



ORANGE COUNTY SHERIFF'S OFFICE GENERAL ORDER RESPONSE TO ROUTINE AND EMERGENCY CALLS



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PURPOSE: The purpose of this General Order is to establish guidelines for responding to routine, urgent or emergency calls for service and to ensure that such response is done safely and in a timely manner. In any patrol response safety of the Deputy, other motorists and pedestrians is the primary concern.

I. LAW ENFORCEMENT RESPONSE.

A. It is the policy of the Orange County Sheriff's Office to handle calls for service, 24 hours per day, seven days per week by utilizing this agency, personnel and equipment or to properly provide arrangements to the public by utilizing or referring them to other appropriate authorities or agencies.

II. USE OF EQUIPMENT.

A. Patrol Vehicle Operation in an Emergency Response.

1. Deputies responding to an emergency call shall be authorized to:

- (a) Proceed past a steady red signal, a flashing red signal, a stop sign or stop bar; only after slowing or stopping if necessary. Once a determination is made that passing through the intersection is safe and that traffic is clear or stopped, the responding Deputy will continue the emergency response in a manner that does not endanger life or property.
- (b) Exceed the maximum speed limits so long as it does not endanger life or property.
- (c) Stop, stand, and park as long as it does not endanger life or property.

B. Emergency Equipment and its use.

1. Use of Roof Rack Lighting / Grill Lights / Siren

- (a) Deputies responding to life threatening situations, crimes in progress, alarms, accidents, traffic stops and all unusual incidents or events, will be authorized to use roof rack lighting, grill lights and siren.

This will be done with due regard for the safety of all persons using any street or roadway.

2. Public Address System

- (a) Deputies may use the patrol vehicle public address system in accidents, traffic stops and all unusual incidents and events. Such use shall be with due regard for the safety of all persons using street, roadway or walkway and those

persons receiving direction or instructions from such Deputy .

3. Auxiliary Lighting/Alternating Headlights

- (a) Deputies may use auxiliary lighting sources (ie spotlight/alternating headlights (if vehicle is so equipped)) during life threatening situations, crimes in progress, alarms, accidents, traffic stops and all unusual incidents or events. Such use shall be with due regard for the safety of all persons using any street, roadway or walkway.

III. RESPONSE.

A. Routine Response

1. Deputies shall respond to routine calls in a safe manner. This response shall consist of operating the patrol vehicle with due regard for all laws and codes. The safety of all persons using any street or roadway is of prime concern.

B. Urgent/Emergency Response

1. Deputies shall respond to urgent and emergency calls with safety as a priority. This response will consist of operating the patrol vehicle with emergency lights activated, siren and operating that vehicle with due regard for the safety of all persons using any street or roadway. Deputies should have siren on or in the ready/manual mode. Responding Deputies may opt to activate vehicle siren depending on the existing traffic, traffic control devices, the environment and weather conditions. Deputies shall have discretion with regard to such response depending on the conditions present at the time and the reported urgency of the situation.

C. Urgent/Emergency Response to calls and updates

1. Deputies shall respond to urgent and emergency calls with safety as a priority. The response to urgent/emergency calls shall be based on such factors as time of day, traffic conditions, weather and real time reports of the situation. Orange 911 communications personnel will keep responding Deputies apprised of the situation. A Deputy who arrives at a scene shall provide an update with regard to the status of the situation. If a situation is under control and there is no longer the need for an urgent/emergency response, that information shall be relayed to other responding Deputies. If the situation is still urgent or critical, that information shall also be communicated.

D. Emergency Response through different traffic patterns and situations

1. Deputies when responding through different areas of the County must take in to account that traffic patterns, volume of traffic and roadway

environment change throughout the County. Deputies should realize that emergency response in high traffic density areas and emergency response in rural areas with less traffic density may require a different response technique. In all emergency responses, safety is the utmost priority.

2. Deputies must also take in to account different situations. Deputies should be aware that other motorists may not hear a siren or be aware of the activated emergency lights. At all times a Deputy affecting an emergency response must consider these matters in their response. Deputies will ensure that appropriate and safe driving techniques are implemented to deal with such situations.

IV. PROCEDURE - PRIORITIZATION GUIDE.

A. Immediate Dispatch. The following calls require the immediate dispatch of a Sheriff's Unit.

1. Alarms for burglary or robbery,
2. Assault or fight in progress,
3. Bomb threat,
4. Child abuse,
5. Crimes in progress,
6. Dangerous animals,
7. Disturbance calls with reported violence, or participants are still at the scene,
8. Unattended death or suicide attempt,
9. Kidnapping,
10. Mentally ill person, unable to control,
11. Missing child, Missing person (Endangered) or Mentally deficient person,
12. Motor vehicle accidents,
13. Major traffic problems,
14. Officer in need of assistance,
15. Prowler calls,
16. Rape,
17. Suspicious vehicle or person,
18. Vehicle blocking emergency access
19. Weapon offenses,
20. Working fire or if requested by fire department,
21. Any other situation indicating an urgency or an emergency.

B. Routine Dispatch. The following calls require the routine dispatch of a Sheriff's unit.

1. Additional or follow-up information,
2. Animal complaints,

3. Annoying telephone calls
4. Disorderly youths,
5. Found property,
6. Lost property,
7. Missing person (Adult/Voluntary)
8. Motor vehicle accident with no injuries and roadway is not obstructed,
9. Parking complaint,
10. Routine reports that are not in progress,
11. Any other call which is deemed non-emergency but requires a police response

V. CONTROL OF UNITS IN THE FIELD. Periodic checks of Deputies assigned to a call.

- A. Personnel assigned to Orange 911 shall make periodic checks of Deputies that have called out on a traffic stop or who have been dispatched to a serious emergency call. These checks shall be done at regular intervals. The purpose of these checks is to ensure the safety of Deputies in the field.

REFERENCE:

ACCREDITATION STANDARDS 43.2, 43.3

Revision History – Revision 09-01 6/30/09