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GARDEN GROVE POLICE DEPARTMENT

EXPEDITOR UNIT MANUAL

U.S. Department of Justice
National Institute of Justice

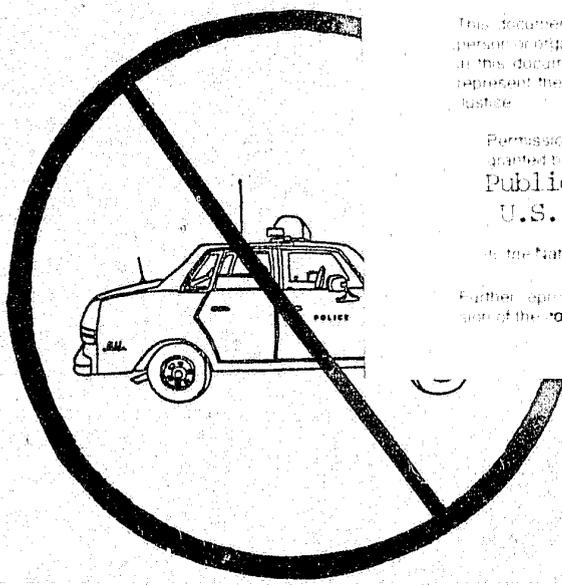
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INTRODUCTION

The increased volume of citizen-initiated calls-for-service in recent years, coupled with strained police budgets, has made it increasingly difficult for police departments to respond to all calls-for-service in the traditional manner of sending out a patrol unit as quickly as possible, while still maintaining the current level of activity in other areas.

Departments have attempted to meet these competing demands through various approaches, all of which share the common objective of developing more efficient means of allocating available resources.

The efficiency of patrol is dependent on the efficiency of the calls-for-service function. Improving the management of the function is not only necessary to provide departments with sufficient uncommitted time to perform non-calls for service activities such as directed patrol; but equally important, it is essential to ensure that departments can rapidly respond to the increasing number of critical or emergency calls-for-service.

The Garden Grove Police Department's efforts have included computerized communications systems to simplify and expedite public access to the police, returning more patrol officers to patrol duty, and managing criminal investigations. Our most important effort was to establish an Expeditor Unit (telephone response unit) to process calls by telephone as an alternative to mobile response in order to relieve the workload in the field and to handle, more economically, those calls for which police presence is not crucial or necessary.

The Expeditor Unit is designed to allow for the handling of certain specified calls by telephone, avoiding the dispatch of an officer and unit. This program involves placing trained personnel in a position to resolve citizen requests for service by telephone, based on established guidelines and criteria.

Two basic categories of calls are relevant to this program:

- A defined set of non-critical offenses/ incident calls which require a report;
- An undefined set of calls where the dispatch of a police unit is questionable in the opinion of the call taker or the dispatcher.

While alternative methods of resolving police calls are imperative and tend to be cost-effective, the program recognizes the importance of citizen acceptance of the process. The program considers this important factor and recognizes that alternative methods of service delivery must utilize the same level of professionalism and leave citizens with equal confidence and satisfaction as personal (face-to-face) service delivery.

I. PURPOSE

The purpose of this manual is to outline in a clear and concise manner, the primary duties and responsibilities of personnel assigned to the Garden Grove Police Department's Expeditor Unit.

The Expeditor Unit is a highly visible assignment and involves an unusual amount of contact with the public. As each contact either builds or weakens the Department's public image, Expeditor Unit personnel have a public relations role of utmost importance.

As a member of the Garden Grove Police Department's Expeditor Unit staff, Expeditors are responsible for compliance with the duties and responsibilities contained in this manual. The duties and responsibilities outlined here are directly job related, and, as such, will form the basis for performance in the Expeditor Unit.

II. OBJECTIVES: DIFFERENTIAL POLICE RESPONSE

GOAL A: TO INCREASE THE EFFICIENCY OF THE MANAGEMENT OF THE CALLS-FOR-SERVICE FUNCTION

Objectives—

- to assure that calls-for-service of greater urgency receive priority treatment;
- to reduce the rate of non-critical calls-for-service handled by immediate mobile responses;
- to increase the rate of non-critical calls-for-service handled by delayed mobile responses;
- to increase the rate of non-critical calls-for-service handled by non-mobile responses;
- to increase the amount of officer time available for non-calls-for-service activities.

