

Brief reason for the revision:

With the increase in call load and lower staffing levels, supervisors are more frequently advised by dispatch of calls holding in the queue. Supervisors typically respond by acknowledging dispatch, allowing them to remain to hold and wait for available units. Recently, a call for service was created and held for numerous hours, which, based on the nature of the call, should have necessitated the officer to respond rather than allowing it to hold in the queue. To prevent this from happening in the future, a minor revision of both General Orders and Patrol SOP can prevent another incident like this from occurring.

Current General Orders and Patrol SOP state supervisors will monitor incidents via MDC. The use of "monitor" is rather vague, and I believe there should be a more detailed explanation of the responsibilities of a supervisor before allowing the call to hold for additional units. Based on the information provided, the revision will require the supervisor to review the call text and decide whether to allow the call to hold or to dispatch officers immediately.

305 Radio and Mobile Data Computer Use

305.5 RESPONSIBILITY OF SUPERVISORS

Supervisors shall:

- (a) Be responsible for entering complete and accurate roster information into the current electronic system, including capability codes for all qualified personnel.
- (b) Use the MDC to monitor incidents and the activity of employees when practicable.
- (c) Review and evaluate calls for service for exigency and/or public safety concerns prior to authorizing a call to be downgraded and prior to authorizing a call to hold for available units.
- ~~(e)~~(d) Carefully monitor and supervise the use of the radio to assist employees as needed. Supervisors may monitor additional talk-groups; however, supervisors shall remain available to their primary talk-group. Supervisors are responsible for the radio conduct of their subordinates and should immediately correct improper radio procedures.
- ~~(d)~~(e) Self-assign calls when practical and other units are not available.
- ~~(e)~~(f) Respond to any scene when requested to the location by a subordinate.
- ~~(f)~~(g) Inform and update the Watch Lieutenant of any significant call or critical issue.