



BRAINTREE POLICE DEPARTMENT Policy and Procedure

Responding to Calls for Service

2018-31

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Chief Mark Dubois

Certification Standards: **41.2.1; 46.1.2**

Accreditation Standards: **81.2.4 e-g; 81.2.5 f, g ; 81.2.13**

Optional Accreditation Standards: **41.2.4; 82.2.1 a-e**

Policy Statement In order to ensure the maximum safety of the general public and the Officers themselves, responses to calls for services will vary according to the nature and severity of the call. Call types can generally be classified into one of three categories:

-**Non-Emergency** (Code 3)

-**Urgent** (Code 2)

-**Emergency** (Code 1)

The type of response and number of Officers initially sent is determined by which category the call falls in to.

Policy 41.2.1 The goal of this policy is to provide personnel with guidelines as to what calls will generally fit into which category, thus determining the degree of response and the number of officers assigned. None of these procedures will preclude the possibility of circumstances which will alter our normal and expected reactions. Response to any type of call requires an officer to utilize the quickest and safest route of travel. **[41.2.1]**

According to M.G.L c. 89 § 7B, the driver of any police vehicle, *"in an Emergency and while in the performance of a public duty may drive such vehicle at a speed in excess of the applicable speed limit if he exercises caution and due regard under the circumstances for the safety of persons and property, and may drive such vehicle through an intersection of ways contrary to any traffic signs or signals regulating*

traffic at such intersection if he first brings such vehicle to a full stop and then proceeds with caution and due regard for the safety of persons and property, unless otherwise directed by a police officer regulating traffic at such intersection."

Categories
of Calls
for Service
81.2.4 e, f

Under the direction of the Shift Commander, the number of Officers assigned to a call will normally be left to the Dispatchers discretion. However, certain types of crime will require the dispatching of at least two Officers. Emergency calls and many Urgent Calls will normally require two Officers to respond, whereas Routine Calls will normally require one Officer to respond. Patrol Supervisors also have the responsibility and authority, at their discretion, to determine the number of Officers necessary at any particular call or assignment. **[82.1.4 e]**. It is preferred that a Supervisor responds, or is available to respond, to emergency or urgent calls. **[81.2.4 e]** When available, a Supervisor shall respond to all serious felonies, Officer involved shootings, Less Lethal uses of force, Domestic disturbances, Major disturbances, Major collisions involving fatalities or the likelihood of a fatality, Officer involved motor vehicle crashes, and any other serious or unusual occurrence for the purposes of assuming command. **[81.2.4 f]**

It shall be the Dispatcher's, or call taker's, responsibility to obtain information from the caller which will determine the severity and degree of response to any call.

Emergency
Calls
Code 1
Response
Guidelines
41.2.1
81.2.4 g

Emergency Calls are those which require immediate response from the Department. They are critical in nature and will often involve situations where there is actual danger of serious injury or death.

In addition to adhering to the requirements of M.G.L c. 89 § 7B, Officers responding to Emergency Calls will use both emergency lights and siren, except when doing so would eliminate the element of surprise while responding to certain types of crimes in progress. **[41.2.1]**

Conditions that will define an **Emergency/Code 1** response are:

1. Any imminent threat to life or danger of serious physical injury or major property damage.
2. Any ongoing felony or misdemeanor that involves violence and may result in injury.
3. Any serious felony or violent misdemeanor that has just

occurred and reason exists to believe the suspect is still in the area.

4. Any incident that involves exigent or unique circumstances that demand an immediate police response; i.e. a choking child.
5. An Officer in trouble call or any request from an Officer for an emergency response. **[81.2.4 g]**

A minimum of two Officers or units should be dispatched on these types of calls. Other units on duty should deploy themselves to a location within their sector which is closest to the location of the call in case they too are dispatched. Fire and EMS shall also be dispatched to the area or staging area when necessary. The Dispatcher or Station Officer will communicate as much information to the Fire Department and E.M.S as is available at the time of the request.

