

OFFICE OF OPERATIONS

OPERATIONS ORDER NO. 6

November 15, 2017

SUBJECT: FIELD UNIT SELECTION SEQUENCE AND PRIORITY RADIO CALL BACKLOG – TACTICAL ALERT GUIDELINES – REVISED

PURPOSE: To ensure the most effective use of our response units, reasonable efforts to maintain Area and bureau integrity have been built into the field unit selection process. This Order revises the Department guidelines governing the selection of field units for radio-call assignments and delineates specific conditions under which a Tactical Alert may be declared should a backlog of Priority I (Code 3) and Priority II (Code 2) calls for service occur. This Order supersedes Operations Committee Operational Order No. 5, dated September 15, 1999.

PROCEDURE:

- I. BASIC CAR BOUNDARY MAP.** The Basic Car boundary map assists Communications Division (CD) with the Department's effort to reduce the crossover rate between the Basic Cars. The Basic Car boundary map is a viable tool for CD to use during the dispatching selection sequence of calls to the Basic Cars and other deployed units.
- II. FIELD UNIT SELECTION SEQUENCE.** In the interest of Community Policing and Territorial Imperative, CD shall evaluate the availability of all other units on the defined beat plan prior to dispatching a Basic Car to any radio calls outside of its assigned Basic Car area.

The order of selection to assign calls for service is based on the Reporting District (RD) and the order in which the field units are listed on the defined beats. This is done in conjunction with the Area's defined beat sequence. Generally, the Computer Aided Dispatch (CAD) system recommends a unit to handle a call for service. In order to maintain Area and bureau integrity, and to allow Basic Cars to remain within their assigned areas, an order of selection has been designed and approved by the Operations Communications Committee (OCC). If necessary, CD personnel shall disregard the CAD system unit recommendations and follow the below listed order of selection to assign calls for service.

- A. Non-Traffic Priority (Priority I and II) Calls – Order of Selection.** The following sequence shall be used for assignment of field units to Priority I and II calls for service.
 1. Basic Car or any other deployed unit (e.g., X-unit) listed on the defined beat for the RD in which the call is located.
 2. Units other than Basic Cars in order of defined beat sequence.
 3. Basic Cars in order of defined beat sequence.

Note: At this point, CD may broadcast for “any available unit” or re-tone a field unit from a lower priority call (i.e. Priority II or III).

4. Any specialized units listed within the Area of occurrence.
5. Supervisory units.
6. Any deployed unit from an adjacent Area (including Basic Cars), irrespective of bureau boundaries, whose selection is based on the status of the unit, travel distance, severity of the incident, etc.
7. Any Traffic Collision Investigation (CI) or Traffic Enforcement (TE) unit deployed within the Area of occurrence.
8. Any CI or TE unit deployed in an adjacent Area, irrespective of bureau boundaries, whose selection is based on its proximity to the location of the call.
9. Notify the watch commander, Area of Occurrence if no units are available.

Note: When an Emergency Board Operator (EBO) is attempting to assign a Priority I call for service, he/she shall exhaust steps 1 through 5. If no units are available, the EBO shall notify the Bureau Communications Center (BCC), who is responsible for steps 6 through 9.

A Radio Telephone Operator (RTO) attempting to assign a pending Priority II call for service shall work in conjunction with the BCC, utilizing steps 1-8, to locate a unit for the call.

If no units are available, the BCC shall continue to look for a unit by repeating steps 1 through 8 until one becomes available and the call is assigned. Priority I and II calls shall not be assigned to the Area watch commander.

Prior to assigning a call to a unit outside of the Area of occurrence, the BCC should initiate a “warning broadcast,” advising units that a Priority call for service is pending and is about to be assigned to an outside unit.

B. Non-Traffic, Non-Priority (Priority III) Calls – Order of Selection. The following sequence shall be used for assignment of field units to Priority III calls for service.

1. Basic Car or any other deployed unit (e.g., X-unit) listed on the defined beat in which the call is located.

Note: If units listed on the defined beat are not available, the call may be assigned to the next available unit based on the beat sequence order of selection and this Orders’ defined order of selection.

2. Any deployed unit listed on a defined beat within the Area of occurrence (except Basic Cars).
3. Basic Cars in order of defined beat sequence.
4. Any specialized units within the Area of occurrence.

