

MAUI COUNTY POLICE DEPARTMENT

GENERAL ORDERS
CHAPTER 301
COMMUNICATIONS

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New material underlined

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EMERGENCY AND NON-EMERGENCY RESPONSE
G.O. 301.4

I. PURPOSE

To establish guidelines and procedures for responding to emergency and non-emergency calls-for-service.

II. POLICY

It is the policy of this Department to ensure that every response to a call-for-service is done in a timely manner, taking into account the nature of the call and the necessity to operate Department vehicles in the safest possible manner at all times and to involve only that number of officers necessary to effectively meet demands at times of emergencies, calls-for-service, to accomplish a police objective, and to monitor and control voluntary requests by others than the assigned unit(s) to assist.

III. DEFINITION OF REPOSES

A. Emergency Response

1. Applies to police emergencies, i.e., crimes in progress, assaults involving weapons, house fires, civil disasters, major traffic accidents and other similar situations established as Priority 1 calls for service articulated in General Order 301.5, Radio Communications.
2. This type of response requires utilization of both siren and emergency blue lights. Officers shall proceed within the mandates of Section 291C-26(d), Hawaii Revised Statutes (HRS) which states:

“...The foregoing provisions shall not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons, nor shall those protect the driver from the consequences of the driver’s reckless disregard for the safety of others...”

B. Non-Emergency Response

1. Applies to assignments that requires quick responses necessary to promote effective preservation of crime scene(s), collection of evidence, protection of property, assurance of citizen safety, police information gathering by an officer, and Priority 2 and 3 calls-for-service established in General Order 301.5, Radio Communications.
2. This type of response should not be considered an emergency in nature and therefore no emergency equipment shall be utilized in responding to the assignment. Officers shall proceed in a timely fashion and buy the most direct route. Officers are responsible to abide by all traffic regulations and shall not commit traffic violations.

IV. ESSENTIAL DISPATCH INFORMATION REQUIREMENTS

- A. To encourage and promote proper dispatching, basic information must be obtained from the caller requesting police assistance or when providing information. The Department recognizes there are times when obtaining basic information will be difficult; however, every effort and attempt must be explored and revealed to the responding officers.
 1. The Emergency Services Dispatcher (ESD) shall obtain basic information from the caller requesting police assistance and calls-for-service, i.e., Where? Where are you? Where is the scene? What? What happened? Who? Who's involved? Is anyone hurt? When? When did it happen? Is it going on right now? Why? How? and How do you know?
 2. During any portion of the contact with the caller requesting police assistance and call-for-service, the ESD must establish the specificity of the call-for-service. Should the call-for-service involve people, the following questions must be asked: How many people involved? Who is involved? What do they look like? What are they wearing? and What are they carrying?
 3. When the call-for-service reveals a crime of violence and a weapon is reported the ESD must obtain information about the weapon, i.e., What is the specific weapon? Who has the weapon? and Where is the weapon?
 4. There are times when the offender(s), involved other(s) or victim(s) leave the area in these circumstances, the ESD must obtain relevant information pertaining to the discretion of flight, a point of reference for the flight and/or a directional guide. Should those involved leave the area in a motorized vehicle, a detailed description of the vehicle shall be obtained, i.e., make, model, year, color, physical description, distinguishing descriptors, license plate, etc.

All relevant information pertaining to the call-for-service and police assistance remotely affecting and/or compromising officer's safety, and the course and integrity of the investigation at hand shall be broadcasted to the responding officers.

- B. To assure the proper dispatching mode in making assignments, the following factors must be considered:
1. Since the police have virtually no control over the time taken to report a crime or other related incident, it is not efficient to respond rapidly to a non-emergency call-for-service. The ESD receiving the call-for-service shall determine whether an emergency response is required.
 2. It is not efficient to respond rapidly to a scene when it appears that the offender has left the scene. It is essential for the ESD receiving the call-for-service to obtain this information from the caller for proper dispatching. When this information cannot be determined by the ESD, the ESD shall broadcast that the whereabouts of the offender is unknown.
 3. It is not efficient to respond rapidly to the scene of an incident merely to take a complaint. In such incidents, the ESD shall determine if an emergency response is not required.

