

April 2, 2013

**CITY OF FERGUSON
OFFICE OF THE CHIEF OF POLICE**

Index as:

Response to calls

RESPONDING TO CALLS DISPATCHED

606.00 PURPOSE

The purpose of this general order is to establish procedures for responding to calls that are dispatched through the Ferguson Communication Center.

606.01 POLICY

An officer shall immediately respond to any dispatched call for service, regardless of impending shift change. No Watch Commander shall order that a call be held for an on-coming shift if it involves a priority call, or if it involves a non-priority call that will be delayed more than 10 minutes. The on-coming Watch Commander will assign a relief unit to relieve the off-going unit at the scene if the time needed to handle the call extends more than fifteen (15) minutes after the off-going unit's off duty time.

606.02 PROCEDURE

It shall be the Watch Commander's responsibility to monitor the radio traffic for any major calls dispatched.

The Watch Commander shall be promptly notified whenever a radio dispatcher attempts to contact an officer and is unable to contact him after three (3) calls within three (3) minutes.

The Watch Commander shall immediately cause a search to be made to locate the missing unit to insure safety.

Units will cease transmitting when an alert tone is transmitted. The alert tone will be used on all in progress crimes, officer in trouble calls, officer involved in an accident with injuries, pursuits, or other serious incidents where the safety of an officer is endangered.

By order of:



COLONEL THOMAS JACKSON
Chief of Police

Distribution

All Department Personnel

MPCCF Reference 36.4