



# SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



## Procedure 402 – Differential Police Response

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Office(s) with Secondary Responsibilities:	PSC, PNC, TSC, STC, MCC	Number of Pages:	13
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### .01 INTRODUCTION

This procedure establishes a set of alternative methods for the traditional field response of non-emergency/non-criminal requests for police services to include the Calls for Service (CFS) Reporting Program, the Service Expediter System, and the SAPD Website Self-Reporting Program.

### .02 CALLS FOR SERVICE (CFS) REPORTING PROGRAM

- A. The Calls for Service Reporting Program is a process designed to relieve an officer of the responsibility for submitting a written AFR report on assigned calls when certain criteria or conditions exist. However, this program does not relieve officers of their responsibility to take and keep notes of any police action in which they are involved (refer to Rules and Regulations, Section 4.11). In order to clear from Calls for Service reports officers will use the proper N-Code or Disposition, as listed below. Officers **DO NOT** obtain an offense/incident number for a CFS report. The reporting party is advised that a CFS report is available from Records. Officers shall give the reporting party the CFS number (SAPD-2011-0123456).
- B. The Calls for Service Reporting Program (herein referred as the CFS report) consists of a series of N-Code numbers and statements outlining the specific criteria or conditions for use on the CFS report.
- C. Some non-criminal reports may be made on the CAD into the comments section of the Call for Service sheet. Reports involving any type of criminal offense must be completed on an AFR offense or arrest report as per General Manual Procedure 407, *Automated Field Reporting*. Typically the AFR reporting system will only be used for reporting criminal offenses, those incidents where an offense police report is required, or other major incidents that are non-criminal in nature but are of such magnitude that need to be documented in a police report. (*Officers shall add notes to any CAD calls sheet even if the incident requires a police report so that this is available for research or investigations*). Notes added to the comments box on the disposition screen are acceptable but the officer is limited to 255 characters and once entered and then submitted, the officer is cleared from the call and is returned to Available status. There is no character limit in the Add Comments box within the Call Screen and no limit to the number of comments that can be added by the officers.
  1. No slang, abusive, indecent, profane, or vulgar language may be used on the CAD and Mobile Systems, except when the language is a quotation and is essential to the investigation, a part of the offense, or related to the officer's action.
  2. **Due to NCIC/TCIC regulations, criminal histories may not be cut and pasted into the details of the CFS report. Additionally, vehicle registrations or personal history obtained from any type of CJIS search shall not be put or pasted into the comments section of the CFS report.**
  3. The following is a list of information a member may include when adding a narrative in the comments section of the Calls for Service sheet when completing the CFS report:
    - a. Name(s) of person(s) involved.
    - b. Date of Birth (DOB).
    - c. SID numbers (**not to include SID returns**).



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- d. Vehicle year, make, model, color, license plate and/or VIN number, and description.
- e. Insurance provider and phone number (**not to include policy number**).
- f. Estimated amount of property damage or loss.
- g. Summons number (this number is usually listed on the front of the notice).

**NOTE: .03 (a.)-(g.) will be in a separate comment box with the Confidential Box checked.**

- h. A **DETAILED NARRATIVE** of the incident and action taken.
4. The following will not be entered when adding remarks or completing a Calls for Service report:
- a. Names of juvenile suspects or juvenile victims.
  - b. Child Abuse/Neglect suspects, victims or Reporting Person's names.
  - c. Sexual Assault victims' names.

### D. Dispositions, N-Code Numbers and Statements

**C-CLR AFR/CRASH REPORT:** This status is used to clear any incident where the officer has obtained a case number and is writing any type of report (accident, offense, supplement, etc.).

**CO1 CLR ONSITE ACTIVITY-NO RPT:** This disposition is used to clear the officer of any onsite activity where they have NOT obtained a case number to write a report. This status will be used to clear from a field contact.

**CO2 CLR TRAFFIC STOP-NO RPT:** This disposition is used to clear the officer after he has completed a traffic stop and has NOT obtained a case number to write a report. Officer shall add comments to either the Call Screen or within the disposition comments box, to include actions taken and citations issued.

