

**TYLER POLICE DEPARTMENT
GENERAL ORDER**

23.700

PROCURING NECESSARY EXTERNAL SERVICES

REVISED 01/12/10

EFFECTIVE 05/23/94

23.701 PURPOSE

The purpose of this Order is to ensure that all employees understand that we as a department need to use services of other agencies external to our department in order to accomplish our mission. The procuring of these necessary services will be in a manual form and the procedures are located at each working desk in the Communications area.

23.702 EXTERNAL AGENCIES

External agencies include but are not limited to:

- * Local area criminal justice agencies.
- * Texas Department of Public Safety.
- * Emergency Services that include water, electrical, natural gas, hospitals, ambulance, street department, housing authority, wrecker services, or other agencies.

23.703 PROCEDURES FOR PROCURING NECESSARY SERVICES EXTERNAL TO THE AGENCY WILL BE:

Communications Unit personnel shall comply with the following guidelines in requesting assistance from departments external to the Tyler Police Department.

1. **SMITH COUNTY SHERIFFS OFFICE:** Will be handled directly through the Smith County 911 Communications District dispatch. The dispatcher will process the request and contact a supervisor for further approval if necessary. The dispatcher will be given the location of and reason for the request and the officer or supervisor authorizing the request.
2. **DEPARTMENT OF PUBLIC SAFETY:** Will be handled directly through the DPS dispatcher. This includes requests for additional units as well as requests for the DPS helicopter. The communicator will advise the DPS dispatcher the reason for the request, and the location the assistance is requested. If the helicopter is needed, the communicator will also advise the DPS dispatcher of the TPD supervisor approving this request, and the requested landing site for the helicopter.
3. **EMS - Emergency Medical Services** requested at a scene by a field officer or supervisor will be relayed directly from the communications personnel receiving the request, to the dispatch office for the East Texas EMS. This phone number is located on each console in the Communications office. The communicator is responsible for advising EMS of the location where they are needed, and the reason they are being requested to a scene. The EMS dispatcher will then send an appropriate EMS unit to the location.
4. **WRECKER** call out procedures
 - a. If a citizen requests a specific WRECKER and the request is relayed via a field officer, on-scene TFD personnel, or supervisor to communications personnel,

the requested wrecker will be notified, advised the location of the call, and advised that it is being notified at the request of the owner.

- b. If the owner of the vehicle being towed requests no specific wrecker, the on-call wrecker for that date will be used. The on-call wrecker is determined by an approved wrecker rotation list that changes every 24 hours at midnight. The rotation calendar is clearly displayed in the Communications Unit.
- c. If a request is made for a wrecker to tow a large vehicle such as a tractor-trailer, the next on-call wrecker service capable of handling a tow this large will be notified. If that wrecker company is unable to handle the tow request, then the next on-call wrecker able to handle the tow will be contacted.
- d. If TFD makes the wrecker request before an officer has arrived, it will be the firefighters on scene responsibility to ensure that the vehicles are not moved until an officer has arrived to assess the situation.

5. **TAXI Services**

Communications personnel receiving requests by a field officer or supervisor for a TAXI will contact the number on the speed dial for the first available cab company if the citizen requested no specific taxi. At this time, there is no set rotation list for taxi call outs.

6. **SIGNAL SHOP call out procedures**

- a. During business hours (M-F 0800-1700), the communicator receiving the request for the signal department will notify that department using the regular business hours phone number (located on each dispatch console). The communicator will advise the signal shop of the location and type of problem for which is being notified, and the signal shop will send an appropriate unit to respond to the scene.
- b. After business hours and on weekends, call out for the signal shop is handled by following a call-out list staffed by signal shop personnel. This information is located in dispatch and is kept current using toggle light switches to turn "on" the on-call person while turning "off" the others.