GOAL B: TO MAINTAIN OR IMPROVE CITIZEN SATISFACTION

Objectives—

- to provide satisfactory explanations to citizens at call intake on the nature of police response to their calls;
- to provide satisfactory responses to citizens for resolving their calls-for service.

III. OBJECTIVES: EXPEDITOR UNIT

The primary objective of the Expeditor Unit is to handle those calls-for-service which do not require the presence of an officer or the dispatch of a patrol car to the scene. By taking reports over the telephone, and completing other in-house duties as assigned, the Expeditor Unit will divert a portion of the calls-for-service workload from the mobile patrol force.

By diverting these calls, the Police Department will be able to provide more rapid and comprehensive service to emergency situations requiring police presence, while at the same time, provide a better quality of service for non-emergency situations.

As the objectives of the Expeditor Unit must be compatible with, and a part of the overall program, it is important to be familiar with and follow the Goals and Objectives of the Differential Police Response Program which are listed in Section II.

IV. ADMINISTRATIVE

A. STAFFING

1. The Expeditor Unit is staffed Sunday through Saturday, by highly trained and experienced personnel.
2. The Expeditor Unit position will be supplementally staffed with selected non-sworn police Cadets.
3. Other selected personnel who have been trained to staff the Expeditor Unit will be used as necessary when the regular staff are unable to report for duty.
4. The Expeditor Unit MAY be staffed by short and/or long-term light duty officers, as the need arises.

B. SCHEDULING

1. Scheduling of Expeditor Unit personnel to provide required coverage is the responsibility of the Expeditor Unit Coordinator.
2. It is the responsibility of the Watch Commander to notify the Expeditor Unit Coordinator if there is a personnel shortage in the Expeditor Unit.

- a. if the Expeditor Unit Coordinator is not on duty, the Watch Commander shall have the responsibility of providing coverage for the Expeditor Unit.

C. SUPERVISION

1. Supervision of the Expeditor Unit personnel shall be the responsibility of the Expeditor Unit Coordinator.
 - a. Expeditor Unit personnel shall report any sick leave, time off requests, vacation requests, etc., to the Expeditor Unit Coordinator.

D. UNIFORM

1. The appropriate dress required for Expeditor Unit personnel shall be the uniform issued to the individual person.
 - a. If a uniform has not been issued to an individual, civilian attire as described in the Garden Grove Police Department General Orders shall be worn.

E. LOCATION

1. The Expeditor Unit is currently located in the Communications Center.

2. A CRT unit (computer console) is available to Expeditor Unit personnel regardless of location of the Expeditor Unit within the Communications Center.

V. UNIT RESPONSIBILITIES

A. The Expeditor Unit will handle those calls-for-service which have been screened by the call taker/dispatcher as appropriate for their Unit.

1. At a minimum, this includes telephone reports and referrals which cannot be processed by the call taker/dispatcher.
2. Depending upon departmental procedures, the Unit may also handle calls-for-service from walk-in traffic for reporting purposes, and in some instances, schedule appointments for citizens for reporting purposes.

B. The calls-for-service handled by the Expeditor Unit may include, but are not limited to the following:

1. Simple Assaults
 - a. minor or no injuries
 - b. suspect not at the scene
2. Missing Persons
3. Runaway Juveniles
 - a. ages fourteen to eighteen

4. Burglary
 - a. residential
 - b. commercial
 - c. vehicle
5. Grand Thefts
6. Petty Thefts
7. Indecent Exposures
 - a. victim left the scene
 - b. suspect left the scene
8. Malicious Mischiefs
 - a. excluding schools
9. Traffic Accidents
 - a. reporting party comes to the station
10. Incident/Information Reports
11. All Supplemental Reports

VI. COMMUNICATIONS PERSONNEL

Communications personnel have an integral part in the diversion of calls to the Expeditor Unit as they have the initial contact with the citizen and based on experience, guidelines of Differential Police Response, and common sense, make the decision as to the type of response needed for the particular incident.

Call takers/dispatchers carefully evaluate calls-for-service and determine which calls are diverted to the Expeditor Unit by (1) providing information directly over the telephone; (2) transferring the caller to the Expeditor Unit or another Unit within the Police Department; or (3) referring the caller to another agency.

A. RESPONSIBILITIES

1. All incoming calls are answered by call takers/dispatchers. Upon answering the call-for-service, the call taker will question the citizen using the Matrix to determine the appropriate event category. Still utilizing the Matrix, the call taker will determine applicable descriptors and develop a four-digit incident code.

