



DEPARTMENT REGULATIONS  
CONCORD POLICE DEPARTMENT

PROCEDURE 95  
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Chief of Police

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## INVESTIGATIONS CALLOUT PROCEDURE

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### A. POLICY STATEMENT

To better serve the department and the community, the various bureaus within the Investigations Division are resources to Field Operations when additional personnel and/or expertise are needed to investigate a crime. The early stages of a criminal investigation are the most critical, requiring an optimum level of response. Critical components of a criminal investigation can be overlooked or compromised if the proper levels of expertise and personnel resources are not promptly deployed and utilized effectively. This procedure is intended to produce an optimum call out response, effective investigation, and favorable case disposition when Detective personnel are needed. Detective personnel are currently available 24 hours a day through Administrative Instruction - Investigations 4.

### B. GENERAL

1. The purpose of this procedure is to establish a call out system utilizing a cooperative exchange of information, expertise support, and subject matter expert response in the event of complex, abnormal, or lethal incidents.
  01. This procedure recognizes that Officers, Corporals, Sergeants, and Lieutenants have varied levels of experience and exposure during their careers. A cooperative and collective approach using all expertise and exposure must be utilized to obtain optimum call out response, effective investigation, and successful case disposition.
  02. This procedure recognizes that the demands of the patrol function are dynamic and unpredictable, and work within finite resources. Patrol's operational capacity is a call out decision variable when optimum response, investigation, and case disposition are considered.

### C. DEFINITIONS

1. Patrol Officer: A sworn Officer currently assigned to uniformed patrol duties, or any other duties related to initial response or order maintenance.
2. Watch Commander: A Police Lieutenant or in his/her absence a Sergeant charged with management oversight of uniformed patrol squad(s) during critical incidents, major crime scenes, or abnormal incidents with significant public interest.
3. Subject Matter Expert: A Detective or investigator who has received specialized training and experience in an area of criminal or forensic investigation.
4. Detective Sergeant: A Police Sergeant responsible for the supervision and case outcomes of a specific investigative unit.

5. Detective Lieutenant: A Police Lieutenant responsible for the management and investigative outcomes of one or more investigative units.
6. Complex Incident: A complex investigation involving critical tasks that are time sensitive, require specific expertise to resolve, or need immediate attention due to persons at risk or public safety.
7. Abnormal Incident: An uncommon investigation with significant public interest and/or sensitivity.
8. Fatal Incident: A homicide, suspicious unattended death, Officer-Involved Fatal Incident, or aggravated assault where there is a reasonable likelihood a victim will die.
9. Threshold Incident: A commonly-encountered incident (i.e.; homicide, OIS) requiring a Detective call-out response based upon the nature of the investigation.
10. Call Out: A request and response from off-duty Investigations personnel to assist patrol personnel with the investigation of an incident.
11. Consultation: A telephone call or other contact to on-call Investigations personnel seeking guidance in the investigation of an incident.
12. Advisement: A telephone call, email, text, or other contact to on-call Investigations personnel notifying them of an incident.

#### **D. CALLS FOR ASSISTANCE - INVESTIGATIONS**

1. Business Hours: During business hours (M-F, 0600-1800) requests for assistance, consultation, or advisement can be made directly to any Investigations personnel currently working. Such calls for assistance can be made by any PD personnel.
  01. If an on-duty Detective or Investigative Unit cannot be reached by phone, contact the Investigations support (lobby) staff for assistance at 671-3030. On-duty Investigations personnel can also be paged within the building through the CSD or Dispatch.
  02. If an on-duty Detective or Investigative Unit cannot be reached, the designated on-call Detective Sergeant should be contacted for assistance. The on-call Sergeant will field the request and/or navigate the appropriate personnel and resources, as necessary.

#### **E. CALL-OUT REQUESTS - INVESTIGATIONS**

1. Non-Business Hours: Investigations maintains a roster of Detectives who are designated as on call, 24/7, for the week. The Investigations' on call team consists of a Detective Sergeant, one MCU Detective, one SVU Detective, and one FCU Detective. SIB and/or VSU Detectives and CSI personnel are currently not designated on-call but may be called in by the on call Detective Sergeant to assist with Investigations.
  01. A weekly roster of all on-call Investigations staff is maintained in the PD public Outlook calendar, "Callout Calendar."
2. Call-out Procedure - Initiation
  01. Watch Commanders should initiate a Detective call-out to assist in the investigation of an incident when the following conditions exist:
    001. There is a lack of patrol expertise needed to competently investigate an incident and there is a need to for an immediate response, and/or