Urgent Call
Code 2
Response
Guidelines
41.2.1

Urgent calls are those that require quick response on the part of the Officer, but are not so critical that they could be termed emergency. An urgent response is accomplished by responding directly to an assignment without unnecessary delay. This type of call will have flexibility in the manner of response (i.e., emergency lights with or without siren). **[41.2.1]** The response should be made by the closest units in a quick, but safe manner. Conditions that will define an **Urgent/Code 2** response are:

1. Any incident that does not represent a significant threat to life and property or a felony that has occurred without injury and the suspect has fled the area.
2. An in-progress incident that could be classified as a possible crime.
3. Any incident that represents a significant hazard to the flow of traffic.
4. Any incident that requires a prompt, non-emergency response.
5. An officer's call for non-emergency assistance (back-up unit, potential, but not present problem).
6. Officers holding a detainee and requesting transport will receive an urgent response unless special circumstances dictate otherwise.

Urgent Calls will generally require that at least two Officers/units be dispatched.

Non-Emergency Calls Code 3 Response Guidelines 41.2.1

Non-Emergency calls are those which require a police response for the purpose of taking some sort of action, but do not require an immediate arrival. Routine calls generally require that only one Officer be initially assigned, unless the Dispatcher, Station Officer or Shift Commander feels it necessary for safety purposes to assign another/others. A Routine/Code 3 response is a normal traffic speed response not involving emergency lights or sirens. **Non-Emergency /Code 3** responses include:

1. A call for service
2. To take a report. **[41.2.1]**

Officer Initiated Call 81.2.4 g

When practical, units responding to an Officer initiated call (such as an Officer in trouble) should notify the Dispatcher of their response and indicate from where they are responding. Units will continue their response at the direction of the Dispatcher and Shift Commander. All units should closely monitor their radios in order to appropriately modify their response should the situation change.**[81.2.4 g]**

The first unit to arrive at the scene will report the current situation as soon as possible so that other units may adjust their response accordingly. Units called off by either a Dispatcher or Supervisor will immediately discontinue their emergency operation.

Officer Call Involving Serious Injury or Death 81.2.5 g

The Shift Commander shall; **[81.2.5 g]**

1. Immediately notify the Patrol Supervisor, if available, and dispatch them to the scene along with additional officers.
2. Immediately notify the Deputy Chief of Operations. The Deputy Chief shall notify the Chief of Police.
3. Immediately notify the E.M.S. and Fire as necessary.
4. Immediately notify the Detective Supervisor, State Police Detectives, and Norfolk County District Attorneys' Office.
5. If applicable, determine if suspect(s) has fled scene. Broadcast over the radio a complete physical description along with any known vehicle information.
6. Immediately relay this information to surrounding agencies that

may be impacted or involved and request mutual aid and assistance when necessary.

Monitoring
Alarms
81.2.13

The Braintree Police Department shall not directly receive or monitor alarm systems from any public or private business, home or building. **[81.2.13]** Officers shall respond to alarm calls reported to police dispatch by alarm company, person or other agency.

Bank Hold-up
Alarms
41.2.1
81.2.5 g

A minimum of two Officers shall be dispatched. **[41.2.1]** Dispatchers shall attempt to make contact by phone and identify the validity of the alarm. A name and description of the bank employee that will be responding outside to the Officers will be requested and provided to the responding Officers. Officers should avoid parking and exiting cruisers at the entrance to the bank and should wait for back-up before exiting cruisers unless an emergency or exigency exists. Officers shall check the interior of the bank to ensure the bank is secure. **[81.2.5 g]**

Industrial
Commercial
Alarms
41.2.1
81.2.5 g

At least two Officers shall be dispatched. Responding Officers should use extreme caution. **[41.2.1]** Officers responding to an intrusion or hold up alarm shall use emergency warning lights and siren, but should use silent approach procedures in the vicinity of the premises so as not to alert suspects. The response should be as rapid and safe as possible. All traffic signals shall be obeyed until it is safe to proceed through them.

