



City of Racine Police Department
Policy and Procedure

Number: 1900

Subject: Responding to Calls for Service		
Date Issued: 08-17-84	Date Revised: 03-20-18	Revision Number: 5

POLICY

The Racine Police Department has a mission statement that mandates its members provide efficient, yet effective and complete service to the members of the community requiring police services. That can only occur if members of the Department follow guidelines set before them, as to the manner in which calls for service are responded to.

PROCEDURE

MEMBER

Upon receiving a call for service, the following steps shall be taken:

1. Respond immediately and directly to calls for service received from Communications, or a competent authority.
2. Immediately notify Communications of any delays encountered when responding to assigned calls for service.
3. Notify Communications of arrival at the scene.
4. Request that Communications provide additional squads, supervisors, specialists (i.e. – E.T.'s, T.I.s, Major Crime's personnel, fire or rescue personnel) as necessary.
5. Handle the call promptly, thoroughly and efficiently.
6. The primary officer will, if equipped with an MDC, enter the results of the call into Phoenix.
 - a. If the primary officer is not present the last officer on the scene shall advise when the scene is clear.
 - b. Other officers shall advise Communications when they are no longer needed and go back in service immediately.
7. Follow the guidelines for going in and out of service as provided in Procedure #201.
8. Prepare required reports promptly and forward them to your first line supervisor in a timely manner.

SUPERVISOR

1. Monitor all radio transmissions.
2. Respond to calls for service and provide supervision as deemed appropriate.
3. In accordance with Procedure #200, review reports and forward as required.
4. Prepare required reports and forward them to the Shift Commander.
5. Prior to the end of your shift, you must review the calls for service that may require your officers to work overtime, and notify the Shift Commander of the necessity.

SHIFT COMMANDER

1. After reviewing the calls for service requiring officers to work overtime, make necessary arrangements with the oncoming Shift Commander for relief as soon as practical.
2. Enter authorized overtime into the overtime spreadsheet.
3. Review all reports that were forwarded, in accordance with Procedure #200.

RELATED PROCEDURES

[Table of Contents](#)

[200 – Review, Endorsement, and Routing of Paperwork](#)

[201 – Going In and Out of Service](#)

[603 – Pursuit Operation](#)