



**SUBJECT**  
**CALL FOR SERVICE ROTATION**

**NUMBER**  
**405/54**

**EFFECTIVE DATE:**  
**08-26-09**

**AMENDS:**  
**07-14-08**


**RESCINDS:**

**DISTRIBUTION: Administration, CID, Patrol, Communications, Clerical**

**REFERENCES:**  
**CALEA 41.2.1 / IACLEA 41.2.1 / TPCFA**

- .10 **PURPOSE:** This procedure will provide an equitable means for the assignment of calls for service to Patrol Officers and Patrol Supervisors in order that there is a balance in the sharing of report responsibilities whenever circumstances allow.
- .20 A rotation list of Officers (Including [Campus Corporals](#)) for each campus/district facility that has two or more officers on duty, will be maintained in the Communications Office for the purpose of assigning calls for service as they are received for each respective campus/district facility.
- .21 It is understood that Officers involve themselves in other police activities during their tour of duty, therefore guidelines have been established to prioritize those activities against a rotation assignment to a call for service. Additionally, guidelines have been established which would exempt an Officer from the rotation list due to other assignment or activity.
- .22 When next on the rotation list, Officers will be notified of Code One calls pending while involved in certain activities.
- .23 Dispatchers may use their discretion in holding Code One calls for an Officer next on rotation under the following circumstances:
- A. Officer out with traffic violator which does not require a case number and report;
  - B. Officer out with an on-sight investigation which does not require a case number and report;
  - C. Officer acting as a cover Officer or back-up and whose presence is no longer necessary. If continued back-up or cover is necessary and another Officer is available to serve in that capacity the Officer next on the rotation list will be dispatched and be replaced by any other available Officer.
  - D. Officer out on a building check or to pick up property;
  - E. Officer completing Campus citations.

Dispatchers will immediately notify Officers affected by this section that a "Code One" call is waiting. Officers receiving this notification will complete their business as quickly as possible and respond to the call for service. **Code Two and Code Three calls will be dispatched without delay.**

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.24 When next on the rotation list, Officers may be excluded from having calls for service assigned to them under the following circumstances:

- A. Officers will not have call responsibility during the last fifteen minutes of their shift so long as the call is for a "report only" and there is an on coming Officer available to handle the call. If one is not available, the call will be dispatched without regard to the "last fifteen minutes" exception;
- B. Officers will not have call responsibility when checked out for lunch or break so long as there is another Officer in-service and available to handle the call. If not, the call will be dispatched without regard to lunch or break status;
- C. Officer already on a dispatched call for service;
- D. Officer out on a special assignment (i.e. registration, orientation, etc.);
- E. Officer currently out with on-sight activity which will require a case number and report. (NOTE: Officers requesting multiple case numbers for a single on-sight event will only be passed one time on the rotation list. See section .24 for variance procedures.)

It should be noted that the above listed exceptions only apply to the assignment of call handling and report responsibility and do not apply to the dispatching and responsibility to respond as back-up or cover as requested or required by other policy or procedure in Code Two or Code Three situations.

.25 Officers who feel they have cause for a variance from the above listed procedures may appeal to an on-duty Patrol Supervisor. An on-duty Patrol Supervisor may, with cause, direct a call for service to the next Officer in rotation. "Cause" may be determined, but is not limited to, the following circumstances:

- A. The types and/or amount of report(s) being handled by the appealing Officer (major offense vs. incident with report vs. incident not requiring a report);
- B. Other assignment pending which report responsibility would delay or otherwise adversely affect;
- C. Redirecting specific type(s) of calls to be used as training opportunities for lesser experienced Officers, however the Supervisor must accompany the lesser

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experienced Officer on the call and observe the training opportunity for later critique and suggestion.

In the absence of an on-duty Supervisor, an Officer may appeal to the Dispatcher for a variance from the normal rotation, but only when the appeal concerns types and/or amounts of calls. Pending assignments and training opportunities will require previous notification from a higher authority. In any case, in the absence of an on-duty Supervisor, the Dispatcher's decision is final.

- .26 Officers will not take call responsibility because they are closer, they were there first or for any other reason not approved by an on-duty Supervisor using the previously listed guidelines (.24). This practice will only defeat the purpose of this policy.
- .27 During the training and evaluation periods of a recruit officer going through the [Police Training Program](#), all calls for service for the campus/district facility where the recruit and assigned Police Training Officer are working will be assigned to the Police Training Officer and the recruit officer for training purposes.
  - A. Those exceptions outlined in .23 will apply to recruit officers in the [PTO program](#).
  - B. The Communications Division will remove a recruit officer from the rotation list for legitimate [Police Training Program](#) purposes upon notification by the recruit's Police Training Officer.
- .28 Supervisors may direct or re-direct cover or back-up Officers as they deem necessary without regard to an Officer's pending status.
- .30 No Officer will refuse to handle a call for service after appealing to an on-duty Supervisor or Dispatcher. If an Officer should refuse to respond to a call for service or accept report responsibility the Dispatcher will reassign the call for service to the next available Officer in the rotation without regard to duty status.
- .31 Patrol Supervisors who become aware of an Officer's refusal to take a call will take immediate action to resolve the conflict with the involved Patrol Officer. If the matter cannot be resolved, a Patrol Supervisor may take appropriate action, to include the



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immediate release of the Patrol Officer from duty status upon consultation with the Deputy Chief of the Patrol Division, if deemed in the best interest of the Department.

- A. Patrol supervisors will contact the Deputy Chief of Police / Patrol Division and make him aware of all incidents related to this section.

.32 Where there is a conflict with a Patrol Officer taking a call, the Dispatcher will make immediate notification to the Deputy Chief of Police/Patrol, the Deputy Chief of Police / Administration and the Communications Supervisor.

- A. The Deputy Chief of Police / Administration and the Communications Supervisor will make a determination regarding the security of radio tapes and other written records which may bear evidence about the refusal incident.