1. **N-Code 1:** No Such Address - Found no such address or location – Effort was made to locate complainant – Call back by dispatcher unsuccessful. Comment notes shall include what actions the officer took to verify no such address existed.
2. **N-Code 2:** Occupant Did Not Call - Arrived at location, occupant stated he did not call – Ascertained no problem or incident occurred – Call back by dispatcher unsuccessful. Comment notes shall include name of person contacted and actions taken to verify the lack of a necessity for a police response.
3. **N-Code 3:** No Complainant - Arrived at location, unable to locate a complainant – No evidence present which indicates an incident had taken place – Call back by dispatcher unsuccessful. Comment notes shall include the measures the officer took to locate a complainant or ascertain an offense did not take place. Not to be used on any self-generated On-Site Activity calls that are created by the handling officer.
4. **NO4BC:** Commercial Burglar Alarm - To be used for any commercial location, other than a panic alarm.
5. **NO4BR:** Residential Burglar Alarm - To be used on any residential location, other than a panic alarm.
6. **NO4G:** Government Alarm - To be used on any location that is designated as a government location.



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7. NO4PC: Commercial Panic Alarm - To be used for a panic alarm that occurs at a commercial location.
8. NO4PR: Residential Panic Alarm - To be used for a panic alarm that occurs at a residential location.
  - ❖ These codes are to be used on False Alarms - Burglary, robbery, panic alarms etc.
    - Officers shall add notes to the Calls for Service Screen indicating actions taken at scene.
      - Example: Building/habitation physically secure, no apparent evidence of criminal activity for alarm notification, large dog inside the home, etc.
    - When these N-Codes are used for on-site activity, the reporting officer notifies the dispatcher of the type of alarm and the precise address of the alarm site.
    - These N-Codes may be used even though the officer is physically unable to check the building/habitation because of an obstacle (i.e., fence, locked gate, dogs, etc.), but there does not appear to be any evidence of criminal activity. **The comment “False Alarm” alone is not adequate.**
    - Should the officer make contact with the complainant or alarm company agent and be informed the location is secure; the call is given the appropriate N-Code.
    - On a residential or commercial panic alarm officers shall indicate in the comments if it was a false alarm and what actions they took at the location.
9. N-Code 5: Return Call - Added return call to previously written report. Note: Only the officer who handled the original call can use this N-Code number. Comment section shall contain the original case number that was used.
10. N-Code 6: Outside Agency Case - No action taken – Proper jurisdiction notified or advised complainant to notify proper jurisdiction. Comment section shall contain the agency that will handle the call and what actions the officer took at the scene. For example: *Theft of money occurred in Leon Valley. Leon Valley follow-up Detective provided copy of supplement report and will handle investigation.*

**Note: A report is written whenever any action is taken, such as complainant/witness interviewed, evidence handled, etc.**
11. N-Code 7: Canceled by the dispatcher - This N-Code number is used solely by the dispatcher when the call is canceled by the complainant or when an officer receives an internal assignment such as transporting witnesses or prisoners, making notifications for the Investigations Division, or a special assignment or traffic assignment. Comment section shall contain officer’s actions taken for this particular service.
12. N-Code 8: Patrol-by given to officer by dispatcher or Field Supervisor.
  - A. If assigned by dispatcher:
    1. Officers acknowledge the call and advise the dispatcher he will be 10-08 (in service).
  - B. If assigned by Field Supervisor:
    1. Field Supervisor’s will assign themselves (self assign icon) to the pending call that the Supervisor wishes to make a patrol by.



