

TEXARKANA POLICE DEPARTMENT

GENERAL ORDERS MANUAL

SUBJECT	Routine Calls for Service		
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APPROVED BY		ALEAP Standards	7.11, 7.17

I. Scope and Purpose

A. The mission of the Texarkana Police Department is centered upon providing the citizens of our community with professional law enforcement services. This is accomplished through the preservation of the peace, detection of crime and the apprehension and prosecution of criminals under local, state and federal law. The cornerstone of the Department rests with the Uniform Patrol Division, and the mission of the Department is largely dependent upon this Division's readiness as it relates to its response to calls for police services. This policy provides procedural guidelines that define the manner in which officers of the Texarkana Police Department respond to calls for police services.

II. Policy

A. It shall be the policy of the Texarkana Police Department to create, establish, publish and disseminate rules and procedural guidelines that govern the manner in which officers of the Department respond to calls for police services. All officers shall recognize and adhere to the guidelines set forth within this policy.

III. Definitions

- A. **Beat**—A geographical area within the city that is separated by major roadways or other landmarks designed to be patrolled in a proactive manner by a single patrol officer. The boundaries of the beats within the city are derived from statistical data that includes business and citizen population coupled with information linked to the call volume history within any given section of the city.
- B. **Beat operations**—A flexible process in which Squad Commanders and their Assistant Squad Commanders manage the personnel assigned within each beat at the squad level. Supervisors are tasked with the responsibility to monitor the activities occurring during their tour of duty and deviate from the respective squad's beat operational plan when such modification is deemed appropriate.
- C. **Call disposition**—A classification code provided through the CAD system upon the completion of a call that further designates and/or signifies the level of police action taken during the course of the call.
- D. **Self-Initiated calls**—A process in which officers in the field create and assign themselves to a call for service after encountering a situation or a set of circumstances that necessitate additional police action. This self-initiation process can be accomplished through the use of an MDC or police radio.

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- E. **MDC**—The computer installed within the police unit and its interaction between the installed software and other components maintained at the Bi-State Justice Building. The MDC allows the officer in the field to remain linked to the CAD network and other officers assigned in the field.
- F. **Community Contact (10-75)**—A proactive interaction between an officer and a citizen—or a representative of a business—that facilitates communication between the Department and the public in which we serve.

IV. Procedure

A. Calls for Police Service

1. When received by the Communications Section, calls for service are automatically assigned a priority level which is dependent upon the nature of the call. The following is a list of priority levels and their examples:
 - a. Priority One calls:
 - Airplane crash;
 - Drownings or submersion;
 - Kidnappings;
 - Barricaded suspect with hostages.
 - b. Priority Two calls:
 - Suicide threats;
 - Officer, fire personnel and EMS personnel in a position requiring immediate assistance;
 - Burglaries in progress;
 - Drunk driver calls;
 - Hazardous chemicals;
 - Bomb threats;
 - Found juvenile; and
 - Unknown injury or injury accidents.
 - c. Priority Three calls:
 - Clear the lot;
 - Noise disturbances;
 - Calls associated with DOA's (dead on arrival);
 - Counterfeiting;
 - Escorts (bank bag, funeral, prisoner);

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- Phone threats/harassment; and
 - Forgeries
- d. Priority Four calls:
- Public service/BOLO/Assist citizen;
 - Check for smoke;
 - Trash dumping;
 - Loose animals; and
 - Civil matters.
2. The CAD system automatically assigns the call for service to the police unit assigned to the geographic beat corresponding to the address. CAD also recommends a response for additional back-up units when deemed appropriate by the call's assigned priority.
 - a. Supervisors carry the responsibility and authority to modify beat operations and override all CAD suggestions regarding primary and back-up officers by modifying all responses to calls for service in accordance with the needs of the squad. Supervisors also have the authority to upgrade or downgrade calls for service based upon his/her assessment of the information surrounding the call.
 - b. It is recommended supervisors primarily rely upon units assigned as rovers in the squad's beat operational plan to assume the role as back-up officers as needed.
 3. All assignments to calls for service originating from the dispatcher—whether the assignment is made by voice over the radio or silently dispatched over the MDC—officers shall treat such assignment as an order, and no officer shall refuse a call for service when so assigned.
 4. After being dispatched, officers responding to calls for service should navigate to the location via the shortest and quickest route to allow for a response with minimum delay.
 - a. Officers shall obey all traffic laws and rules of the roadway when responding to calls for police service. During all emergency responses, Arkansas Traffic Law mandates operators of emergency vehicles to adhere to the established laws that govern the rules of the roadway during emergency responses. An officer's level of liability while operating a police unit is never diminished while the unit is operated in an emergency response mode.
 - b. When responding to calls for service, officers shall not utilize their unit's emergency equipment unless the merits, circumstances and respective assigned priority code associated with the call necessitate the need for an emergency response. When responding in an expedited, emergency mode, officers shall utilize all the emergency equipment contained within the police unit which is further defined as emergency lighting in conjunction with the unit's audible siren. Although not inclusive of every circumstance, instances in which an emergency response are authorized include the following:
 - (1) All instances in which another officer requests assistance after encountering an immediate threat, or when the circumstances of an officer's response and involvement within a call deteriorate to the degree an emergency response is either implied or recognized. Officers are not authorized to respond in an emergency mode simply because another officer has

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called for a secondary unit to assist; instead, the need for an emergency response must be accompanied with a real and immediate threat to the officer's safety.