V. ASSIGNMENT PROCEDURES

A. Emergency Response

1. The ESD making the assignment shall add the words “Emergency Response” prior to or immediately after transmitting information on the assignment to the specific unit(s) involved. The unit(s) shall proceed to the scene with emergency equipment activated (siren and emergency blue lights).
2. Should a question arise over the number of units to be assigned in emergency response or the type of response to be made, the Emergency Services Dispatcher Supervisor (ESDS), the Watch Commander or Field Supervisor shall make this determination. When an ESD determine a situation presents the immediate and imminent threat of life or danger of serious physical injury, the ESD shall inform and confer with the ESDS before determining the number of units assigned to the emergency response.
 - a. Only the unit(s) assigned to emergency response shall proceed. The ESD will monitor and control, if necessary, the amount of units responding to the call-for-service and police assistance.
 - b. If the unit assigned to the beat in which the emergency occurs is unavailable, the adjoining beat officer or unit closest to the scene of the emergency may be assigned.
 - c. The secondary unit(s), when responding in an emergency response, should deactivate sirens at a distance from the scene (to be determined by the

officer), or when in close proximity of the primary officer's vehicle, so as to not overlap the siren of the primary officer which could confuse public motorists in determining the direction of the primary officer's siren.

- d. When responding to criminal activities, the deactivation of emergency equipment at a reasonable distance from the scene should also be determined by the officer, thereby avoiding an alert to offenders involved in criminal activities of the approaching police vehicle and officer.
3. The activation of emergency equipment (emergency blue lights and siren) to effect a traffic stop shall not warrant notification. This would include enforcement of traffic violators.
 - a. The activation of emergency equipment necessary to respond to on-beat offenses of Resisting an Order to Stop Motor Vehicle, Operating Under the Influence of Intoxicants and other felony offenses falls under the scope of General Order 401.3, Vehicle Pursuits.
 4. Due to the officer safety issues of some calls for service or request for police assistance, officers assigned may implement a "Staging Area" of a specific location prior to engaging. This procedure is recognized and encouraged to ensure the assigned officer's safety is not compromised, i.e., fight in progress with multiple combatants, abuse in progress with multiple family members and friends, etc.

B. Non-Emergency Response

1. All other assignments not considered "Emergency Response" shall be determined "Non-Emergency Response." The ESD making assignments under this response criteria shall make every effort to discontinue the practice of adding the words "Routine" or "Controlled Response."

VI. VOLUNTARY ASSISTS AND RESPONSE


- A. Non-assigned patrol officers are encouraged to respond to calls-for-service and requests for police assistance during an active emergency response incident unless directed not to.
 1. Based on the available information received, field Supervisors shall be responsible for determining the number of units assigned to a call-for-service and request for police assistance.
 2. Field Supervisors should take an active part in dispersing field units to meet with changing situations and operational objectives. Once the Field Supervisor arrives on scene, the Field Supervisor shall be the only entity authorized to

release officers from the scene.

3. The Watch Commander is responsible for the overall deployment of police officers and shall effectively dictate the appropriate response to all calls-for-service and requests for police assistance.

VII. PROPER UTILIZATION OF RESPONSE

- A. Officers not assigned to emergency response, including plainclothes personnel, are prohibited from utilizing the emergency blue lights and siren.
- B. The Watch Commander or the Field Supervisors will have the authority to over-ride any decision made by an ESD or ESDS, provided the action is justified from available information. A lawful order or directive issued by the Watch Commander or Field Supervisors shall be followed and carried out.
- C. The officer initially arriving at the scene of an emergency situation shall immediately report back with a brief description of the emergency, whether immediate or further assistance is required, whether the situation is active or passive, etc.



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