

CALLS FOR SERVICE PROCEDURE

4002.1 INTRODUCTION

The Santa Ana Police Department is committed to responding to calls for service as efficiently and effectively as possible, while maintaining District integrity. This is a challenging task considering the day to day fluctuation in the number of calls for service and the Department's available resources. Santa Ana's district policing model advocates that calls be handled by the officers assigned to the District in which the call originates. However, due to the nature of some calls for service, there are times when officers must respond outside their district. Adherence to the provisions of this procedure will help ensure the appropriate balance between a timely response to calls for service and district integrity.

4002.2 FIELD SUPERVISORS' RESPONSIBILITIES

- (a) In accordance with Section 4002.3 (a) of this procedure, field supervisors are responsible for ensuring officers log-on and are available for calls for service immediately following roll call.
- (b) Unless circumstances dictate otherwise, Field Supervisors will remain in the field until the end of their shift to monitor the status of calls and availability of personnel. Particular care will be taken to ensure that pending calls are not unnecessarily delayed.
- (c) Although the Communications Division has the fundamental responsibility for managing calls, the Field Supervisors have the primary responsibility and authority to direct resources to meet the demands of calls for service. When Field Supervisors do so, they will advise Communications so the dispatch function can be appropriately coordinated.
- (d) To optimize the delivery of service, Field Supervisors are to monitor calls for service and identify those calls that have been pending for an unusual length of time. In such cases, the Field Supervisors are expected to appropriately shift and/or allocate the available patrol resources to expedite the response to pending calls. This may entail sending units outside of their district to handle calls and/or clearing officers from existing calls or other activities. This will help ensure the maximum number of officers are available to handle the calls for service.
- (e) Field Supervisors shall be visible and accessible to their officers in the field and are expected to make frequent, first-hand observations of the officers while in the performance of their duties. This will enable Field Supervisors to provide guidance, identify training needs, minimize exposure to liability and ensure the highest quality of service is delivered to the community.
- (f) Field Supervisors are expected to record their daily activities in the CAD system and utilize supervisor logs to document their observations. Supervisor logs shall be submitted to the Watch Commander and forwarded through the chain of command. This will serve to keep the Command Staff informed of field activities and will help provide the necessary information to make adjustments in staffing levels, formulate training recommendations and identify problem locations, etc.

Santa Ana Police Department

Santa Ana PD Procedures Manual

CALLS FOR SERVICE PROCEDURE

- (g) Field Supervisors, when available, are expected to respond to all significant events in their district, or, outside their district when requested by Communications or the Watch Commander. The Field Supervisor shall, as soon as practical, report to the Watch Commander the pertinent details surrounding all significant events. (See Significant Event Policy)

4002.3 OFFICER'S RESPONSIBILITIES

- (a) Officers will go into service as soon as practical at the beginning of each watch. As a general rule, officers should log on and be available for service forty-five (45) minutes following the start of roll call. When officers have matters to attend to in the station, they shall first log-on to a unit and note their specific activity in their unit history. When officers must complete assignments before going in-service, they will first notify their supervisor, or in the absence of their supervisor, the roll call sergeant.
- (b) Officers are responsible for managing their time so they will be available for calls throughout the shift. Officers will not delay reports, Code-7, or administrative business until the end of shift.
- (c) In those cases when an officer is assigned a late call, it will be his/her responsibility to respond to the call and assess the work and any overtime involved. If the call requires overtime, the officer will contact a supervisor for instructions on relief or overtime authorization.