Upon arrival at the scene, officers should if possible position themselves in a location that affords them a clear view of entrances and exits but not within view of someone inside the building. Officers should avoid positioning their vehicle directly in front of an entrance. A thorough check of the building and immediate area shall be made with the officer(s) advising the dispatcher of the results. If necessary, (after-hours alarm) one officer will stand-by until a representative arrives to check the inside. If a break or other crime has occurred, officers shall take proper action in accordance with standard operating procedures.

Dispatchers shall attempt to contact someone regarding the alarm. During storms or other climatic situations that often cause alarms to be activated, it shall be the responsibility of the Shift Commander to determine the need for checking property following alarm notification.

Officers should be aware of the danger of complacency when responding to industrial/commercial alarms having a history of malfunction, being accidental or false. **[81.2.5 g]**

<p>Residential Alarms 41.2.1 81.2.5 f g</p>	<p>Two Officers shall be dispatched to the address. The same sound practices shall be applied when responding and checking the residence. [41.2.1] When practical, the Officer shall attempt to verify any residential alarm deemed false by the Dispatchers and alarm company. Officers should be aware of the danger of complacency when responding to residence alarms. [81.2.5 g]</p>
<p>Major Crime Perimeter Point 41.2.1</p>	<p>Response to most major crimes will require three Officers (cruisers) to immediately respond. The two cars closest to the scene and a Supervisor is the preferred response. Recommendations for a perimeter shall be at the direction of the responding Officers and Supervisor. [41.2.1]</p> <p>The Dispatchers shall immediately notify, when appropriate, by radio, phone, or CJIS message broadcast, surrounding Towns, State Police and any other applicable agency of the incident.</p>
<p>Notifications Guidelines 81.2.5 g 41.2.4</p>	<p>Responding Officers requiring additional or specialized assistance shall contact Dispatch. The Dispatchers shall notify the agencies and document the request in CAD notes. Dispatchers shall advise them all pertinent information known at the time of the request. The notes shall include the time of contact, person contacted, and the nature of the request for assistance and location of the emergency. The Dispatcher shall ask for an estimated time of arrival and a direct number for the supervisor responsible sending such services.[41.2.4][81.2.5 g]</p>
<p>Department of Public Safety – Occupational Safety and Health Administration 81.2.5 f,g</p>	<p>The Dispatchers shall contact the Massachusetts Department of Public Safety (DPS) for related fatalities or serious injuries. This may include but not be limited to elevator, escalator, hoisting, excavating, amusement rides or building collapses. Officers responding shall attend to the injured, secure the scene to preserve the collection of evidence and identify witnesses. Non-emergency 617-727-3200. Emergency 508-820-1444.</p> <p>In the event of a workplace fatality, or hospitalization due to a workplace injury, dispatchers shall contact the United States Department of Labor – Occupational Safety and Health Administration (OSHA). Non-emergency 24 Hour Hotline 800-321-6742 or the Boston regional office at 617-565-6924.</p>
<p>Department of Public Works</p>	<p>The Dispatchers shall contact the Department of Public Works during the daytime hours via radio or at 781-794-8955 or after hours using</p>

46.1.2
81.2.5 f g

the Public Works Department After Hour contact list posted in the Emergency Contact list. This will include emergency situations such as; **[46.1.2] [81.2.5 f g]**

1. Hazardous road conditions snow, ice and flooding, spills.
2. Downed trees or limbs.
3. Street hazards such as holes, sewer covers, manholes.
4. Manmade or natural Disasters.
5. Traffic light outages.

For state roads contact: MA State Highway, day time 617-310-4700 or 617-946-3150.

When necessary Officers shall make the road safe by directing the traffic flow of traffic or temporarily closing the roadway to vehicles and or pedestrians. Officers should request that Public works will assist with barricades, emergency lighting and detour signage as needed.

Utility
Companies
81.2.5 f g

The Dispatchers will contact the appropriate utility company (BELD, Verizon, National Grid, Mass Highway) to respond to emergencies as needed to include but not limited to (Police contact numbers listed in Emergency Contacts):

1. Downed or low hanging wires.
2. Damaged telephone poles.
3. Natural gas leaks or odor.

Officers shall treat downed wires as live and should try and secure the area large enough to safely contain the concern. The Shift Commander may utilize mutual aid or approved overtime if the manpower is insufficient to safely handle the situation.

