

# BATON ROUGE POLICE DEPARTMENT

General Order  
No.241

Effective Date  
11-01-1994

Revised Date  
06-30-2020

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Subject: Assignment Protocol

Reviewed 6/11/20

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## POLICY

The following will outline the procedures by which all calls for service to the Department are dispatched. This policy shall be adhered to at all times by all personnel.

The communications officer is the lifeline for the field officer and the conduit through which information passes from the citizen to that officer and vice versa. **Assignments made by dispatch personnel shall not be questioned by non-supervisory field personnel.**

Any officer who is unable to accept an assignment shall inform the Police Communications Officers (PCO) and the call will then be reassigned. Only field supervisors and command level personnel have the authority to cancel an assignment altogether. If a field supervisor deems an assignment as one that does not warrant on scene response, he shall notify the PCO. The PCO shall cancel the call and enter the supervisor's name and ID number in the remarks section. Supervisors shall exercise caution when canceling a field assignment. It will be the responsibility of the supervisor issuing that order to justify the cancellation.

The following procedure has been developed to clearly define when, how and for how long calls for service may be backlogged or held. It should be viewed in conjunction with procedure defining **Response Codes**.

## PROCEDURES

### **I. Code 1 Incidents**

- A. Upon receipt of a Code 1 call for service, the PCO shall review the call at the earliest possible time and dispatch the first available unit to the incident, utilizing the dispatch sequences built into the Computer Assisted Dispatch (CAD) system.
- B. If no field units assigned to the area in which the incident occurred are available, the call may be held until such time that a unit assigned to that area becomes available up to one (1) hour.
- C. If after thirty (30) minutes a Code 1 call still cannot be dispatched, the PCO shall report the call is being held to the Communications District Shift Supervisor on duty (or the Assistant Shift Supervisor).
  1. The PCO shall then initiate the extended dispatch sequence, thereby assigning other zone units, supervisors, etc. to calls that are being held until there are no other available units within the normal (Condition White) dispatch sequence.
  2. Any additional calls received shall be held until units become available or a Condition Yellow is declared.

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- D. Once a district has declared a condition yellow or red, it will be the responsibility of communications personnel to advise those persons calling relative to incidents classified as Code 1, there will be a delay in dispatching a unit of at least one hour. Communications District personnel will determine if the caller would prefer to wait or to have the complaint processed by police personnel via telephone. If the caller prefers telephone reporting, transfer the caller to the desk officer at the district in which the incident occurred or any available desk officer.

## II. Code 2 Incidents

- A. A Code 2 incident is one of a somewhat more severe nature and should be treated accordingly.
- B. The PCO receiving a Code 2 call for service shall, as soon as receipt is made, review the incident and dispatch the first available unit(s) based on the CAD dispatch sequences.
- C. A Code 2 call for service involving persons (i.e. with a CAD priority of three) shall not be held for longer than five (5) minutes without some action being taken.
  - 1. If, after five (5) minutes the PCO is unable to dispatch the incident, the Shift Commander for the area in which the call is occurring shall be notified and advised of the situation.
  - 2. If the Shift Commander is unable to locate any units below the rank of Sergeant available for dispatch, the PCO shall initiate the appropriate conditional dispatch sequence as per established procedure.

## III. Code 3 Incidents

- A. The PCO shall review a Code 3 incident immediately upon receipt and call the appropriate unit(s) for primary and secondary response by radio. The call shall be broadcast simultaneously on all radio frequencies being utilized by the Department.
  - 1. The term immediately as used above shall be taken in the literal sense. If a PCO is in the process of dispatching a Code 1 or Code 2 call for service and receives a Code 3 incident, the PCO shall advise the unit to stand by, review the Code 3 call and proceed with assigning it to a unit.
  - 2. After completion of this, the PCO may re-contact the previous unit, if available and continue with dispatching the lower priority call.

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- B. If no units acknowledge they are available for the Code 3 incident, the PCO shall switch to simulcast mode, utilize the alert tone and broadcast the incident location and incident type to "any unit" on all frequencies.
  - 1. If the PCO fails to obtain an acknowledgment, the PCO shall immediately notify the shift commander for the district in which the call is occurring and advise him of the inability to locate a unit for assignment to the Code 3 call.
  - 2. If the shift commander is unable to locate any units below the rank of sergeant available for dispatch, the PCO shall initiate the appropriate conditional dispatch sequence as per established procedure.

#### IV. Responsibility of Personnel

- A. The Uniform Patrol Division shall have primary responsibility for responding to calls for service assigned through communications. Individual officers shall have their portable radio on at all times and the responsibility of clearly acknowledging transmissions from dispatch personnel, advising PCO's of each change in their status.
- B. It shall be the responsibility of the PCO's to roster all on duty personnel into the CAD system with the exceptions of Staff, Headquarters, and Administrative units (i.e. those units whose radio unit identifier prefixes are S, HQ, I, IA, CS, SD).
  - 1. If necessary officers assigned to these divisions may be contacted through their department telephone extensions.
  - 2. It will be the responsibility of the commander of the individual departments to contact personnel under their command should the need arise.
- C. It shall be the responsibility of all on-duty field and investigative personnel to make their whereabouts known to the PCO's at all times to ensure that they may be contacted for dispatch at any time during their tour of duty and have their portable radio on at all times except for special operation situations.
  - 1. If an officer fails to respond to a radio call, the communications officer shall call the officer's unit number again. If there is still no response, the communications officer shall call the officer's unit number a third time, preceded by the alert tone.
  - 2. If there is still no response and the call is for an assignment, the assignment shall be given to the officer's supervisor and the supervisor shall ascertain why there is no response from the unit.

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- D. It shall be the responsibility of the PCO's to accurately track unit(s) during the course of an incident to ensure the integrity of the incident records. This includes, but is not necessarily limited to:
  - 1. Contacting assigned units upon activation of any CAD system timers in order to establish their status.
  - 2. Recording via the CAD system any status changes made by responding units.
  - 3. Contacting units periodically, if necessary, to determine their status.
  - 4. Entering into the remarks area of the CAD system any notations pertaining to any given call (i.e., general broadcast/no units available/Capt. Jones notified at 0330 hrs).

## V. Specialized Divisions

- A. Specialized divisions are those divisions which are not routinely dispatched as primary responders to calls for service.
  - 1. It is the responsibility of the commanders of each specialized unit to monitor the activities of personnel assigned to their respective units.
  - 2. If notified by Communications, it shall be the responsibility of the commanders of these units to make personnel under their command available to handle calls.
- B. Personnel assigned to these divisions may recuse themselves from being dispatched to a call only if they are:
  - 1. Engaged in the investigation of an active incident.
  - 2. Interviewing/interrogating the suspect of a crime.
  - 3. Engaged in assigned stakeout activities.
- C. If engaged in other than the above activities, the affected unit(s) shall terminate the investigation or interview and acknowledge the assignment to the new call for service.

## VI. Discipline

Officers not adhering to the guidelines set forth in this policy shall be subject to disciplinary procedures:

- A. First failure to have portable radio on: Conference worksheet;
- B. Second and any subsequent failures have portable radio on: Category 2 violation as defined in GO 112;