

# LAW ENFORCEMENT QA / POLICY REVIEW COMMITTEE

## Meeting Minutes



**January 25, 2017**

**Present:**

Damian Flowers (AVP), Jeff Fossholm (SVP), Mike Healy (MAP), Jason Millican (WBP), Rich Sebens (SYP), Don Taylor (TRP),

METCOM: Louise Funk, Shawna Godfrey, Wendy Patterson, John Thompson

**Next meeting:**

March 8, 2017 @ 1400 hours – METCOM EOC

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**Meeting called to order at 1400 hours.**

**Review of Meeting Minutes:** Review minutes from the November 14, 2016 Law Enforcement QA meeting. No changes to the minutes were brought forth.

**CALLS REVIEWED:**

**CFS: 8235**

Call Type: Robbery Armed

Agency: WBP

See attached QA review form

**General Discussion:**

- Call taker did a good job asking questions and controlling the caller.
- No comments on dispatching.
- Woodburn Police Department is working with the Woodburn Company Stores regarding proper protocol during an Everbridge activation.

**CFS: 5594**

Call Type: Pursuit

Agency: AVP

See attached QA review form.

**General Discussion:**

- The caller taker – no call taker, officer initiated call.
- The dispatcher should have provided a description of the vehicle. The Code 9 marker protocol was not followed.

**CFS: 6034**

Call Type: Burglary 1

Agency: AVP

See attached QA review form.

**General Discussion:**

- The call taker did a good job pulling information out of the caller.
- The dispatcher was patient with the radio when experiencing radio issues.

**CFS: 9801**

Call Type: Family Dispute

Agency: SYP

See attached QA review form.

General Discussion:

- The call taker did not instruct the caller to get to a safe location.
- The dispatcher did a nice job anticipating the officer's needs.
- Stayton Police Department is having some issues with the Everbridge system. Chief Sebens will speak with Gina for troubleshooting.

**CFS: 5611**

Call Type: Suspicious Device

Agency: WBP

See attached QA review form.

General Discussion:

- The call should have originally been coded and dispatched as a suspicious device, not as suspicious activity.
- The dispatcher should have followed SOP 20.19 dispatched the call via MDT or via phone, not over the radio. The SOP will need to be updated to reflect contact with the officers should be made via MTD, phone or a phone call to the officer advising to check their MDT for incidents involving a suspicious device.
- The Operations Supervisors will send out the SOP to dispatchers for training.

**CFS: 7626**

Call Type: Fight with Weapons

Agency: WBP

See attached QA review form.

General Discussion:

- No call taker comments
- The dispatcher should have advised the officers responding that there was a delay in call information due to a language barrier.

### **COMMITTEE DISCUSSION:**

Chief Sebens advised that call takers need to be sure to advise caller that help is being dispatched (or is one the way) and that answering their questions is not delaying help. The Operations Supervisors will add this reminder to the Law PAI cards.

**Meeting adjourned at 1550 hours.**