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2. The Supervisor will then add comments assigning a particular officer to Patrol-by (e.g. 4250A, *Officer Smith #1234, was assigned to Patrol-by due to drug activity*).
  3. Once the comments are added the Supervisor will send a CAD Message to the assigned officer informing them of the Patrol-by. At the minimum the message will contain the CFS#, location of Patrol-by, and reason for the Patrol-by.
  4. The Field Supervisor will then clear from the call using the Primary 10-08 icon, placing an N08 on the call.
  5. **The responsibility of the Patrol-by lies with the officer receiving the CAD message from the Field Supervisor.** The officer will acknowledge the Patrol-by with a return CAD message to the Field Supervisor.
    - C. Absent exigent circumstances, officers will patrol by the location during their tour of duty and upon completion get a time check from the dispatcher.
    - D. If action is taken on the patrol-by, the officer will request to be re-assigned under the original CFS#. Comments shall then be entered by the officer, either in the disposition box or by adding comments to the call screen, and then the dispatcher will put the appropriate n-code on the call.
13. N-Code 9: Bad Weather False Alarm - False burglary, robbery, or other type of alarm when caused by severe weather conditions. No further action is required. Comments shall be put either in the disposition box or by adding comments to the call screen.
14. Code 10: Rec STL Veh or Add Info - Found missing person, recovered stolen vehicle, recovered property, or any other miscellaneous call where the incident has been previously handled under an original SAPD case number. Note: The officer assigned to the call must write a supplemental report under the original SAPD case number and list the **ORIGINAL CFS** number on the supplement report. The supplemental report will then flow into the RMS and cancel the stolen or missing notification. The officer then places an N-code 10 on the new CFS number.
15. N-Code 11: Call canceled by a Communications Unit supervisor - This N-Code is used solely by the dispatcher.
16. N-Code 12: Canceled by Field Sgt - This N-Code is used only at the discretion of a field supervisor based on sufficient information about the call in question (i.e., chronic caller).
17. N-Code 13: Disturbance/Miscellaneous - This N-code may be used for a variety of disturbances that are non-violent and where no criminal offense has occurred. Examples of these types of disputes would be civil disagreements, non-violent disturbances (i.e., family, neighbor, etc.) and other types of disturbance calls.

**When writing the CFS report, officers shall include the required information as listed in section .02c and include any other pertinent data.**

Comments can be written as presented below:



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*Contacted the parties and determined it is a civil matter (No legal jurisdiction in civil matters) – There was no breach of the peace or any criminal incident – No police action was taken beyond referral to civil resources like an attorney or small claims court (i.e., peaceful picking up of belongings).*

*Contacted the parties who are husband and wife - There was no breach of the peace or no criminal incident – No police action was taken beyond counseling the two parties and referrals to additional counseling services if needed in future disputes.*

*C-James Smith WM 05-12-63, O1-Susan Doe WF 04-18-53. Contacted C who stated that he had purchased a motorcycle from O1 who failed to tell him that the engine would need to be overhauled in order to it continue to operate. C now wants O1 to refund his money and take back the motorcycle. O1 stated that he sold the motorcycle to C, “as is”, and was not aware of any mechanical issues with the motorcycle when he sold it. Both parties were advised to contact attorneys and seek remedies in civil court.*

18. N-Code 14: No show-Exchg of Children - Complainant was not given child(ren) back because the other party did not show up as agreed – (visitation violation). Comment section shall detail the names of the parties and who did not show up as agreed. Parent’s names will suffice.
19. N-Code 15: Stand-by - For all stand-bys. Comment section shall detail at a minimum the names of the parties involved and state that the exchange was peaceful.
20. N-Code 16: Assist the public - The officer provided some kind of minor assistance to the complainant for a non-criminal matter (i.e., changing a tire, giving directions, educating the public, etc.). Comments shall be added either in the disposition box or by adding comments to the call screen.

*Officer was flagged down by motorist who needed assistance with their vehicle. The battery on vehicle had died. Motorist had jumper cables which were attached to patrol vehicle which allowed for their vehicle to be started. Motorist was able to leave location. No further action.*

21. N-Code 17: Animal Call - Miscellaneous animal calls where no police action has to be taken (i.e., loose pets, grass snake in the yard, etc.). Comments shall be put either in the disposition box or by adding comments to the call screen.

NOTE: This is not utilized for Noise Complaints (i.e., barking dogs, roosters crowing, etc.).

Refer to GM Procedure 605, *Miscellaneous Offenses and Complaint Calls*, for the handling of Noise Complaints.

22. N-Code 18: Repeated Call - Repeated call where no further information is given and it has been verified the call is already assigned to another officer – either the dispatcher or the officer who is aware of this situation may N-Code the repeated call. Comments shall be put either in the disposition box or by adding comments to the call screen.

**NOTE: No Insurance, Not Towed** - This is used for incidents involving uninsured drivers failing to provide “Proof of Financial Responsibility.” Please note in your Calls for Service screen one or more of the reasons listed below as to why the vehicle was not towed and what actions were taken. This is in conformance with GM Procedure 607, *Impounding Vehicles*.

23. N-Code 19: No Insurance, **Not Towed** - Decision not to tow based on:
  - Condition of driver (elderly, sick, etc.).
  - Weather conditions.



