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Meets Accreditation Standard:	

Section 1000.30 Response to Request for Police Service

Policy

Officers of Shively Police Department shall respond to request for police service as rapidly as possible, considering the nature of the request and available officers. It is not always possible for this department to immediately respond to every call for service; therefore, the supervisor must organize every available resource to give the highest level of efficient service possible. Priority of call assignment depends on many factors, and it is not normally the responsibility of radio dispatcher to make such assignments.

If a citizen contacts the Shively Police Department requesting police assistance, the request shall be dispatched to the closest available officer. If no officer is available, the request for police service should be directed to the shift supervisor who shall make a decision as to what action to take.

Radio dispatchers shall not take it upon themselves to refuse a request for police service. In many cases, the arrival of a uniformed officer on the scene is all that is needed to answer the complaint, or it may be that the Shively Police Department cannot provide the service requested. However, the refusal of a request for police service must come from an officer at the scene or the shift supervisor. Upon receipt of a call outside the Shively jurisdiction the radio dispatcher should refer such call to the police agency covering the area that the service is to be performed.

Sometimes, outside agencies may request the Shively Police Department to make calls for service outside the geographical area of the city. In these cases, the dispatch should contact the on duty-commanding officer to inform them of the request. It is encouraged that the Shively Police Department responds to these requests as often as practical and reasonable.