WEST NORRITON TOWNSHIP POLICE DEPARTMENT

Subject: Response to Calls		Policy # 2.1.1
Accreditation 2.1.1		
Effective Date: April 4, 2008	Revised Date: April 7, 2009	
By Authority Of: Chief A. Dale Mabry	Signature: ADMabry	

2.1.1 RESPONSE TO CALLS

A. Non-Emergency Response

1. Many of the calls to which the West Norriton Township Police Department responds are those which do not require an emergency response. They include but are limited to the following:

   a. calls for service
   b. non-active criminal incidents
   c. accidents having no injuries
   d. ambulance calls of a non-life threatening nature
   e. alarms where a call has been received advising it to be false
   f. criminal incidents where the defendant is in custody and not causing a problem
   g. any other calls deemed not to require an emergency response

2. Officers will respond as quickly and safely as circumstances permit to routine calls to avoid complainants waiting for unreasonable lengths of time for service.

   a. all motor vehicle laws shall be observed when responding to routine calls

3. At times, routine calls may be upgraded to require an emergency response. This may be a result of information received while enroute to the call or to circumstances of which the responding officer is aware of at the location to which he/she is responding.

4. The shift supervisor has the responsibility of prioritizing the response to calls for service and directing officer response to calls when the volume temporarily exceeds the resources available.

B. Emergency Response

1. Emergency response is required to incidents which are true emergencies or of an urgent nature. Emergency calls would include but not be limited to;

   a. officer needs assistance calls
   b. calls involving life threatening injuries
   c. traffic accidents with injuries
   d. serious criminal incidents involving crimes against a person in progress

2. Calls of an urgent nature would include, but not be limited to:

    a. serious criminal incidents involving crime against property in progress
    b. calls involving weapons
    c. active violent domestic calls
    d. traffic accidents in which there is entrapment, hazardous materials, or at a major incident where traffic is likely to be impeded.

3. Emergency response requires the use of emergency lighting and siren. The Pennsylvania Vehicle Code does require the use of emergency lighting and sirens to alert other motorists and pedestrians. The Pennsylvania Vehicle Code also allows for special privileges for emergency vehicle response in regards to traffic control devices and traffic control signals (Section 3105 Drivers of Emergency Vehicles).

    a. these special privileges given by the Pennsylvania Vehicle Code do not relieve the driver of an emergency vehicle from the duty to drive with due regard for the safety of all persons. The route of travel should be that which is the most expedient route to the location. Officers may, when near a scene, discontinue the use of emergency lighting and siren, but must operate the vehicle in a safe, cautious and defensive manner.

C. Use of Police Radio

1. Officers of the West Norriton Township Police Department will respond on all calls received regardless of whether the callers are identified or anonymous.

2. Whenever an officer receives a radio call to render a police service that will require the officer to exit his vehicle, the officer will say "on location" when he/she arrives at the scene and "available" or "clear" when the detail is completed.

3. Whenever an officer is on a call that required the Montgomery County Communication Center to conduct "status checks" on the call the officer shall not advise County Radio to disregard the status checks and shall answer them when they are called.

4. Whenever an officer receives a call for an incident that does not require the officer to exit his vehicle, the officer shall advise the Communications Center that he/she is "available" or "clear" once the call is completed. When officers are communicating with the Montgomery County Communications Center they shall use the prefix "62" and their assigned badge number to identify themselves.

5. When coming into the police station, officers should keep their portable radio with them at all times.

6. Officers shall notify the Shift Supervisor or OIC when they are going to be out of the vehicle at the station or at other locations unless it is on a call received from

the Communications Center. When officers are conducting their vacation and security checks they shall advise the Shift Supervisor or OIC that they will be in and out of the car periodically. They shall again advise the Shift Supervisor or OIC that they have completed this assignment or have temporarily ended it and when it will resume.

D Patrol Zones

1. In an effort to provide more efficient protection and service to the citizens, the patrol zones have been established. Patrol zones will be determined based on manpower availability with a minimum of two zones.

E. Zone Duties

1. The sergeant will assign the officer to a zone for a sufficient length of time so that the officer will become accustomed to and knowledgeable about all aspects of the zone.

2. The officer, once assigned, will:

   a. Be responsible for all activities therein, unless beyond his scope of authority; then the sergeant will assume responsibility.
   b. In the event no sergeant is on duty and a decision is beyond the officer's scope of authority, a call is to be placed beginning with the Deputy Chief of Police and continuing until a supervisor is reached.
   c. The following are reasons for leaving patrol zone assigned:

      i. Return to station to perform police business.
      ii. To perform other police duties assigned to him.
      iii. When called to assist another zone car.
      iv. To answer an emergency call in another zone when that zone car is unavailable.
      v. For meal break
      vi. Coffee breaks are to be taken in zone assigned, except when no facility is available, then the officer may proceed to the closest facility.

   d. In all cases, whether listed above or for any other reason, the officer will first obtain permission from a supervisor before leaving his zone.

F. Sergeants' Responsibilities

1. The sergeant, when free, will act as back-up car in either two or three zone system, keeping the other zone cars free to answer calls in their respective areas.

2. When the zone car is on meal/break, the sergeant will cover the zone until the officer returns to patrol.

G. Early Officer

1. The early officer will report for duty one hour before the start of the regular shift.

2. The officer will go directly on patrol duty.

3. If the officer's assigned car is not available, he will take the spare car until regular shift car is available.

4. The officer will handle all calls that have potential to go past the finishing hour of the regular shift.

E. Platoons

1. The platoon on duty will remain on patrol duty until 15 minutes prior to the end of the shift before returning to the station.

2. The platoon on duty will handle all minor calls up to 15 minutes before the end of the shift.

3. When roll call is completed, the platoon sergeant will meet or call the early officer in and give him his assignments and all other pertinent information.