

Effective: 11/27/12; Replaces: 03/13/2007

3-1 DISPATCH AND RADIO PROCEDURES

POLICY:

It is the policy of the Albuquerque Police Department to coordinate the delivery of police services with requests from citizens and department personnel utilizing radio, telephone, and digital communications equipment.

RULES AND PROCEDURES:

3-1-1 CALLS AT SHIFT CHANGE

An officer shall respond immediately to any dispatched call for service, regardless of impending shift change. No field supervisor shall order that a call be held for an oncoming shift if it involves a crime that has just occurred, is in progress, or involves the personal safety of a person. Calls at shift change will be dispatched as follows:

- A. All Priority 1 and 2 calls will be dispatched up until the end of shift.
- B. Priority 3 calls will be dispatched up until 30 minutes before the end of shift.

3-1-2 UPDATING SECTOR SERGEANT

When a Sector Sergeant has been out-of-service or out of radio contact, the Sergeant shall be notified of all major calls which occurred during that period.

3-1-3 PROMPT RESPONSE

Officers assigned to Field Services and carried as "in-service" by the Communications dispatcher shall be held strictly accountable for the prompt answering of their radio with their location or acknowledgment with their MDT when called by the dispatcher.

3-1-4 DISPATCHING OF CALLS AND RESPONSE OF FIELD UNITS

- A. The Sector Sergeant shall be responsible for coordinating the response of field units to a call after they have been dispatched by Communications personnel.
- B. Police Service Aides (PSA) are assigned to a particular Sector Sergeant for administrative purposes. The decision to dispatch a PSA on a given call regardless of location in the area command, will normally rest with the dispatcher.
- C. Dispatch Criteria:
 - 1. Calls requiring dispatch of a Field Services officer(s):
 - a. Bomb Threat/Bomb Emergency
 - b. Homicide/Suicide/Dead Body/Criminal Sexual Penetration
 - c. Robbery (armed or unarmed)

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- d. Assault/Fight
 - e. Burglary (all cases)
 - f. Larceny (felony)
 - g. Petty Larceny (with suspect information)
 - h. Auto Theft (even if the VIN or license number is not available)
 - i. Forgery (in-progress)
 - j. Felony Embezzlement (except auto embezzlement)
 - k. Runaway or Missing Person (if under 12, mentally ill, elderly, disabled, or possible danger to ones self or others)
 - l. The below listed vehicle accidents:
 - 1) Death or injury
 - 2) Hit and run
 - 3) Driving while intoxicated
 - 4) Damage to public vehicles or property
 - 5) Hazardous materials
 - 6) Disturbances between the principals involved
 - m. Vandalism (involving major damage or if suspects/descriptions available)
 - n. Found Item (dangerous or of evidentiary nature)
 - o. Family Fight (includes domestic abuse and Restraining Orders)
 - p. Neighborhood Dispute (violent or potentially violent)
 - q. Prowler
 - r. Stranded Motorist on Public Way (unusual circumstances such as traffic hazard, suspicious, etc.)
 - s. Suspicious Person or Activity
 - t. Loud Party or music
 - u. Disturbance
 - v. Alarm
 - w. Hazardous Material Incidents
2. Calls/Reports which may be assigned to PSA's:
- a. Stranded Motorist Assist
 - b. Traffic Direction
 - c. Non-Injury Accident Report (public or private property) to include those accidents involving damages to the extent towing is required.
 - d. Abandoned Vehicles on Public Property
 - e. Parking Enforcement
 - f. Found/recovered item (s)
 - g. Vandalism Report (minor damage- no suspect information)
 - h. Petty Larceny Report
 - i. Missing Person Report (other than 3-1-4C-1.k.)
 - j. Accident and Crime Scene Assist (e.g., direct traffic, take etc.)
 - k. House and Business Checks

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- l. Beat Checks (supplementary to beat officer checks)
 - m. Welfare Checks
 - n. Victim and Witness Transportation
 - o. Police Vehicle Transport Activities
 - p. Tow-in Reports and Waiting for Wreckers
 - q. Pickup or Delivery of Messages, Items, or Correspondence
3. Calls referred or handled by Communications - No dispatch:
- a. Animal Complaint - Refer to Animal Control
 - b. Minor Nuisance (such as children playing) - communications will advise caller to make personal contact if appropriate
 - c. Civil Disputes - Refer to attorneys or courts (with the exception of court ordered restraining orders)
 - d. Fire Calls-Officers will be dispatched only when requested by the Fire Department
 - e. Rescue/Ambulance Sick Calls - Officers will be dispatched only when requested by rescue or ambulance
4. Calls to be referred to the Records Section, Telephone Reporting Unit (TRU):

The following calls will be referred to the Records Section, TRU. If the calling party requests that a field unit be dispatched to the scene and there are extenuating circumstances, the Communications supervisor will determine whether or not a unit is to be dispatched. TRU personnel may opt to take a report prior to the dispatch of a unit.