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- Call load.
  - The driver is from out of state.
  - Small children in the vehicle and/or the number of children.
  - If the driver or other occupants are disabled.
  - There were animals in the vehicle.
  - The nature and quantity of contents in the vehicle (potential financial loss, perishable items, etc.).
  - Exigent circumstances (health care crisis, etc.).
  - Time of day.
  - Location (desolate areas, open fields/safety issues, etc.).
24. N-Code 20: No Insurance, **Towed** - Used when the vehicle is towed for no insurance. Officers shall make notes within the Calls for Service screen as to why the vehicle was towed and what actions were taken.
- The CFS number will be used on the Towing Service Report (TSR) in lieu of a case number.
25. N-Code 21: Accident No Injury - Crashes not required to be reported under GM Procedure 707, *Crash Investigation*. Should the driver(s) desire documentation of the crash, a computer generated report may be obtained via the Records Office.
1. Officers must keep a record of the driver's names and driver's license numbers of all individuals involved and the vehicle license number of all vehicles involved along with the required information listed in section .02c and any other pertinent information. Officers SHALL advise the reporting parties that a **CFS report** instead of a crash report will be prepared. As a reminder, this N-Code is only used for the following type of crashes, listed below, occurring on any street or highway that does not require a police investigation. In these situations, the responding officer will provide the drivers with TXDoT Form #CR-2 and advise them that they are responsible for filling out the report and submitting it to TXDoT within 10 days of the crash:
    - a. Crashes with no injuries, complaints of injury, or deaths;
    - b. Crashes where vehicles can be "normally and safely" driven from the scene;
    - c. Crashes where drivers have valid driver's licenses and proof of insurance for the vehicles;
    - d. Crashes with no other exigent or unusual circumstances that would require a police investigation; and
    - e. If there is any question, the responding officer shall report the crash on TXDoT Form #CR-3, *Texas Peace Officer's Crash Report*.
  2. Officers will list the following details of the accident and parties involved:
    - a. Name(s) and driver license number(s) of Driver(s) involved.



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- b. Race, Sex, and DOB.
  - c. Vehicle Information: Color, Make, Model, Year, and LP and/or VIN.
  - d. Name of Insurance Companies and phone number (**Do not include Policy Number**).
  - e. Vehicle damage rating.
3. Officers **SHALL** include the following information in the comments section of the CFS screen:
- a. A brief account of the incident and action taken;
  - b. If possible, officer shall determine fault in the accident. If unable to determine fault, at a minimum, officer shall put each driver's account of the crash and list any contributing factors, if any apply.

For example:

*Vehicle 1:  
2010 Red 4dr Ford Escort  
Damage: FRI  
Driver 1:  
Jane Sanders.W.F.59*

*State Farm insurance policy  
1-800-123-4567*

*Vehicle 2:  
2011 Blue 2dr Honda Prelude  
Damage: RBQ1*

*Driver 2-  
Andy Smith.B.M.33*

*Allstate Insurance policy  
1-800-123-4567*

*Driver 1 was northbound on Main. Driver 2 was legally parked on Main and was backing out of a parking space to head north on Main. Driver 2 stated that he did not see Driver 1 coming and when he backed up Vehicle 1 struck his vehicle which resulted in minor damage. Driver 1 stated that she was headed North on Main and did not see Vehicle 2 backing up until it was too late to stop. There were no injuries to either driver. **Both drivers exchanged information and were given Form CR-2 and SAPD12-DARS. Drivers were informed that a CFS report, and not a crash report, would be prepared and a copy would be available as records located at the main headquarters.***

**Because of NCIC/TCIC regulations, criminal histories may not be cut and pasted into the details of the CFS report. Additionally vehicle registrations or personal history obtained from any type of CJIS search shall not be entered into the comments section of the CFS report.**

**This will be kept in the officer's notes in accordance with Section 4.11 of the Rules and Regulations.**

26. N-Code 22: Abn Veh-Pub St/St Cty Prop - (Green Sticker) Vehicle abandoned on any public street (this includes the interstates) or any dedicated street on city property. If the vehicle is impounded the officer shall





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add notes to the Calls for Service Screen to document his actions. An AFR information report is not necessary for an impounded abandoned vehicle unless the situation is of such magnitude the officer determines an AFR information report will be prepared.