Fire
Department
81.2.5 f g

Dispatchers will contact E.M.S. and/or the Braintree Fire Department to respond to the following emergencies, as the Braintree Police Department is the designated primary PSAP:

1. Medical calls

2. Motor vehicle crashes
3. Fire or smoke
4. Fire Alarms
5. Hazardous materials concerns
6. For any emergency assistance needed

Officers shall respond and provide the service commensurate to the emergency at hand. Officers should notify responding emergency personnel of any additional safety or hazardous concerns not conveyed during the initial request for service.

Other
Agencies

Requests for assistance from outside agencies shall be made through the Dispatch with permission from the Shift Commander. The responding Officer shall provide a landline or cell phone when available. This will include but not be limited to:

1. Mutual Aid
2. District Attorney's Office
3. State Police CPAC/Crash Analysis and Reconstruction
4. Crime Scene Services
5. Norfolk County Sheriff's Office
6. Medical Examiner's Office
7. FBI

Written Reports:

82.2.1

1. **REPORTS:** Some incidents require written reports because, by their nature, they need to be documented or a report for an incident may be required by statute. In some cases, providing written documentation is just a good public service.

[82.2.1 a]

- Arrests/Criminal Complaints; [82.2.2 e]

- Motor Vehicle Crashes (where damage to any one vehicle exceeds \$1000 or if there is injury to any person or the accident is investigated);
- Crimes; [82.2.2 a]
- Any incident that results in a search of a vehicle or building;
- Incidents where, in the opinion of the officer, a written report is necessary;
- Use of force incidents, whether it results in an arrest or not
- Any incident, even if not required, that a written report may contain important information that is not in the log
- Statutorily Required Reports:
 - Domestic Violenceⁱ;
 - Identity Theftⁱⁱ;
 - Child Abuse and Neglectⁱⁱⁱ;
 - Elder Abuse and Neglect^{iv}.

2. REPORTING FORMS: Employees have the following reporting forms at their disposal to facilitate incident reporting: [82.2.1 b]

- **Department Incident Reporting System** in the CAD system. This is the general purpose form to assist officers with obtaining necessary information for preparing a written incident report as well as incident screening for investigative follow-up. This form should be used for most incidents. Other officers can add addendums to these reports.
- **Application for Arrest/Warrant/Criminal Complaint Form:** this form is to be filed out with all demographic information of the suspect/defendant. Charges, date of offense, filing date, and variables to the charges must be accurate.
- **RMV Motor Vehicle Crash Report Forms:** although these are computerized it is designed, printed, and distributed by the Braintree Police Department for the RMV. These forms will be completed with every investigated motor vehicle crash. All required fields should be filled in.
- **Special population forms: Child Abuse/Neglect 51a, Elder Abuse/Neglect 19A, and Disabled Persons Abuse/Neglect 19C; DV Assessment & Strangulation Forms:** these forms along with a department incident report and notification to the agency shall be filled out during all incidents alleging abuse or neglect of these special populations. All required fields should be filled in with a narrative of details included.
- **Search Warrant Forms:** these are obtained from the court or in digital format and are to be completed in cases where a search

warrant is required for a search of a vehicle, residence, building, phone, etc.

3. REQUIRED INFORMATION: All reports require basic information, not only to document the “who, what, where, when, why, and how” of an incident, but also to facilitate retrieving the record. Required information should be included in the report whenever possible: [82.2.1 c]

- a. Date;
- b. Approximate Time;
- c. Complainant, victims, witnesses:
 1. Names;
 2. Addresses;
 3. Age (DOB), gender, race (required for NIBRS)
 4. Home/Cell and/or work telephone number
 5. Social Security and/or Driver’s License Number
- d. Location of Incident
- e. A description of the who, what, where, when, why and how;
- f. Officer’s actions and observations