7. **SIGN SHOP call out procedures**

- a. During business hours, the sign shop can be reached through its regular business hours telephone number (located on each dispatch console). The communicator will advise the sign shop of the location and type of problem for which it is being notified, and the sign shop will send an appropriate unit to respond to the scene.
- b. After business hours and on weekends, emergency calls for the sign shop will be handled by the signal shop, which will be notified in the same manner as with a signal problem.

8. **TRAFFIC CONTROL DEVICE FAILURE OR MALFUNCTION**

Whenever the Communications Unit is notified of a traffic control (traffic light signal or traffic sign) device being inoperative or down or other repairs required, the information will be noted in the narrative of the call if a case number has already been generated. If no case number has been made then the information will be logged on the Hazardous Information Log. The following information will be captured in either case:

1. Callers name, address, phone number (indicate if they refuse)
2. Location of control device

3. Nature of problem with the device
 4. Name of Signal/Sign Shop personnel contacted.
 5. Date/Time of contact
9. **STREET DEPARTMENT** call out procedures
- a. During business hours, the street department can be reached through its regular business hours telephone number (located on each dispatch console). The communicator will advise the street dept of the location and type of problem for which they are being notified, and the street dept will send an appropriate unit to respond to the scene.
 - b. After business hours, the street department may be called out in the same manner as the signal shop with the phone numbers for the on call employee located in the same place as the numbers for the signal shop.
10. **SMITH COUNTY JUVENILE PROBATION** (at an officer's request and with supervisor approval) may be called out to a scene. When contacting the probation office, the communicator will advise the reason for and location of the call out, the name of the juvenile that was involved, and the type of incident that has occurred.
- a. During business hours, the Juvenile Probation officers may be reached at the regular business phone number. The communicator will advise the secretary of the juvenile's name, and the secretary will notify the correct probation officer.
 - b. After business hours, the Juvenile Probation officer can be reached at the after hours phone number listed at each dispatch console. The on-call probation officer will be paged by the Juvenile Probation Department and will call a TPD communicator for the pertinent information regarding the call.
11. **UTILITIES** call out procedures
- a. During business hours, **OnCor Electric** will be notified at its regular business phone number. The OnCor Electric dispatcher will notify a repair unit to respond to the call. After regular business hours, OnCor Electric can still be notified through the regular business telephone number. The OnCor dispatcher will send a repair unit to the requested scene as available. Additional procedures regarding the call-out of OnCor are listed below in 23.704.
 - b. During business hours, **Reliant Energy** will be notified at the regular business telephone number. **The Lone Star Gas** dispatcher will notify a repair unit to respond to the call as it is available. After regular business hours, Lone Star Gas can still be notified through the regular business phone number.
 - c. During business hours, the **TYLER WATER DEPT** may be reached through its regular business phone number (located on each dispatch console). The Water Department will dispatch a repair unit to the scene where assistance is needed. After hours, the water dept may be reached at the emergency phone number (also located on each dispatch console), and will send a repair unit as available.
 - d. Calls requiring the assistance of the **PHONE COMPANY** may be handled 24 hours a day through the repair service phone number. The operator will need the location of phone line damage and will contact a repair unit to respond to the location needed.
12. **SMITH COUNTY ANIMAL CONTROL**, during business hours may be reached for call out through the regular business phone number listed at each dispatch console. After business hours and on weekends, animal control may be reached at the emergency telephone number which is also listed at each dispatch console. The on-call worker will

be given the location of and reason for the call out by the communicator.