The following is a CFS report example of a LMDT entry for an N-Code 22: “*Vehicle was legally parked, but appeared to be sitting in same location for some time, unmoved. Officer shall list the license plate, color, and a description of the vehicle. Vehicle green stickered as required.*”

27. N-Code 23: Officers responding to mental health calls will have three N-Codes available to use as the disposition of the Call for Service, if a report is not required to be written. They are as follows:
1. **N23MH – Mental Health No Complainant** – This N-Code is used when officers are dispatched to a location for someone who may be having a mental health issue and upon arrival they do not find anyone.
  2. **N23MHN – Mental Health No Criteria for Emergency Detention** – This N-Code is used when Officers arrive at the call and after talking to the consumer, it is determined the consumer has mental health issues but the consumer is not homicidal, suicidal, or in a state of mental decompensation. The consumer and family if present, is given resources they can use.
  3. **N23MHR – Mental Health – Refused Services** – This N-Code is used when Officers arrive at the call and after talking to the consumer, it is determined the consumer has mental health issues but the consumer is not homicidal, suicidal, or in a state of mental decompensation. The consumer also REFUSES any assistance and does not want any information on resources available to them.
28. N-Code 99: Administrative Reports - Supervisor handling a complaint administratively. This N-Code is used only by a supervisor when a CFS number has been generated for a complaint which is going to be handled administratively in accordance with GM Procedure 303, *Disciplinary Procedures*.

### **.03 CALL FOR SERVICE REPORTING PROCEDURE FOR FIELD OFFICER**

- A. On any call which would require an officer with report responsibility to submit an AFR information report, the officer is relieved of the responsibility for submitting an AFR information report if the actions taken by the officer consist entirely of one of the N-Code number statements that can be covered by the CFS report. If the situation or condition is not entirely covered by an N-Code number statement/CFS report, the officer must submit a written report covering the incident.
- B. If the incident is one covered by an N-Code number statement, the officer with report responsibility shall either use the Call for Service report option, by putting the appropriate information in the comments field as listed in .02c and then assign the appropriate N-Code using the LMDT, or may opt to write an AFR report covering the incident. Officers shall, whenever possible, utilize the CFS report, and then apply the appropriate N-Code.
- C. In situations covered by N-Codes 1, 2, or 3, the officer, prior to N-Coding the call, will:
  1. Request the channel dispatcher to call back the telephone number listed for the complainant; and
  2. Write a report if there is any indication or evidence of criminal activity having taken place.
- D. In situations covered by N-Code 10, the officer will obtain the original SAPD case number for the previously handled call and write a supplemental report. Officers shall put the original case number (SAPD11123456) and original CFS number (SAPD-2011-0123456) on the supplement report.





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- E. The CFS report, along with the appropriate N-Code number, is the officer's official report of an incident. All departmental rules, regulations, and procedures concerning reports are applicable to the Calls for Service Reporting Program. The officer shall provide the CFS number (SAPD-2011-0123456) when requested and advise the complainant that a brief computer-generated report will be available at the Records Office.
- F. N-Codes 13, 16, and 17 require a brief justification be entered either by the officer or by the dispatcher to differentiate the calls. There is no character limit for the Add Comments box on the Call Screen..
1. The following is a CFS report example of a LMDT entry for an N-Code 13:  
  
*Called for defective cell phone between Jack Smith 03-22-79 and Sprint Mgr Jesse Jones explained this is a civil matter.*  
  
*Or contacted James Smith who explained that his wife had accidentally thrown away a prized personal item and resulting in a family dispute. No violence occurred. Mr. Smith advised that the neighbor had called when they heard them arguing.*  
  
*Or complainant called in a suspicious person in the alley and the officer arrives to find a CPS worker checking meters. The worker is identified and it is determined that no criminal activity is taking place. Complainant notified if requested to be contacted.*
  2. The following is an example of a LMDT entry for an N-Code 16 (assist the public):  
  