4. EXCLUDED INFORMATION:

- Officers shall not include the address or location of any domestic violence or rape crisis center in any reports. This will help avoid inadvertently informing a batterer or rapist of the whereabouts of any victim
- Under Massachusetts law, the location and street address of all domestic violence victims’ programs, and rape crisis centers, shall be absolutely confidential and shall not be required to be revealed in any criminal or civil proceeding.^v Under this statute, the following definitions apply:
 - “Domestic violence victims’ program”, any refuge, shelter, office, safe home, institution or center established for the purpose of offering assistance to victims of abuse through crisis intervention, medical, legal, or support counseling.^{vi}
 - “Rape Crisis Center” – any office, institution or center offering assistance to victims of sexual assault and the families of such victims through crisis intervention, medical and legal counseling.^{vii}
- Officers should not include the names of the victim of a sexual assault in the reports. The name of the victim should only be revealed to the District Attorney’s Office.
- In the narrative section of the report, officers should not put the personal demographic information of a victim, to include the d.o.b, phone number, address, etc.

5. REPORT WRITING: The following are some general guidelines that officers should follow when writing the report narrative to avoid confusion on the part of the reader. **Note:** Most police reports are public record and as such can be ready by anyone!

- a. Reports should be written in the first person (“I”, “me”).
- b. Reports should be written in chronological order.
- c. Start with the date, approximate time, and an explanation of how the writer became involved.
- d. Use active voice, which shows the subject as the actor. (i.e., “I arrested the suspect.”, “Officer Smith arrested the subject,” as opposed to, “The subject was arrested by Officer Smith.”)
- e. Use past tense for incidents or actions that have already occurred.
- f. Use short, clear, concise words. Do not use radio call signs and police jargon.
- g. Use first and last names to ensure that the report positively identifies the correct person.
- h. PROOFREAD – check for correct spelling and grammatical use.
- i. Use words that have clear meaning and leave little chance of being misinterpreted. Uncommonly used words should be explained.
- j. Minimize the use of abbreviations. If they must be used, explain what the abbreviation is at its first occurrence.
- k. Use proper names and titles.
- l. If quotes are used, make sure they are correct and accurate and have the proper punctuation.
- m. Officers should not use their opinions unless it is based off of training and experience and can be justified with facts.
- n. Addendums by officers to a primary officer’s report should not repeat the whole sequence of events. The writer should report his/her actions and observations.
- o. When an addendum is written it should be clear that it is an addendum to a report, i.e. Addendum by Officer Smith.
- p. All narratives should be ended with a summary of what the resolution was, i.e., arrest was made and property was seized; this case was forwarded to the detective bureau, etc.

6. COMPLETING REPORTS: Ideally, an incident report should be completed immediately following the incident when the details are fresh in the officer’s mind. However, writing forthwith is not always practical. [82.2.1 d]

- Officers should make an effort to complete the report prior to the end of shift, or as directed by a supervisor. If a complete report is not possible due to an investigation, a preliminary report should be submitted within these time parameters and a supplemental report added as the

investigation progresses. Supervisors are required to review all reports during their shifts for completeness.

- **Arrests:** An arrest report must accompany the charging instrument (application for complaint, warrant application, or criminal citation) to court and is required for arraignment. Arrest reports should be completed following an arrest, if this is not practical, it must be completed prior to arraignment.

Criminal Complaint, Application for Direct Arraignment (Summons) or Clerk Magistrate Hearing (Probable/Show Cause Hearing), and Citations: A police report must accompany these charging instruments to court.

Submitting, Processing, and Supervisory Review

82.2.1 e

Reporting Officer [82.2.1 e]

1. Upon completing a report, the officer must submit the report to his/her Shift commander or immediate supervisor. If time does not permit the officer's supervisor to review the report (a late arrest, end of shift, supervisor vacation or illness, etc.), the report may be submitted to the oncoming Watch Commander.
2. A report returned by a supervisor shall be reviewed and corrected by the employee as soon as possible, and resubmitted.
3. If an employee disagrees with a supervisor's suggested corrections, the employee should meet with the supervisor and discuss the points at issue.
4. If the matter is not resolved, it should be brought to the attention of the next step in the chain of command.

Supervisor [82.2.1 e]

1. A supervisor need not submit his/her own reports to another supervisor for review. However, any supervisor's report may, at the discretion of that supervisor or upon the direction of a superior, be reviewed by another supervisor. It is recommended that a supervisor's report be proofread by another.

2. Patrol Supervisors will read all of their shift's reports for accuracy and truthfulness. Legal issues should also be checked for accuracy. The Commanding Officer, usually a Lieutenant, should also be checking for this content and correctness. The appropriate boxes indicating that the report was read will be completed in the reported header.
3. A supervisor shall review an officer's report. The supervisor should review the report for:
 - Spelling and Grammar;
 - Required Information (names, numbers, who what, where, why, when, and how, etc.);
 - Crime elements and probable cause;
 - Defendant and victim rights;
 - Required forms (51A, Miranda, etc.);
 - Required procedures (evidence, pictures, etc.);
 - Readability – is it easily understood?
 - Any other corrections or additions that could be added
4. A supervisor may not change the factual content of another officer's report.
5. Errors, omissions, or other issues detected should be brought to the officer's attention to correct or address the issue. When the issues have been addressed, the report will be resubmitted for review by the supervisor. If time does not permit the officer's supervisor to review the report (a late arrest, end of shift, supervisor vacation or illness, etc.), the report may be submitted to the oncoming Lieutenant/Commanding Officer.
6. The reporting officer should remain accessible to the supervisor in case corrections/additions are required. Corrections/additions must be made prior to submission.
7. If the report is acceptable as submitted, the report shall be forwarded to the appropriate section (detectives, prosecution, Family Services, records management, etc.).

Records Function: Upon completion of the review process, the completed report will be signed by the authoring officer. The supervisor will sign off on the check sheet or complete computer review section in the CAD system. The finished report can then be accessed by the records division. **Review policy:** Records Management.

Reports needing further investigation shall be forwarded to the Detective Division. A log item should accompany the report [82.2.4].

Should a motor vehicle accident need further investigation is should be forwarded to the Accident Reconstruction Team. Outside agency team may be used. [82.2.4].

Reports of elder abuse and neglect should be forwarded to the Family Services Unit for review and necessary follow up [82.2.4].

Any outside law enforcement or social service agency (DCF, DYS, DPPC, etc.) needing a report will clear it with the investigating officer or a supervisor; however when these reports are to be filed with these social service agencies, a report and accompanying agency form (51a, 19a, etc.) should be forwarded. [82.2.4]

Any other reports that an officer feels needs further assistance or attention shall be forwarded to the appropriate agency or unit/division [82.2.4].

NIBRS data is inputted in the incident reporting process by both the dispatcher and reporting officer.

The NIBRS representative will process NIBRS data for the previous month using the NIBRS submission software. It should be uploaded to the "Upload Utility" on the "Upload Files" page of the Massachusetts Crime Reporting Unit Website (<https://masscrime.chs.stat.ma.us>)

The NIBRS representative will conduct quality control over all NIBRS codes. All officers and supervisors are also required to make sure all the necessary NIBRS codes are used properly. The Commanding Officer should correct the log and reports for correct NIBRS reporting. The NIBRS representative will monitor this for accuracy and submit any errors during the next submission period.

Each month, NIBRS errors identified by the Massachusetts Crime Reporting Unit are posted on their website. The NIBRS representative will check this site for errors each month and make necessary corrections in the CAD system. The corrected entries will be re-submitted during the next NIBRS submission.

A compilation of state NIBRS reports are available at the Massachusetts Crime Reporting Unit. National crime statistics are published by the FBI as "Crime in the USA," and in other publications available on the FBI website (www.fbi.gov).

ⁱ M.G.L. c. 209A, § 6.

ⁱⁱ M.G.L. c. 266, § 37E.

ⁱⁱⁱ M.G.L. c. 119, § 51A.

^{iv} M.G.L. c. 19A, § 15(a).

^v M.G.L. c. 223, § 20L.

^{vi} M.G.L. c. 223, § 20K.

^{vii} M.G.L. c. 223, § 20J.