Arizona approved security guard identification card in their possession.
- (b) The starting and ending times for the guard service.
- (c) Times which regular attempts were made to contact the RP, until contact is made or the passage of 48 hours has occurred.
- The RP will be advised to respond to the scene within 60 minutes to assume responsibility for the property or make arrangements to have the property secured.

\* Guards will be advised their services will no longer be required at the end of the 60-minute period.

	<b>MISCELLANEOUS PATROL RESPONSE PROCEDURES</b>	Operations Order <b>7.36.00</b>
	<b>PHOENIX POLICE DEPARTMENT</b>	Rev. 12/15/25 PAGE 6


9. B. (3) (d) Any oncoming shift supervisor is notified of the existence and location of the guard.
- (4) The Private Security Guard Service form is signed by the bureau/precinct commander which will be maintained by the bureau/precinct.
- (5) If the RP cannot be contacted or the property secured after the passage of 48 hours from the initial incident, guards will be advised their services are no longer required.
  - The property will be given extra patrol and treated as a patrol watch.

10. **PUBLIC HAZARDS**

- A. The following policy will govern any problem endangering the life or property of a citizen which an officer observes, such as a malfunctioning or inoperative traffic signal.
  - (1) Officers will notify the Communications operator immediately of the hazardous condition and stand by, taking whatever action is necessary to protect the public safety until conditions are returned to normal.
  - (2) Hazardous Conditions at Construction Sites
    - (a) Officers will take immediate action to protect the public.
    - (b) Officers will advise the Field Engineering Inspector's Office immediately.
      - The field engineer's staff will contact the contractor to ensure proper corrective action is taken.
  - (3) If the hazard requires the response of public utility personnel (Salt River Project, etc.), officers will advise the Communications operator on an Information Channel.
  - (4) The Communications operator will contact the appropriate public utility to request their response to the hazard location.
- B. Officers will ensure their supervisor is notified if they believe they will be at the hazard location for an extended period of time.

11. **RAILROADS**


- A. If an officer observes an emergency situation in the area of any railroad track within the City which could be hazardous to the safe passage of trains, the officer will notify the Communications operator.
  - (1) [ARS 40-856](#) grants railroad police the powers of peace officers while protecting railroad property, passengers, and passengers' property.
  - (2) Railroad police, special agents, etc., will be extended the same privileges and cooperation by the Department as are extended to any other law enforcement agency.
- B. [ARS 40-852](#) prohibits an engineer, conductor, or other employee or officer of a railroad company to permit a locomotive or cars to be or remain upon the crossing of a public highway so as to obstruct travel over the crossing for periods exceeding 15 minutes, except in cases of accidents.
  - (1) Violations are a class 2 misdemeanor.
  - (2) Officers will contact the train crew and inform them of their obligation under this statute to move the train.

	<b>MISCELLANEOUS PATROL RESPONSE PROCEDURES</b>	Operations Order <b>7.36.00</b>
	<b>PHOENIX POLICE DEPARTMENT</b>	Rev. 12/15/25 PAGE 7

11. B. (2) (a) A five minute grace period will be granted; therefore, the train must be blocking the crossing for 20 minutes before enforcement action will be taken.
- If warning gates alone are causing the delay, no offense has been committed.
- (3) In aggravated circumstances or when the train crew refuses to comply, an ATTC may be issued with a supervisor's approval.
- (4) If an ATTC is issued, the conductor, engineer, or other railroad officer responsible for the movement of the train will be cited.
- (5) Photographs of the crossing and vehicular traffic should be taken and processed/impounded following the procedures as outlined in [Operations Order 5.8.05, Photographs, Audio and Video](#).
- (6) Estimates as to the number of vehicles being delayed should be included in the CR.

