

# LAW ENFORCEMENT QA / POLICY REVIEW COMMITTEE

## Meeting Minutes



**November 14, 2016**

**Present:** Jeff Fossholm (SVP), Mike Healy (MAP)

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

**Next meeting:** Meeting time and Location TBD

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### Meeting called to order at 1400 hours.

**Review of Meeting Minutes:** The September 2016 Law Enforcement QA meeting was cancelled, no meeting minutes to review.

### Agenda Items:

Law Enforcement "Blue Book": Louise introduced the Police "Blue Book." Louise will email a draft copy of the book to agencies for review and feedback. The intent of the Blue Book is to introduce law enforcement units to METCOM and the procedures that apply to law enforcement personnel. It is the hope the Blue Book will facilitate positive communication between METCOM and the Law Enforcement agencies as well as support continuity. The Blue Book will be able to be used by all law enforcement officers as a resource tool.

Barking Dog Calls: Louise asked the QA group when METCOM receives a call for service regarding a barking dog, do agencies want this entered as a "NOISE" complaint or an "ANIMAL" complaint? The group in attendance advised to leave barking dog call as "NOISE" complaints. Woodburn has code enforcement officers that may be dispatched to these calls when they are on duty.

Woodburn Police: Woodburn Police was not in attendance. Louise will meet with Woodburn Police to discuss these items directly.

- Briefing
- In / out of service

### CALLS REVIEWED:

**CFS: 2200**  
Call Type: GSW  
Agency: TRP  
See attached QA review form

### General Discussion:

- Call taker – The call taker did not address PAI's with a GSW to the stomach until later in the call. When the caller advised the gun shot area was being covered with his hand the call taker should have been more assertive with the caller to cover the wound with a cloth or towel and apply the direct pressure, not just use his hand. The call taker transferred the caller to MCSO. This was not a smooth

transfer as both call takers were on the phone and asking questions. This may have been confusing to the caller.

- The call taker with the second reporting phone call did not call the caller back when the line was disconnected
- Dispatch – the Gulf unit should have been a priority as he was in the immediate area of the incident. A higher priority should have been placed on law enforcement units.

**CFS: 4867**

Call Type: Family Dispute

Agency: SYP

See attached QA review form.

General Discussion:

- The caller taker – No comments
- Dispatch – The dispatcher did a good job. She remained calm and checked the officer status when hearing a mic “click”, did not assume it was just a mic click. The dispatcher did not give call information at the time of dispatch.
- Discussion that dispatchers should not ask officers if they need additional or cover units if there is any indication that they may need assistance. Dispatchers should take the initiative to send additional units. If additional units are not needed the officers at the scene can advise dispatch to disregard cover units.
- Dispatchers should call a CODE 9 when dispatching cover units to a scene.

**CFS: 4010**

Call Type: Burglary 1

Agency: WBP

See attached QA review form.

General Discussion:

- Call taking was well done. The call taker correctly coded the call as a burglary not an alarm as the reporting alarm company was hearing breaking glass and other sounds while reporting the alarm.
- Dispatch did not parrot information. Updates on status of county units were not provided to officers.

**CFS: 1398**

Call Type: Family Dispute

Agency: WBP

See attached QA review form.

General Discussion:

- Call taking – No comments
- Dispatching – No comment

**COMMITTEE DISCUSSION:**

Chief Fossholm advised that METCOM may notify officers or their duty supervisors if METCOM is working a major event. Silverton PD does not have the ability to monitor radio traffic for all agencies dispatched by METCOM, this would allow Silverton PD officers to be aware of a major incident occurring in a neighboring location. This information would allow agencies to limit unnecessary radio traffic (i.e. traffic stops) through dispatch until dispatch operations is at a manageable level. This is not intended to be used for normal "busy" days in the dispatch center; but to limit unnecessary radio traffic for METCOM for a short period of time during a large, unanticipated event. Chief Healy agreed that the police department should be aware when neighboring agencies are involved in a major event and do their part to allow dispatch to get a handle on the center activity. Chief Fossholm and Chief Healy agreed that a METCOM Supervisor and/or LEAD may notify an on duty Patrol Supervisor if dispatch center is unusually busy due to an unanticipated major event. The center should provide an approximate time that center activity may be heavy and will contact the Patrol Supervisor when operations are back to normal.

A Doodle Poll email has been sent to committee members. Please complete your Doodle Pool as soon as possible so that 2017 calendar committee meeting dates can be set.

**Meeting adjourned at 1519.**