13. **SMITH COUNTY GAME WARDEN**, the communicator will contact the Smith County 911 Communications District which has radio contact with the game warden. If the sheriff's office dispatchers are unable to reach the game warden via radio, the communicator may contact the warden at home when requested by an officer (telephone number located at each dispatch console). The game warden will need to know the location of the call out request and the reason for the call out.
14. **ANDREWS CENTER (MENTAL HEALTH-MENTAL RETARDATION)** call out procedures:
 - a. During business hours, Andrews Center can be reached at the regular business telephone number. The operator answering will advise the on-call worker of the reasons for the request, and that employee will respond to the scene to handle the evaluation.
 - b. After business hours, Andrews Center may be reached through the emergency telephone number (located in the rolodex in dispatch). The communicator will advise the answering service of the problem and the type of assistance needed, and the answering service will notify the on-call worker who will in turn contact the police communicator for details of the call out request.
15. **TYLER JUNIOR COLLEGE, TISD POLICE, and UNIVERSITY POLICE DEPARTMENT** call out procedures
 - a. When assistance is required on the campus of **Tyler Junior College**, the TJC police department may be reached 24 hours a day at the phone number listed at each dispatch console. The communicator will reach a dispatcher during business hours, who will relay the request to an on-duty officer. After business hours, the TJC police number will ring directly to the on-duty officer.
 - b. For assistance on the **University of Texas, Tyler** campus, the UT police department may be reached 24 hours a day at the telephone number listed at each dispatch console. The communicator may reach a dispatcher for this department at all times, who will relay the information directly to an on-duty officer.
 - c. For assistance on a **TISD** campus the TISD police may be reached by calling the telephone numbers listed at the dispatch console during school hours. After hours and on weekends the on-call TISD officer may be reached by contacting East Texas Alarms and requesting the on-call officer.
16. **MALL SECURITY** may be reached during the hours of operation for the Broadway Square Mall at the number listed on each dispatch console. The communicator will reach a secretary who will connect the communicator directly to an on-duty security officer. The communicator will advise of the reason and location where assistance is needed.
17. **JUSTICE OF THE PEACE** if requested by an officer, the communicator will contact the JP in that precinct (all telephone numbers are listed on each dispatch terminal) and advise the location of and reason for the call out request. If the precinct JP is not available then the Communicator will contact the Smith County 911 Communications District to find out which JP is on-call. The on-call JP will then be notified.
18. **EXPLOSIVE ORDINANCE DISPOSAL (EOD)**. If EOD is requested by Police or Fire personnel, the communicator will notify the EOD personnel at Ft. Hood Military base. Telecommunicators will maintain a current telephone listing for EOD

personnel at Ft. Hood.

23.704 NOTIFICATION METHODS OF ONCOR ENERGY

- A. Whenever a Telecommunicator is instructed to contact ONCOR Energy by the Tyler Police or Fire Department, the dispatcher receiving the requests will obtain the following information:
 - 1. The location of the incident.
 - 2. Nature of the incident and potential life hazard, e.g., structure fire, live wires on occupied vehicles or across roadway.
- B. If the Telecommunicator is instructed by the Fire Unit that the incident is a potential life hazard, and that ONCOR be notified that an emergency/Code 3 response is necessary, the Telecommunicator will use the following procedure:
 - 1. The Telecommunicator will contact ONCOR Energy, utilizing the direct unlisted phone number, which is located in the master telephone lists at each communicator's console.
 - 2. Upon making contact with ONCOR Energy, the telecommunicator will identify themselves as a dispatcher for the City of Tyler Police and Fire Department, inform ONCOR that an emergency/Code 3 response is needed, give the location of the incident, and request to speak with a Southern Operations Center Dispatcher.
 - 3. Once transferred to the Southern Operations Center Dispatcher, the telecommunicator will relay any additional and pertinent information regarding the nature of the emergency/Code 3 response and ascertain an approximate ETA of ONCOR Energy personnel.
- C. If the Telecommunicator is instructed to notify ONCOR Energy and request a non-emergency response to an incident, utilizing the unlisted phone number for ONCOR Energy Call Center, the Fire Dispatcher will relay information about the non-emergency incident directly to the ONCOR Call-taker.

Approved: 01/12/01

Two handwritten signatures in black ink. The signature on the left is written in a cursive style and appears to be 'Angie'. The signature on the right is also in cursive and appears to be 'Sundell'.