12. **SECURITY GATE PASS KEYS**

- A. Many gated communities require special keys to access an override switch to open gates.
- B. These keys are to be used **only** for official Department use.
- C. Types of gate keys:
- (1) Knox Box Keys – Are the most common type of lock and utilizes a regular key:
- Lock boxes are generally black in color with an on/off position identified on the box.
  - To use, insert key, turn to the right overriding the lock allowing the gate to open; take the key after the gate is open; upon completion of call, return to the box and insert the key to activate gate closure.
- (2) Supra Keys - Utilize a cylindrical key and face plate on the lock box:
- To use, open the box and activate the toggle switch to open the gate; secure the face plate during call; and re-attach it to the box activating the gate closure upon completion of the call.
- D. Police Supply will be responsible for maintaining an inventory of security gate pass keys.
- (1) When additional keys are needed, Supply will request keys from the Knox Company by sending a memorandum through the Fire Department.
- (2) Keys will be issued by Police Supply to individual officers who will sign for their keys.
- (3) Each key has a serial/inventory number for accountability purposes which will be recorded on the employee's Equipment Receipt Form 80-41D.
- (4) All keys **will** be turned into Police Supply when an employee leaves the Department or retires.
- E. Accountability
- (1) Lost, stolen, or damaged keys will be immediately reported to the officer's supervisor by memorandum.
- (2) The memorandum will be forwarded through the employee's lieutenant to Police Supply.

	<b>MISCELLANEOUS PATROL RESPONSE PROCEDURES</b>	<b>Operations Order 7.36.00</b>
	<b>PHOENIX POLICE DEPARTMENT</b>	Rev. 12/15/25

12. E. (3) Once approved by a supervisor having the rank of lieutenant or above, the item may be replaced by completing a requisition form.

F. Electronic Key Access at Schools

(1) Sworn employees may have electronic key access via their Department access card to certain school sites when investigating criminal offenses or traffic collisions that occur at those schools.

(a) This allows employees to utilize their access cards to open locked doors quickly on the property in the event of a critical incident/emergency or other call for service.

(b) Access shall only be utilized to perform official police functions.

(c) If an employee utilized their electronic key to access a school building, they must notify their supervisor as soon as practical after use. That supervisor is responsible for notifying the precinct SRO Sergeant, who will notify the school.

(d) Misuse of this program to gain entry for a non-police purposes may result in discipline.

(e) See the Community and Employee Resources Bureau (CERB) for a list of schools participating in this program.

13. STOPPING PERSONS/VEHICLE FOR OTHER OFFICERS

A. There are circumstances when an officer may need another officer to stop and make contact with a person, either on foot or in a vehicle, to affect an arrest or further an investigation.

B. Any officer requesting a person or vehicle be stopped will clearly communicate the legal authority to justify the stop, such as probable cause or reasonable suspicion.

(1) If there is probable cause to make the stop, the requesting officer will state there is probable cause (PC) when making the request for the stop.

**EXAMPLE:** "I have probable cause to arrest for \_\_\_\_\_"

(2) If there is reasonable suspicion the person to be stopped has committed a crime, the requesting officer will state there is reasonable suspicion when making the request for the stop.

**EXAMPLE:** "I have reasonable suspicion to stop and detain the subject for \_\_\_\_\_"

(3) If there is no legal authority for a stop other than the requesting officer's desire to identify the person, a stop will not be made unless the officer making the stop observes a violation (or behavior that amounts to reasonable suspicion of criminal activity) to justify the stop.

- The requesting officer will clearly state the reason for the stop is to identify the subject, and a violation will have to be observed in order to initiate the stop.

C. Documentation

(1) The officer making the stop will document the reason using the "Remark" section of the "Clear Call" dialog box in the MDC prior to transmitting the disposition.

(2) The officer requesting the stop will be responsible for documenting the legality of the stop, usually in a CR.

	<b>MISCELLANEOUS PATROL RESPONSE PROCEDURES</b>	<b>Operations Order 7.36.00</b>
	<b>PHOENIX POLICE DEPARTMENT</b>	Rev. 12/15/25

13. C. (2) (a) However, if a stop is made based on reasonable suspicion and probable cause is not developed, the requesting employee will complete an FI to document the justification for the stop.