The incident code and location of the incident are entered into the computer. The computer develops a prioritized call-for-service ticket.

2. The call taker completes the ticket by asking the caller a series of pre-designed questions developed for each of the event categories.

3. If the computer prioritizes the ticket using the following numbers, a dispatcher will assign a ticket to a field patrol unit:
 - 99 Immediate Dispatch-Injury
 - 98 Immediate Dispatch-Crimes Against Persons
 - 97 Immediate Dispatch-Crimes Against Property
 - 96 Fifteen (15) minute response
 - 95 Thirty (30) minute response
 - 94 One hour response
 - 93 When available—exceeds one hour

4. If the ticket is prioritized with a 92, the call taker/dispatcher is alerted that the situation falls into the scope of the Expeditor Unit responsibilities.

5. After the call taker/dispatcher completes a ticket meeting the Expeditor Unit criteria, the ticket will flash on the computer console located at the Expeditor Unit position.

The "GX" Field of the computer is reserved for Expeditor Unit reports.

6. If the call taker/dispatcher completes a ticket which falls into the Expeditor Unit criteria, the dispatcher will process the caller using the following procedures:
 - a. when possible, the caller making an Expeditor report is transferred directly to the on-duty Expeditor. Prior to transferring the call, the dispatcher will contact the Expeditor advising him/her of the type of call and the ticket number.
 - b. if the Expeditor is on-duty but busy, the dispatcher shall inform the calling party that the Expeditor will call them back within a two-hour time period, considering the time of the call and the time the Expeditor goes off duty.
 - c. if the calling party will not be available for the call back by the Expeditor, the call taker will type into the note section of the ticket, when the calling party will be available for recontact by the Expeditor.
 - d. if the calling party makes a direct request for an in-person contact with a field officer, the "override" procedure shall be utilized and an uniformed officer (mobile response) will be dispatched with the exception of "cold" disturbance calls, for which there is no "override".

- e. when an Expeditor is not on duty, the call taker shall complete the ticket and inform the calling party that the next on-duty Expeditor will recontact them by telephone.

Based on information received, the call taker shall determine if the incident requires the response of a Crime Scene Investigator. This is particularly important in the reported cases of Burglary.

If the call taker determines that a Crime Scene Investigator is necessary, the Crime Scene Investigator shall be dispatched to the scene to preserve and collect evidence whenever possible and appropriate.

The call taker shall enter into the note section of the ticket that a Crime Scene Investigator was dispatched and the time of the dispatch, i.e., "CSI dispatched 2230 hours".

The ticket will remain in the Expeditor Unit's computer until the next on-duty Expeditor reports for duty and the call-for-service is completed.

| D.P.R. MATRIX | | TIME | | | | INJURY* | | | RESPONSE MODE | | |
|-----------------------------|-------------|---------------------------|---------------|------|-------------------|---------|----------|-----------|---------------------------|----------|-----------------------|
| EVENT CATEGORY | DESCRIPTORS | IN PROGRESS | JUST OCCURRED | COLD | SUPPLEMENT REPORT | ACTUAL | PROBABLE | POTENTIAL | IN PROGRESS/JUST OCCURRED | OVERRIDE | EXPEDITOR UNIT REPORT |
| | | 1. CRIMES AGAINST PERSONS | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 |
| 2. DISTURBANCES | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | |
| 3. ASSISTANCE | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | |
| 4. CRIMES AGAINST PROPERTY | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | |
| B. BURGLARY | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | |
| 5. TRAFFIC ACCIDENTS | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | |
| T. TRAFFIC PROBLEMS | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | |
| 6. SUSPICIOUS CIRCUMSTANCES | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | |
| 7. PUBLIC MORALS | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | |
| 8. MISCELLANEOUS SERVICE | 1 | 2 | 3 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | |
| 9. ALARMS | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | | | |

*NO INJURY = 0----- ALL OTHERS = 1

VII. UNIT OPERATIONAL PROCEDURES

The final determination of whether a call can be handled by telephone response rests with the Expeditor taking the call. The Expeditor will utilize all of the resources from training and experience plus a "feel" for the citizen's receptiveness to accept police service by telephone, prior to making the final decision on the call.

A call which qualifies for report by telephone will have already passed the following criteria:

- (1) there is no injury or imminent danger of injury.
- (2) the incident is not in progress.
- (3) the incident has not just occurred, to the point where rapid response by field personnel would be advantageous.
- (4) there is no significant physical evidence at the scene.
- (5) there are no suspects or witnesses to be interviewed.
- (6) the citizen is receptive to accepting police service by telephone.

At the beginning of his/her shift, the Expeditor will check the Expeditor Unit computer ("GX" Field) to determine if there are any calls-for-service pending for the Unit.

- A. The Expeditor will check each pending call-for-service (ticket) to determine if there are any special instructions in the note section that relate to contacting the calling party.
- B. If there are no special instructions relating to contacting the calling party, the calls-for-service are handled in sequential order.
- C. If the Expeditor is unable to contact the calling party, he/she shall enter into the note section of the ticket, the date and time that he/she attempted contact.
- D. When handling a call-for-service (ticket), the Expeditor brings up the ticket on his/her computer console screen and works from it while making contact with the calling party.
- E. The Expeditor assigns himself/herself to the ticket by entering his/her Expeditor number (400 series) into the computer in the "officer assigned field".
- F. The Expeditor obtains all necessary information for a telephonic report from the caller and enters all appropriate information into the computer for the ticket he/she is working.

This includes entering the case number if one has not been previously assigned and entering the final disposition, crime classification, and additional notes.

- G. The Expeditor shall routinely handwrite all reports he/she handles as soon as practical after obtaining required information from the caller.

The EXCEPTION would be reports, which due to their length or complexity, would be more practical to dictate.

When a caller is referred to the Expeditor Unit by the call taker/dispatcher, the call is processed by the Expeditor utilizing any of several options available to handle the call in the most expeditious manner. The options are listed as follows:

1. A telephonic report may be completed with no further action. (Crime Report, Officer's Report, Miscellaneous Service Report).
2. A telephone report may be taken and Crime Scene Investigation (CSI) may be dispatched to the scene to process any physical evidence or complete photographic work as necessary.

NOTE: In some instances, the call taker may have already dispatched CSI to the scene. This information should be contained in the note section of the ticket.

The Expeditor SHALL have CSI respond to the scene on the following types of crimes when potential for evidence is present:

- a. Commercial Burglary
 - b. Residential Burglary
 - c. Grand Theft
3. After taking the initial information for a telephonic report, the victim may be requested to come into the Police Department for CSI or photo processing.
 4. After taking a telephonic report, the Expeditor should alert the appropriate Investigator as to timely information or leads related to suspect information, potential property recovery, and other pertinent information which would expedite the normal information and paperwork flow to Investigation.
 5. Appropriate dispositions for a call may be a Crime Report, M.S., or Officer's Report, and in addition, a "Patrol Check" form or "Z File" information may be completed for distribution to patrol personnel to alert officers to special problems and/or suspect and suspect vehicle information.
 6. The calling/reporting party may be requested to come to the Police Department in person to make the report, primarily limited to those cases which may require direct officer review and/or duplication of personal documents, photographs, etc., held by the reporting party.

7. After obtaining the initial information to complete a telephonic report, and based on circumstances, the dispatcher may be advised to alert specific field units or to make a local broadcast to all Garden Grove units on information which may relate to special Priority Patrol efforts then in progress, and/or suspect and suspect vehicle information.
8. A telephonic report may be taken, and when appropriate, the caller may be referred to another specialized support or victim-assistance service (i.e., Family Violence Hot Line, Amparo Youth Shelter, Turning Point—Drug Diversion Service, Family Services, Legal Aid, West Court Victim Assistance Program, etc.).
9. If it is determined that an officer presence is necessary at the scene (potential for evidence, citizen demand, more complete report, etc.), the Expeditor will utilize the "override" procedure and return the ticket to the Dispatcher for dispatch to a mobile patrol unit.

BASIC INSTRUCTIONS FOR EXPEDITOR TO LOG ON
AND ACCESS COMPUTER

1. LOGGING ON TO THE COMPUTER:

DEPRESS THE (START) KEY

TYPE IN ___ ___ ___ YOUR BADGE NUMBER

TYPE IN ___ ___ ___ YOUR PASSWORD

DEPRESS (RETURN) KEY

2. LOGGING OFF THE COMPUTER:

DEPRESS THE (START) KEY

TYPE IN L O C K

DEPRESS (RETURN) KEY

3. TO DISPLAY LIST OF CALLS FOR SERVICE:

LOG ON TO COMPUTER IN THE NORMAL MANNER

DEPRESS (START) KEY

TYPE IN C E N T E R

DEPRESS (RETURN) KEY

TYPE IN G X

DEPRESS (RETURN) KEY

DEPRESS (TICKET) KEY

4. TO LOG ON TO AIDS AS 400 UNIT ASSIGNED AS EXPEDITOR:

DEPRESS (UNIT) KEY

TYPE IN 4 0 0 B YOUR EXPEDITOR UNIT NUMBER

DEPRESS (RETURN) KEY

TYPE IN NUMBERS 9 1

DEPRESS (RETURN)