(2) Major traffic accidents that involve the probability of either serious injuries or death.

5. When receiving a call for service, officers shall acknowledge their receipt of the assignment by using the appropriate radio code. Likewise, officers shall use the appropriate radio code and acknowledge the point in which they arrive on-scene of an assignment and the point in which the assignment is complete and they are returning to service. When equipped with an MDC, officers shall also acknowledge their response and return to service via the MDC.
6. When returning to service, officers shall provide the dispatcher with the appropriate disposition code. This can either be done over the radio, or when so equipped, by way of their unit's MDC.
7. Officers assigned to a specific beat shall remain in their respective beat except for meal breaks and unless otherwise directed by a supervisor, or in those instances when a supervisor is not available and the Communications Section requires the officer to respond to a secondary beat related to a call for police service.

B. Self-Initiated Calls for Police Service

1. Calls for police service at times will be initiated in the field when the officer encounters situations and circumstances that necessitate the need for police action and intervention.
2. Although not inclusive, some of the circumstances surrounding the need to self-initiate calls for police service include:
 - a. Incidents of crime personally witnessed by an officer;
 - b. Incidents in which an officer receives information of a criminal incident from a secondary source;
 - c. Incidents in which the officer is contacted in the field by a citizen;
 - d. Incidents in which the officer is attempting to serve an arrest warrant; and
 - e. Those instances in which the officer encounters circumstances which are suspicious in nature.
3. During those instances in which an officer self-initiates a call for police service, the officer shall notify the dispatcher via the police radio. When equipped, the officer has the ability to self-initiate calls for police service via the MDC within the police unit. When relying on this function, the officer should ensure other officers, the dispatcher and/or his/her supervisor are made aware of the circumstances involving the officer's self-initiation.
4. Much the same as with standard calls for police service, officers who return to service from a self-initiated call shall use the appropriate radio code and acknowledge the point in which they complete the assignment and are returning to service. When equipped with an MDC, officers shall also acknowledge their return to service via the MDC.

C. Preliminary Investigation [ALEAP 7.11](#)

1. Activities during the preliminary investigation shall center on the protection of persons, collection of evidence, apprehension of criminals at or near the crime scene and solving the reported crime.
2. During the preliminary investigation, Officers shall perform the following duties in the order and to the degree deemed appropriate.

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- a. Make the crime scene safe as soon as possible;
- b. Assist the injured pending arrival of EMS personnel. In serious cases, an officer shall be assigned to accompany the victim or the suspect to the hospital and remain with him or her to record information on the incident;
- c. Notify the police communications center concerning injured parties and any dangerous conditions present, and request appropriate medical assistance and additional equipment, services, or personnel as needed;
- d. Determine if a crime was committed by statute;
- e. Interview the complainant and any witnesses;
- f. Take written notes and conduct voice recordings whenever possible;
- g. Establish a crime scene perimeter and secure the crime scene to the degree possible against alterations due to weather or other contamination;
- h. Collect or arrange for the collection of any physical evidence;
- i. The preliminary investigation shall be completed by the end of the shift in which it occurs; and
- j. The supervisor of the squad shall review, and approve as appropriate the preliminary investigative report prior to the end of the shift.

D. Community Contacts (10-75)

- 1. Self-initiated community contacts—often referred to as 10-75’s—shall be reserved for those instances related to communication contact of a non-police enforcement nature with either a citizen or a business.
- 2. Self-initiated community contacts shall not be used to investigate any response or self initiated activity surrounding enforcement activity at any level. This includes an officer’s attempts to investigate an injured person, accident or to provide assistance to responding medical personnel.

E. Checking Out-of-Service:

- 1. Upon checking out-of-service for any reason, officers shall provide their exact location and the reason for their out-of-service status. When checking out of service (10-7), arrival at the scene of an assignment (10-23) and when stopping a traffic violator or suspicious vehicle (10-38 & 10-37), officers are permitted to continue their advancement towards the objective without receiving an acknowledgement from the dispatcher in those situations that find the officer subject to immediate danger. As soon as the circumstances allow, officers shall acknowledge the dispatcher when checking out under these conditions. The following officers are exempt from this requirement:
 - a. Members of the Criminal Investigation Division are not required to check in and out of service—or provide their location—when the broadcast of such information may affect the success of an investigation;

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- b. Other personnel are exempt if they secure the express permission from their Division Commander or in those instances when the broadcast of such information may hinder the success of their mission; and
 - c. Services Division personnel are not required to check in and out of service during the day, as this causes radio congestion; however, personnel assigned to the Services Division are required to monitor their radio and respond to emergencies when appropriate.
2. Under all such circumstances, officers still have the responsibility to maintain their portable radio in an operative condition when the officer finds himself/herself away from their car to handle an administrative or investigative matter.

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