14. **ULTRALIGHT AIRCRAFT**

- A. Refer to the following chart details regarding ultralight aircraft (motorized hang gliders):

(1) <b>Aircraft/ Pilots</b>	<ul style="list-style-type: none"> <li>Ultralight aircraft and pilots are included in the definitions of "Aircraft" and "Aeronaut" in <a href="#">ARS 28-8201</a>.</li> </ul>
(2) <b>Low/ Reckless Flying</b>	<ul style="list-style-type: none"> <li>Airborne ultralight aircraft are subject to the restrictions in <a href="#">ARS 28-8277.1</a> and <a href="#">ARS 28-8279</a>. <ul style="list-style-type: none"> <li>* The flight of any ultralight aircraft below the Federal Aviation Administration (FAA) minimum safe altitude of 1,000 feet above populated areas, less than 500 feet above unpopulated areas, or within five miles of an airport is classified as reckless flying in FAA regulations referenced in <a href="#">ARS 28-8280</a>.</li> <li>* The altitude can be estimated by witnesses for later court presentation by using power poles or other tall objects as a reference.</li> </ul> </li> </ul>
(3) <b>Unauthorized Landing</b>	<ul style="list-style-type: none"> <li>Ultralight aircraft cannot make a non-emergency landing on private property without the owner's consent per <a href="#">ARS 28-8278A</a>.</li> </ul>
(4) <b>Noise Complaints</b>	<ul style="list-style-type: none"> <li><a href="#">PCC 23-14(g)</a> may be used for enforcement of noise violations from un-muffled engines while the aircraft are on the ground.</li> </ul>

B. **Enforcement**

- (1) Officers may make an educational contact or take enforcement action at their discretion.
- Educational contacts will be documented in an FI routed to "WF Property Crimes Main Supervisors".
- (2) Enforcement action may consist of completing an IR and either submitting the CR for a complaint or issuing an ATTC for [ARS 28-8279](#).
- (a) The CR will include:
- All details of the pilot's actions
  - Identity of complainants
- (b) Violators will be booked only in extremely aggravated cases and with a supervisor's approval.
- (c) If a violator is booked, preference will be given to releasing the aircraft to a responsible person of the pilot's choice to reduce handling and storage problems.
- Aircraft impounded for safekeeping will be transported by a contract wrecker on a flatbed vehicle.
  - Aircraft will be stored at the Police Impound Lot, 100 East Elwood.
  - The Communications Bureau maintains a list of qualified persons to assist officers in dismantling ultralight aircraft.
  - The aircraft will be listed in the Involved Vehicle section of the CR.
- C. Police aircraft may be used for observing and locating violators but will not be used in close proximity to other aircraft because of potential safety hazards.

	<b>MISCELLANEOUS PATROL RESPONSE PROCEDURES</b>	<b>Operations Order 7.36.00</b>
	<b>PHOENIX POLICE DEPARTMENT</b>	Rev. 12/15/25

14. D. Notifications

- (1) When aircraft or hang gliders crash, officers will notify: the Federal Aviation Administration (FAA) Regional Office Duty Officer in Los Angeles, California, at 310-725-3300.
- (2) The FAA may also be contacted for assistance in taking enforcement action on chronic aircraft violations.
  - The FAA office at the Scottsdale Airport may be contacted as well at 480-419-0111.

15. **UNDERCOVER OFFICER SUBJECT OF SUSPICIOUS PERSON CALL**

- A. When an officer is dispatched to investigate a suspicious subject call involving undercover officers, the uniformed officer will contact the complainant **only** when requested to do so.
  - (1) When contacting the complainant, the uniformed officer will advise the complainant the subjects in question have been identified and their presence is legitimate.
  - (2) Under no circumstances will the complainant be informed the situation involves undercover officers.
  - (3) Officers will not disclose the presence of undercover units via the police radio.
  - (4) Undercover officers' supervisors will be notified of the complainant's call.
- B. To promote officer safety and avoid confusion between patrol and undercover units, precinct/shift commanders will be notified of undercover surveillance or decoy operations planned to occur within their precincts when those operations are likely to result in interaction between the undercover and patrol units.
  - A Communications supervisor will also be notified.

Last Organizational Review: