



| | |
|---|--|
|  | MESQUITE POLICE DEPARTMENT |
| | 211.00 EXPEDITER SYSTEM |
| | Effective Date: August, 2011 |
| | Approved: _____ <div style="text-align: center;">  Chief of Police </div> |

- I. The Public Safety Dispatcher shall evaluate each call individually in order to determine the appropriate mode of police response. Calls amenable to referral to the Expediter/Information Desk Assistant would include, but not be limited to:
 - A. Information (10-43)
 - B. Theft (10-67)
 Exceptions: In-progress offenses, offenses where suspects are in custody or in the immediate area; motor vehicle thefts which occurred within the last few minutes. Drive-off gasoline thefts should be mailed in by the complainant, with an immediate notification to the district officer of suspect description and direction, if the suspect is still in the area.
 - C. Missing Person (10-75)
 Exceptions: Children under the age of 13; elderly adults; mentally incompetent persons; or possible victims of criminal action or other harm.
 - D. Malicious Mischief (10-84)
 Exceptions: In-progress offenses; or offenses where suspects are in custody, or in the immediate area.
 - E. Obscene/Harassing/Threatening Phone Call (10-85)
 - II. Some other factors and circumstances will influence the determination of an appropriate response mode. For example, if the complainant has no telephone or is at a pay phone, and the Expediter is not immediately available, then a district officer should be dispatched.
 - III. In any case where a citizen insists on the dispatch of a patrol officer, the call shall be assigned to a district officer.
 - IV. If the Expediter is unable to locate the complainant at the phone number given, he shall ensure the times and results of his attempts are recorded on the call record. Reasonable diligence in re-contacting the complainant is expected.
 - V. Upon development of information that a particular call warrants referral to a district officer, the Expediter shall initiate such referral through the Public Safety Dispatcher. The object of such referral shall be to provide police service which cannot be provided over the telephone.
 - VI. The Expediter shall ensure that the district officers are apprised of any pertinent information, such as suspect descriptions, missing persons information, crime patterns, etc., developed from telephone or walk-in reports.
 - VII. The Public Safety Dispatcher shall endeavor to avoid an excessive backlog of calls awaiting action by the Information Desk Assistant when there is no assigned expeditor. As a general guideline, calls should not be held for more than two hours.
 - VIII. The Public Safety Dispatcher shall complete a call record on each call for service referred to the Expediter. The time he is notified of the call will be recorded as Time Dispatched. The Expediter shall be responsible for recording the times of unsuccessful contact attempts and clearing the call with the correct disposition.
 - IX. Calls handled by the Expediter shall be coded as a priority nine (9) on the call record.
- EFFECTIVE: April 1986; REVISED: September, 1990; FORMERLY: C/86-53, C/84-53; FORMERLY: 212.00; REVISED: August, 2011