- a. Petty Larceny (no suspect e.g., auto parts, shoplifting)
- b. Vandalism (minor - no suspect)
- c. Bill Skips (gas and restaurant)
- d. Fraud (delayed reports)
- e. Anonymous, threatening, or obscene phone calls
- f. Bad checks/forgery (delayed report)
- g. Supplements to an Original Report not in need of further on-scene investigation.
- h. Runaways and Missing Persons (over age 12 with no physical or mental incapacity. Records personnel may take reports of person under age 12; however, a field unit may be dispatched as a follow-up)
- i. Larceny (felony): when the reporting party is satisfied with a phone report and meets the following criteria: delayed, no suspect, or over \$500.00 under \$1,000.00 value.
- j. Simple assaults (delayed)
- k. Offense reports (meeting the criteria established in this section where it is evident that the reporting party only desires a report for insurance reasons).
- l. Accidents (non-injury, hit & run w/no offender information)
- m. Auto burglaries (without suspect information, delayed)

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- n. Auto thefts (without suspect information, delayed)
 - o. Harassment and threat
 - p. Indecent exposures (without suspect information)
 - q. Stalking (unless possible danger to victim is known)
5. Substation are manned with personnel who may assist citizens with "Walk In" reports that need to be documented.

3-1-5 DISPATCH CALL PRIORITY CATEGORIES

- A. Calls for service will be evaluated as they are received by Communications personnel and categorized in one of the following three priorities:
- 1. Priority 1
 - 2. Priority 2
 - 3. Priority 3
- B. Priority 1 - Emergency situations such as accidents with injuries, holdup and silent alarms, felonies that have occurred within the last five minutes. Units will be dispatched immediately.
- C. Priority 2 - An event that is not life threatening when received but could escalate and result in bodily harm, property damage, or a criminal violation. Example: family disputes, disturbances, fight in progress, mental patients, suspicious persons or vehicles, etc. The beat unit will be dispatched within 15 minutes of receipt of the call. If the beat unit cannot respond within 10 minutes, the nearest available unit will be dispatched as recommended by the CADS system.
- D. Priority 3 - Routine - Any calls regarding crime or incident which has already occurred and no life or property is in jeopardy. This includes audible alarms. The call party will be advised of a possible delay of one hour or more.

3-1-6 PRIORITY ORDER

- A. Calls-for-service events will be dispatched by voice, digitally, or both, based on their priority, using the following rules:
- a. Priority 1 events will be simultaneously voice and digitally dispatched with the exception of those events requiring confidential dispatch. These will be digitally dispatched. Example: kidnap, hostage situation. The alert tone will be used.
 - b. Priority 2 events will be voiced and digitally dispatched.
 - c. Priority 3 events will be digitally dispatched.

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- B. Police units with MDT's, when voice dispatched to an event, will be required to acknowledge by voice communication and then update their status digitally until their event is closed.
- C. In the event a digitally dispatched unit does not acknowledge digitally by pressing the enroute key, the Communications operator will attempt to contact the officer one time by voice communication. If voice contact is unsuccessful, another unit will be assigned the event and the supervisor of the non-responding unit will be immediately notified of the situation.

3-1-7 MINIMUM RESERVE LEVELS

- A. Dispatchers should attempt to keep at least two units in service in each of the area commands. When all other units are busy or unable to respond, those units will be dispatched on Priority 1 calls only.
- B. Communications personnel will not dispatch all units in any Field Services area on Priority 2 or 3 calls. Dispatchers will not authorize investigative or administrative duties when at minimum reserve levels. Units are not prohibited from making traffic stops or conducting ongoing follow-up investigations concerning major crimes, however, coffee breaks, meal breaks, routine vehicle maintenance, etc., may be denied if the minimum reserve level cannot otherwise be maintained.
- C. Field Services on-duty supervisors will provide assistance to dispatchers in keeping all possible units in service. They are also charged with the enforcement of minimum reserve level rules as they apply to personnel under their command.
- D. Field Services Sergeants and Lieutenants will be dispatched to priority 1 calls by Communications personnel in cases when there are no other units available to respond.

3-1-8 AUTHORIZED OUT-OF-SERVICE ACTIVITIES

- A. Personnel will respond to calls-for-service as promptly as possible and attempt to minimize those situations that contribute to unnecessary call stacking. Field Service officers assigned as beat units whose primary responsibility is to respond to calls-for-service will not go out-of-service or leave their assigned areas without prior authorization.
- B. Requests for out-of-service activities may be made by telephone, voice communication, or mobile digital terminal to a field supervisor and a Communications operator.
- C. Field supervisors have the authority to authorize any beat unit assigned to their area of responsibility the following out-of-service activities: 10-27, 10-74, 10-75, 10-90, or 10-91.