Note: Priority III calls for service will remain in the Pending Queue until assigned to a unit within the Area of occurrence with the following exceptions:

- a. Shots fired, heard only – Must be assigned within 15 minutes. If no unit is available from the Area of occurrence, the call shall be assigned to a unit from an adjacent Area, within the same bureau, whose proximity to the location of the call should be considered.
- b. Code 30's, Code 30 Ringers and Domestic Violence calls – If after 60 minutes no unit from the Area of occurrence is available, the call shall be assigned to a unit from an adjacent Area, within the same bureau, whose proximity to the location of the call should be considered.

C. Traffic Collision Calls – Order of Selection. The following sequence shall be used for assignment of field units to Priority I, II and III traffic collision calls for service.

1. Any CI or other deployed traffic unit (other CI, TE, etc.) listed on the defined beat in which the call is located.
2. Any CI or other deployed traffic unit (other CI, TE, etc.) listed on an adjacent defined beat (adjacent Area) within the bureau of occurrence.
3. Any two-wheeled motorcycle traffic enforcement unit not assigned to special task force duties within the bureau of occurrence.
4. Any patrol unit listed on the defined beat in which the call is located.
5. Any patrol unit in the Area of occurrence, whose selection is based on proximity to the location of the call.
6. Any patrol unit from an adjoining Area within the bureau of occurrence, whose selection is based on proximity to the location of the call.
7. Any traffic supervisor.
8. Any CI or other deployed traffic unit (other CI, TE, etc.) listed on an adjacent defined beat (adjacent Area), irrespective of bureau boundaries, whose selection is based on its proximity to the location of the call.
9. Any two-wheeled motorcycle traffic enforcement unit not assigned to special task force duties, irrespective of bureau boundaries, whose selection is based on its proximity to the location of the call.

III. WATCH COMMANDER AND SUPERVISORY RESPONSIBILITIES. Watch commanders and field supervisors shall ensure that calls for service are monitored to ensure prompt response and disposition. Such monitoring shall include the management of an Area's call load through regular monitoring of the Area Command Center (ACC) to stay updated on the status of field units and calls for service. Particular attention shall be given to ensure that field units which are re-toned and reassigned to a higher priority call, expeditiously acknowledge and respond to the higher priority call.

Area watch commanders shall notify CD which specialized units are not available in the order of selection due to their duties (e.g. a Z-car involved in surveillance as opposed to a Z-car engaged in traffic enforcement duties).


- IV. AREA CRIME ANALYSIS DETAIL.** The Area Crime Analysis Detail shall ensure that an Area map which reflects current Basic Car boundaries is forwarded to Communications Division. The map shall identify all units assigned to a specific beat.
- V. PRIORITY RADIO CALL BACKLOG – TACTICAL ALERT.** When the number of pending Priority I calls and Priority II calls exceed the allotted dispatch time and/or one-half of the number of patrol units deployed within an Area, CD shall notify the Area watch commander. After an evaluation of the situation by the Area watch commander, the Area watch commander or the CD watch commander may declare a Tactical Alert.

The Area watch commander and CD watch commander shall ensure that appropriate measures are taken to utilize all available personnel prior to declaring a Tactical Alert. Such measures may include temporary reassignment of personnel, deferment of duties with a lower priority, directing specialized units to handle radio calls, and holding over off-going watches.

If a Tactical Alert is declared, the CD watch commander will implement the appropriate Tactical Alert procedures and will notify the Area watch commander when the priority call backlog is eliminated. Upon such notification, the Area watch commander will monitor the backlog situation for 30 minutes and then decide whether to continue or cancel the Tactical Alert.

In the event of an Unusual Occurrence (barricaded suspect, officer involved shooting, etc.) requiring personnel resources beyond an Area's deployed strength, the Area watch commander shall notify CD to declare a Tactical Alert. CD may assign patrol units from within the bureau to the impacted Area for the duration of the incident. Each implementation of a Tactical Alert shall require the preparation of an After-Action Report, in compliance with current Department procedure.

Should you have questions regarding this matter, please contact the Evaluation and Administration Section, Office of Operations, at (213) 486-6050.



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