*Assisted a citizen with changing a flat tire.*  
  
*Or, contacted Jack Smith 03-22-79 who stated that he felt his neighbor was using his garage as a mechanics shop. Contacted Mr. Smith and determined that he was within the confines of the city ordinance. Advised Mr. Smith and provided direction as to where he could research various city ordinances should he feel violations are occurring in his neighborhood.*
  3. The following is an example of a LMDT entry for an N-Code 17: *Chased one red cow back into fenced area.*
- G. N-Codes 5, 10 and 18 require the case number under which the incident was originally handled be entered.
1. The following is an example of a LMDT entry for an N-Code 18 where a second officer was dispatched to an accident already being handled. *"I was dispatched to the listed to location for a minor 2 vehicle accident. Upon arriving 5210B was already handling the call under SAPD11123456."*
- H. N-Code 22 requires the license plate or VIN of the abandoned vehicle be entered.
1. The following are examples of LMDT entries for an N-Code 22: *abc123 red Chevy truck with 2 flat tires and expired inspection facing oncoming traffic.*
- I. If an officer spends an extended period of time (i.e., over 1 hour) he should use the appropriate discretion to determine whether an AFR report or the proper N-Code/CFS report is used or completed. Additionally officers are still required to submit a supplement report when assisting on major felony case or involved in any case where an arrest has occurred, evidence is handled, or witnesses are interviewed by the officer.



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### **.04 N-CODE REPORTING PROCEDURES FOR DISPATCHER**

- A. Dispatchers will update the status of a call with an N-Code number when requested by a field officer only under the following conditions:
1. The appropriate N-Code number is one the dispatcher is authorized to use.
  2. The Mobile system or the officer's LMDT is not operational; or
  3. The CAD system is down and manual keycards are being used by the dispatcher.

### **.05 DIFFERENTIAL POLICE RESPONSE (DPR)**

- A. This section provides all members with an overview of the handling of non-emergency Calls for Services received by the San Antonio Police Department. DPR specifically details which calls are to be expedited or self-reported, and which calls the Department will not respond to. Additionally, DPR outlines the holding of certain calls during patrol shift changes. Applicable reports will be taken in accordance with this procedure.
- B. DPR is a set of alternative methods to the traditional field response to non-emergency requests for police services designed to:
1. Reduce response time;
  2. Increase volume of expedited calls;
  3. Increase officer safety and patrol availability; and
  4. Reduce cost.
- C. DPR Criteria – In order to determine the appropriate police response relative to Calls for Service received, Communications Unit personnel have been trained to use the following five criteria in assigning call priority:
1. Urgent - The call will be dispatched as soon as possible and officers will arrive as soon as they safely can.
  2. Standard - The call will be handled by the next available officer, who should arrive within fourteen (14) minutes.
  3. Delayed - The officer working the area should be contacting the caller within one hour or if the caller prefers, the caller can be immediately transferred to an expediter.
  4. Expediter - Calls handled by phone. The following types of calls may be expedited:
    - a. Burglary of Coin-Operated or Coin Collection Machines;
    - b. Criminal Mischief;
    - c. Graffiti;
    - d. Additional information;
    - e. Lost property;
    - f. Obscene, harassing or threatening phone calls;



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- g. Thefts/Gas drive offs;
  - h. Theft of Service;
  - i. Threats, unless direct imminent danger;
  - j. Burglary of Vehicle;
  - k. Credit/Debit Card abuse; and
  - l. Identity Theft.
5. Self-Reported - Calls which may be self-reported by filling out the appropriate forms via SAPD Website or going to nearest substation to fill out the appropriate forms.
- D. Cold Case Calls to be Expedited
1. Cold Cases are defined as cases where there is no potential risk of personal injury or property damage and have been reported by the complainant as not currently ongoing (i.e., Gas drive off at HEB, fled SB on WW White RD 10 minutes ago). Calls determined to be cold cases shall not be considered “in progress” and shall not require an officer at the scene.
  2. Information received by call-takers which is determined to be relevant will be forwarded to affected patrol sections (i.e., stolen vehicle, suspect descriptions, etc.) in the form of a BOLO.
  3. Expedited calls requiring evidence collection/processing will have an applicable officer/detective assigned to retrieve/process item(s) under the expediter’s case number.
  4. If, while expediting a Call for Service, it is determined it cannot be properly handled via telephone, the call will be updated and sent to dispatch for assignment to a field officer.
- E. Cold Case Calls to be Expedited by Field Officers
1. Calls that are determined by the field officer as meeting the criteria for a cold case may be expedited as well as those that are sent to the appropriate dispatch channel from the call-taker for those calls that are unable to be expedited due to call volume.
  2. The field officer has the option of handling the call in two ways:
    - a. Make the location and handle the report; or
    - b. Expedite the call from the field.
      - (1) Using a personal cell phone.
        - (i) Use of personal cell phones is strictly voluntary.
        - (ii) There will be no reimbursement for use of personal cell phones.
        - (iii) Use of call block (\*67 on most cell phones) is highly encouraged.
      - (2) Using a landline phone.



