

LAW ENFORCEMENT QA / POLICY REVIEW COMMITTEE

Meeting Minutes



May 25, 2016

Present: Jeff Fossholm (SVP), Jim Anglemier (SVP), Rich Sevens (SYP)
METCOM: Louise Funk, Wendy Patterson, John Thompson

Next meeting: Wednesday, September 7, 2016 @ 2:00 P.M. – Location TBD

CALLS REVIEWED:

CFS: 9407

Call Type: Bomb Threat
See attached QA review form.
General Discussion:

- More specific information on location where the calling party would be waiting for officer contact would have been helpful.
- There were very few "time stamps" throughout the call by the dispatcher. Dispatcher mostly used "copy." Policy states the dispatcher should state the time of the radio traffic. Louise will review the SOP, make any necessary updates and notify the dispatch staff.

CFS: 9185

Call Type: Burglary
See attached QA review form.
General Discussion:

- The caller taker did a good job getting information from a caller who was speaking in very low tones.
- Narrative needs to provide more complete information; use full sentences and clear language if needed. Often times the information in the narrative is difficult or time consuming to decipher.
- The dispatcher did a good job providing quick information updates to responding officers.

CFS: 3379

Call Type: Suicide
See attached QA review form.
General Discussion:

- Call taking was well done.
- No further comments made.

CFS: 8435

Call Type: CARD
See attached QA review form.
General Discussion:

- Call taking and Dispatch was performed well.
- Law enforcement arrived on scene and provided CPR until medical assistance arrived.

COMMITTEE DISCUSSION:

Alert Tones - Last meeting the committee discussed SOP 20.10 and limiting which calls alert tones were used. Louise received feedback from law enforcement agencies disagreeing with the draft revision of SOP after last QA meeting. After further committee discussion, it was clarified that the alert tones will be used as currently stated in the police. Louise will send SOP 20.10 to all Law Enforcement Chiefs for review. Dispatchers will receive additional the SOP 20.10 and the importance of consistency in the use of the alert tones. METCOM needs to receive feedback from the law enforcement agencies if alert tones are not being used appropriately or being over/under used. This will be reviewed at the next meeting.

General Discussion Items –

- METCOM is not receiving enroute times from officers when they respond to a call dispatched via MDT. This is causing CAD reports not to have officer enroute times appropriately documented.
- John Thompson (METCOM) is still researching the “cut and paste” options for transferring information received on CJIS returns to the narrative of the call.
- Chief Fossholm stated when officers are responding to CIT calls, many of his officers ask dispatchers to “get a hold of court, but that is not accurate; it should be the mobile crisis response team.

Mental Health Calls -

- Due to a change in direction on how many law enforcement agencies are dealing with mental health subjects; dispatch may receive a response from Silverton Police officers that they are not respond to mental health calls in person. Officers are disengaging with in-person contact and opt for contacting via the phone. Dispatchers need to be aware of this shift in law enforcement when dispatching an officer to a mental health call. It will be important for the officer to communication with the dispatcher so the dispatcher knows what the officer is doing. They will be looking to the officer for direction on what to do with the caller. Dispatch will not be able to stay on the phone with the caller for an indefinite period of time. The officer may opt to have the dispatcher transfer the caller to the officer’s duty cell phone as an option, if approved by the officer. Louise will cover in the employee staff meeting. Chief Sebens will provide a good example of a mental health call to Louise so that METCOM may use it as a review to show the direction that these calls maybe handled. Chief Sebens also recommended that METCOM consider contacting Kenny Montoya or Lt. Nick Hunter with Marion County to provide training on the new direction law enforcement is moving to with mental health callers.

Meeting adjourned at 1515.