002. There is a lack of patrol operational capacity (i.e.; personnel or resources) needed to competently investigate an incident without a compromise to service delivery.
02. Typical call-out criteria are generally serious felony cases where search and/or arrest warrants need to be written and served immediately, and/or significant follow-up investigation (requiring specific expertise) needs to be completed immediately.
001. Although it is impractical to describe all patrol investigations which require a Detective call-out response, some examples of common “threshold cases” are:
- a. Murder/Suspicious Death
  - b. Life-Threatening Aggravated Assault
  - c. Officer Involved Fatal Incident
  - d. Confirmed Child Abduction/Kidnapping
  - e. Immediate threat to public safety
002. A Watch Commander’s decision to initiate a call-out request should be weighed against the alternative: waiting until the next business day for the case to be assigned to a Detective to conduct any needed follow-up investigation.
03. When a Watch Commander believes a Detective call-out is warranted, s/he shall call the designated on-call Detective Sergeant and brief the relevant facts of the incident.
001. Telephone calls should be made to home phone numbers as well as mobile phone numbers, if necessary. If the call is not picked up immediately, a voicemail message should be left, if applicable.
- a. Voicemail messages should be immediately followed up with a text message to the on-call Detective Sergeant’s mobile phone.
  - b. If the designated on-call Detective Sergeant does not return the call within 15 minutes, the Watch Commander should call the Detective Lieutenant having management oversight over the unit responsible for investigating the incident.
002. In the instance of large scale, complex “threshold” incidents, Watch Commanders may delegate the call-out notification process to Dispatch, automated calling systems (i.e.; One Call Now), or other personnel.
003. The Watch Commander should know the relevant facts and case information when the Detective Sergeant is called and briefed. Although the need for a Detective call-out may be self-evident by the nature of the crime, the Watch Commander should have sufficient information to explain the scope of what patrol needs, why, and why it is needed immediately. Some examples of basic information needed for an effective brief are:
- a. Nature of the crime
  - b. Scope of the crime scene
  - c. Medical status of victim
  - d. Custody status/location of suspect
  - e. Criminal history of suspect
  - f. Search authorities present
  - g. Evidence status/issues

004. In cases where there is disagreement over whether a Detective call-out response is necessary, both supervisors should fully discuss the factual criteria and try to arrive at a mutually-agreeable solution.

a. This discussion may result in call-out response that is contingent on additional facts coming to light later from patrol's preliminary investigation, or other future, changing case factors driving a need to have Detectives respond immediately.

b. Supervisors from both Divisions are expected to discuss and resolve any disagreements; however, after such discussion if the Watch Commander still makes a formal demand for assistance from on-call Detective personnel, that call-out request will be accommodated per CPD Administrative Instruction 4.

#### 04. Consultation and Advisement Requests

001. Consultation Calls: Where the initiating Watch Commander lacks access to the requisite expertise to initially manage or successfully assess the incident at issue, the on-call Detective Sergeant should be contacted. In these instances it is a presumption that a Detective Sergeant has a higher level of experience, training, and exposure. This is an information/expertise exchange between a Watch Commander and a Detective Sergeant to guide the patrol investigation and not necessarily a Detective call-out response.

002. Advisement Call: This is a notification to the on-call Detective Sergeant from a Watch Commander that an incident has occurred, usually to pass on particular case facts, status, or details so a proper Investigations response can be prepared the next business day.

a. Field Operations personnel should continue to use email or text messaging to communicate non-exigent information.

#### 3. Call-out Procedure - Response

01. Once a Detective call-out response has been approved, the on-call Detective Sergeant will determine the number and type of investigative personnel needed to respond to the incident.

001. The default on-call team complement should generally consist of the Detective Sergeant and the three Detectives who are on-call for the week. The on-call Detective Sergeant will be the designated "navigator" for investigative personnel and resources for the call-out, ensuring that the needs of the investigation are met and supported.

a. This may include calling out additional Detectives and/or specialty personnel, such as:

1. CSI
2. VSU
3. Computer/Mobile Phone forensics examiner
4. Crime/Intelligence Analysts
5. Gang Experts
6. Interpreters/Translators
7. Other Subject Matter Experts

b. Subject matter experts currently assigned to investigative assignments are preferred call out personnel resources for continuity and case management

concerns. Subject matter experts outside the Investigations Division should generally not be utilized for call outs.

#### 4. Call-Out Procedure – Notifications

01. In every case of a threshold, fatal, or abnormal incident, the on-call Detective Sergeant will ensure the appropriate Investigations Lieutenant is notified immediately by phone. This shall be done personally or through Dispatch, if necessary.

001. For call-outs involving SWAT, VSU or SIB cases, the on-call Detective Sergeant should notify (call) the Investigations Lieutenant having management oversight over those units.

002. For call-outs involving MCU, SVU, or FCU cases, the on-call Detective Sergeant should notify (call) the Investigations Lieutenant having management oversight over those units.

003. If the appropriate Lieutenant is unavailable or does not respond, the other Lieutenant should be notified.

02. If the call-out response is not due to a threshold, fatal, or abnormal incident, immediate phone notification is not necessary. However, the on-call Detective Sergeant shall do the following:

001. Immediately send a text and/or email to the appropriate Investigations Lieutenant and the Investigations Division Captain describing the nature and scope of the call-out investigation.

a. This initial text/email notification should include the case details, list personnel called-in, describe the current status, and include who else has been notified.

b. At the conclusion of the call-out phase, the Detective Sergeant shall ensure that the investigation is properly handed-off to other personnel, as appropriate. Before concluding the call-out investigative response, the Detective Sergeant will ensure that a case status summary/disposition has been provided to the appropriate Investigations Lieutenant and to the Investigations Division Captain.