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- D. Communications operators have the authority to authorize any unit assigned to their dispatch channel the following out-of-service activities: 10-60, 10-61, 10-91.
- E. Field supervisors or Communications operators will not normally grant an out-of-service request when:
 - 1. Minimum reserve levels exist.
 - 2. There is any Priority 1 or 2 events in the area command.
 - 3. A Priority 3 event is holding in the requesting beat unit's primary assigned beat.
- F. Field Services officers assigned as beat units have the authority to log themselves enroute and out-of-service for 10-92 (in response to a subpoena) or 10-66 without obtaining prior approval.
- G. Field supervisors or Communications operators shall not normally authorize a beat unit to go out-of-service immediately after shift change or one hour prior to the end of a watch.
- H. Beat units operating vehicles equipped with mobile digital terminals shall log themselves enroute, arrived, etc., with their MDT's.
- I. Units operating vehicles equipped with mobile digital terminals shall log themselves as out of service, 10-91, 10-75, etc., after approval has been given.
- J. When practical, beat officers on authorized out-of-service activities should keep their handi-talkies with them for personal safety.

3-1-9 INTER-AREA DISPATCH

- A. Officers will not be cross dispatched to take reports in other area commands with the following exception: Calls received from local hospitals, community protective services/shelters or the Family Advocacy Center (FAC) will be dispatched to units in the Area Command where the crime/incident occurred.
- B. Officers who are approached by citizens to investigate crimes that occurred in another beat/area will not advise the citizen to return to the location where the crime occurred, but will handle the call at that time. A copy of the report will be forwarded to the appropriate Area Commander for information purposes.
- C. If a follow-up investigation is needed, the Area Impact Team in which the crime occurred, will be notified to handle the investigation.

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3-1-10 CAR STOPS

- A. Officers initiating a car stop (10-54) shall notify Communications, either by voice communication or MDT (officer's option), of their location and the vehicle license number and/or description prior to or concurrently with making the stop.
1. Due to the rapid sequence of events occurring when making a car stop (10-54), officers are encouraged to use the digital Communications option only under the most routine controlled circumstances or when operating in a two officer vehicle.
 2. Officers using the voice communications option will report their unit Id, event type (54-24 or 54-31), exact location, vehicle license number and state or description of the vehicle, and any request for additional unit(s).
 3. Officers using the digital communication option may use the Incident Initiation format:
 - a. In the LOCATION field, enter the numerical location and/or cross roads of the traffic stop.
 - b. In the TYPE field, enter the ten-code for the traffic stop: 54 (10-54 will not be accepted).
 - c. The CITY field maybe left blank.
 - d. In the COMMENTS field, enter the vehicle's license plate number, vehicle description, color, etc.
 - e. Touch or click on the TRANSMIT button. (See below for a picture of the INCIDENT INITIATION form and format currently on the Panasonic CF-29 or other similar version TOUGHBOOK.)

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Motorola TxMessenger: Incident Initiation (TK)

INCIDENT INITIATION

LOC :

TYPE :

CITY :

COMMENTS :

Desk

Read New 7

Messages

Forms

Status

Other

Transmit

Print Clear Delete Previous Next

EMERGENCY F1 / sF1 LON/LOff F3 ARRV / IN SVC F5 / sF5 AR / 29's F7 / sF7 OS F9 Save Scratch

Next Message F2 ENRT F4 STATUS / TM F6 / sF6 CLR / QQ F8 / sF8 ER / UHD F10 / sF10 Recall Scratch

start Motorola TxMesse... 9:37 AM

- B. When using **the digital communication option and additional units are required**, depressing **the F-11 (10-83) or voice the request (10-82) will alert the communications operator to dispatch an assisting unit.**

3-1-11 RESPONDING TO ARMED/THREATENING SITUATIONS

- A. If officers are dispatched to a call involving a subject who is armed with a deadly weapon or there is a threat of using a deadly weapon, the following will be required:
1. Communications will notify the area supervisor immediately and the sergeant will respond.
 2. Sergeants should be monitoring all calls, and if Communications does not formally notify the sergeant of the potentially violent situation, the sergeant shall respond to the scene anyway.
 3. If neither one of the above occurs, the officers responding to the scene shall ensure that the sergeant has been notified and is enroute.
- B. The immediate response of **personnel certified and equipped with less lethal munitions** in these situations will be of the highest priority. Officers shall ensure that the personnel armed with **less lethal munitions** are at the scene prior to handling these types of calls. This is essential to resolve the situation, **when** possible, without the use of deadly force.