


TEXARKANA POLICE DEPARTMENT

GENERAL ORDERS MANUAL

SUBJECT	Community Requests for Close Watches and Increased Patrols		
NUMBER	1105.02	EFFECTIVE DATE	September 21, 2010
Scheduled Review Date	April 01, 2016	ISSUE DATE	September 21, 2010
Date Reviewed	March 18, 2014	REVISION DATE	February 15, 2012
APPROVED BY		(Reserved for Expansion)	

I. Purpose and Scope

A. The Texarkana Police Department remains committed to the fundamental obligation of providing professional police services to the businesses and citizens of the community. In order to achieve this commitment, the Agency must stand ready to respond to concerns, problems, nuisances and special circumstances unique to the individual citizen, neighborhood or business. Often times, the Department is made aware of such concerns, problems, nuisances or special circumstances by way of requests for close watches or increased police patrols. In an effort to address these issues, the Department will remain committed to receiving these types of requests from the community while responding to these requests as dictated by the circumstances.

II. Policy

A. It shall be the policy of the Texarkana Police Department to remain flexible and committed to the needs of individual citizens and businesses within our community when receiving requests for close watches or increased police patrols by scheduling, managing and instituting a plan of action for each request received. Employees of the Department shall recognize and adhere to the information contained within this policy.

III. Procedure

- A. When an officer or employee of this Agency receives a request for a close watch or a request for increased police patrols, the officer or employee who receives the request shall generate an Agency-wide email that contains the following information:
1. The address and/or the location of the close watch or request for increased police patrols;
 2. The person's name and phone number for follow-up purposes;
 3. A brief description of the reason surrounding the request; and
 4. The request's projected date of expiration.

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- B. After receiving a close watch request, the Department’s main receptionist—or another employee who is delegated or assigned this task—shall enter the applicable information into the CAD system which will automatically assign officers in the field a call for service directed at the close watch.
 - 1. The call for service associated with each close watch shall be entered into the CAD system in a manner that allows for the call’s automatic assignment to officers in the field once per shift.
- C. Uniform patrol officers shall remain aware of such requests that correspond to the respective beat in which the officer is assigned. At least once per their assigned shift—and more often as the circumstances sometimes dictate—officers shall respond to the applicable location associated with each close watch within their respective beat and provide the police service requested.
- E. Upon the expiration of the close watch, the 1st Shift Commander shall access the AbleTerm and CAD modules to ensure there were no reports of criminal activity connected to the address on the close watch occurring within the specified period of the request. **At no time will a Close Watch Courtesy Form be sent to a person whose property was victimized during the period in which the person requested the close watch.**
- G. After ensuring paragraph E has been satisfied, the 1st Shift Commander will notify the front receptionist—or the employee delegated or assigned this task—of each completed close watch, and the receptionist or other employee shall complete the appropriate courtesy form and mail the completed form to the citizen/business that originally requested the close watch.

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IV. Forms

A. Close Watch Courtesy Report



Robert H. Harrison
Chief of Police

TEXARKANA POLICE DEPARTMENT
CITY OF TEXARKANA, ARKANSAS
P.O. BOX 1885
TEXARKANA, AR 75504-1885
(903) 798-3130
FAX (903) 798-3023
www.txkusa.org/arkpolice



Captain Mark Lewis
Division Commander

"Excellence Innovation Integrity"

Texarkana Police Courtesy Report

The Texarkana Police Department received your request that involved the close watch of your property. In accordance with Department protocol, members of the Uniform Patrol Division have checked the security of your property on numerous occasions during the period identified in your request. We found everything at your property in a secure condition throughout the period.

The Department remains committed to ensuring Texarkana remains a safe community in which to live, work and raise a family. Please do not hesitate to contact the Department should you need additional information or require additional close watches in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Harrison".

Robert H. Harrison
Chief of Police

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B. Additional Patrol Courtesy Report



Robert H. Harrison
Chief of Police

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Captain Mark Lewis
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Texarkana Police Courtesy Report

The Texarkana Police Department received your request for additional patrols in your neighborhood. In accordance with Department policy, members of the Uniform Patrol Division have increased their visibility in your neighborhood and initiated action upon those who were found to have violated the law.

The Department remains committed to ensuring Texarkana remains a safe community in which to live, work and raise a family. We are eager to assist you and those within your neighborhood in addressing issues that involve the breach of peace and violations of the law. Please do not hesitate to contact the Department should you need additional information or require additional close watches in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Harrison".

Robert H. Harrison
Chief of Police

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