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3. If the field officer chooses to expedite the call, the officer will initiate the following:
  - a. Inform the dispatcher they will expedite the call.
  - b. Inform the dispatcher of the location (by address) where they will expedite the call from and the method that will be used.
    - (1) From a cell phone from their patrol vehicle.
    - (2) A landline phone, if using this method, officers will identify the actual address they are making the call from to the dispatcher.
  - c. The officer will note in the call screen to reflect the officer is expediting the call from the field and will log the location where the call will be made from.
4. If the call is being expedited by the officer, the dispatcher will ensure that the method used and location is annotated in the call screen
  - a. Patrol car (if a cell phone is used).
  - b. A landline phone. If using this method, officers will identify the actual address they are making the call from to the dispatcher.
5. In the event a field officer expedites a cold case call and the officer determines the call is in progress or the suspects are still in the area:
  - a. The field officer will immediately notify the dispatcher the call cannot be expedited and proceed to the location of the call and handle it in accordance with the applicable GM procedure.
  - b. The dispatcher will annotate reasons why this call can't be expedited and promptly change the unit status of the officer, reflecting the officer will make the location of the call.
6. Field officers will also utilize other guidelines in Subsections .05D2 and 3 of this procedure as applicable.

### **.06 SELF-REPORTING SYSTEM REPORTS**

- A. Under DPR, several different types of calls can be self-reported.
- B. Complainants will be able to make these reports by going to the San Antonio Police Department Web Page at [www.sanantonio.gov/SAPD](http://www.sanantonio.gov/SAPD) or going to any substation to fill out the appropriate forms. The following types of calls may be self-reported:
  1. Burglary of coin operated machines without identifiable suspect (i.e., name, address, license plate, TDL, SSN);
  2. Criminal Mischief up to \$500.00 in damages or Class B misdemeanor without identifiable suspect;
  3. Graffiti up to \$500.00 in damages or Class B misdemeanor without identifiable suspect;
  4. Lost Property (except firearms);
  5. Thefts/Gas drive off up to \$500.00 in loss (except if weapons/threats of violence are involved) without identifiable;



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6. Theft of Service up to \$500.00 in loss without identifiable suspect; and
7. Burglary of Vehicle (except when a firearm is stolen) without identifiable suspect (i.e., name, address, license plate, TDL, SSN).

### **.07 NON-DISPATCHED CALLS**

- A. Under DPR, the following types of calls normally will not be dispatched or responded to. Currently, these calls could either be better remedied by another agency or certain criteria or conditions do not exist for a police response (i.e. no breach of peace or criminal intent is present).
  1. Animal calls which do not pose an imminent threat to public safety (some barking dog calls may be dispatched due to the noise nuisance);
  2. Calls to apartment complexes for the purpose of enforcing house rules (i.e., people in the pool after hours, parking in the wrong slot, etc.);
  3. Code compliance calls. These are calls where the City codes have been violated on private property (i.e., neglected lawns, abandoned vehicles on private property, etc.);
  4. Calls for misbehaving children, to include children refusing to go to school;
  5. Civil matters where there is no breach of the peace; and
  6. Private property crashes (non-intoxicated related) without injury.
- B. Although the calls listed above normally will not be dispatched, officers shall make all calls assigned by the dispatcher and they shall not dispute these calls or argue with the dispatcher. If an officer feels the call should not have been dispatched, it can be brought to the attention of a supervisor after the call has been made.

### **.08 CALL HOLDING AT SHIFT CHANGES**

- A. Dispatchers will hold certain calls during the following shift change hours: 0550-0630, 1320-1400.
- B. During the above call hold periods, for non-emergency calls, callers will be given the option of calling back during any of the following time periods: 0800-1200, 1600-2000, and 0100-0500.
- C. Non-emergency calls and crimes which are not in progress should be held at shift change.
- D. DPR eliminates a great number of late calls by providing for call expediting and the holding of calls for the oncoming shift. Officers shall no longer request late calls from dispatchers.