DEPRESS (RETURN)

DEPRESS (RETURN)

4A. TO LOG YOUR EXPEDITOR UNIT NUMBER OFF-DUTY:
DEPRESS THE (UNIT) KEY
TYPE IN 4 0 0 _____ YOUR EXPEDITOR UNIT NUMBER
DEPRESS (RETURN)
TYPE IN NUMERALS 9 2
DEPRESS (RETURN)
DEPRESS (RETURN)

5. TO CALL UP AN INDIVIDUAL TICKET TO BE VIEWED ON THE CONSOLE SCREEN:
DEPRESS THE (TICKET) KEY
TYPE IN _____ THE TICKET NUMBER
DEPRESS THE (RETURN) KEY

6. WHEN PREPARING TO ASSIGN YOURSELF TO HANDLE AN EXISTING CALL IN THE FILE, CALL UP THE TICKET NUMBER AS PER INSTRUCTION 5, AND WHEN THE TICKET IS DISPLAYED ON THE CONSOLE SCREEN:
DEPRESS THE (UNIT) KEY
TYPE IN 4 0 0 _____ YOUR EXPEDITOR UNIT NUMBER
DEPRESS THE (RETURN) KEY
TYPE IN THE NUMERALS 9 4
DEPRESS (RETURN)
DEPRESS (RETURN)

7. WHEN YOU WANT TO ASSIGN A NEW CASE NUMBER (DR) TO THE TICKET YOU ARE WORKING, THE TICKET MUST BE DISPLAYED ON THE CONSOLE SCREEN; THEN:
DEPRESS (FILE) KEY
TYPE IN THE LETTER G
DEPRESS THE (RETURN) KEY - - - THE NEXT SEQUENTIAL DR NUMBER WILL AUTOMATICALLY BE ASSIGNED TO THE TICKET IN PROCESS.

7A. WHEN YOU WANT TO ASSIGN AN OLD CASE NUMBER (DR) TO A TICKET IN PROCESS OF BEING WORKED (PRIMARY SUPPLEMENTAL REPORTS), THE TICKET MUST BE DISPLAYED ON THE CONSOLE SCREEN; THEN:
DEPRESS THE (TOP) KEY

- 7A. DEPRESS (RETURN)
DEPRESS (RETURN)
DEPRESS (RETURN) FOUR TIMES
DEPRESS (RETURN)
DEPRESS (TAB)
DEPRESS (TAB) THREE TIMES
DEPRESS (TAB)

TYPE IN THE OLD CASE NUMBER IN THE FORMAT SHOWN HERE--THE
LETTER G, THEN SEVEN NUMERALS,

(I.E. G 8 3 0 6 3 1 5)

8. TO COMPLETE THE TICKET IN PROCESS OF BEING WORKED, THE TICKET
MUST BE DISPLAYED ON THE CONSOLE SCREEN; THEN:

DEPRESS THE (UNIT) KEY

TYPE IN 4 0 0 ___ YOUR EXPEDITOR UNIT NUMBER

DEPRESS THE (RETURN) KEY

TYPE IN THE NUMERALS 9 8

DEPRESS THE (RETURN) KEY

TYPE IN THE DISPOSITION- - - I.E., 459 RES-D

DEPRESS (RETURN) KEY

TYPE IN THE DISPO CODE NUMBER - - I.E., 6=REPORT, 3=M.S.

DEPRESS (RETURN)

DEPRESS (RETURN)

DEPRESS (RETURN)

9. TO SHOW YOURSELF BUSY:

DEPRESS THE (UNIT) KEY

TYPE IN YOUR 4 0 0 ___ YOUR EXPEDITOR UNIT NUMBER

DEPRESS (RETURN)

TYPE IN THE NUMERALS 7/14

DEPRESS (RETURN)

TYPE IN B U S Y

DEPRESS (RETURN)