



# Apex Police Department General Order



<b>Title</b>  Patrol Operations		<b>Order Number</b>  903-20
<b>Effective Date:</b> December 1, 2020		<b>Amends:</b> General Order 903-16
<b>CALEA Standard:</b> 1.2.3 (a), 11.3.3, 12.1.4, 22.1.6, 33.5.2, 41.1.1, 41.1.2, 41.2.4, 42.1.4, 81.2.2, 81.2.3 (h)(i)(j), 81.2.4 (b)(c), 81.2.5 (a)(b)		<b>Rescinds:</b>
<b>Reference:</b> GO 304 – Leave Time GO 306 – Appearance and Uniform Regulations GO 406 – Public Information and Media Relations GO 707 – Field Interview and Investigations GO 711 – Notification Matrix GO 318 – Work Schedules GO 1101 – Criminal Investigations GO 1103 – Confidential Funds and Sources of Information GO 1105 – Drugs, Vice, and Organized Crime Investigations SOP C202 – Call Broadcasting		<b>Pages:</b>  15
<b>Forms:</b> F903 – Personnel Duty Status F903a – Property Check F903c – Monthly Patrol Productivity Report Radio Code List		

## Patrol Operations

### Purpose

The purpose of this directive is to standardize selected patrol functions and procedures to ensure uniformity within the department's patrol components and consistent service to the citizens of the Town of Apex.

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### Policy

It is the policy of the Apex Police Department to provide responsive and effective service to the citizens of Apex in keeping with our Mission, Vision, and Values.

### Definitions

*District/Zone* – A geographical area assigned to an officer for patrol responsibilities.

*Follow-up Investigation* – The extension of a preliminary investigation for which the purpose is to gain additional information.

*On-duty Supervisor* – An officer at the rank of Corporal or higher who performs supervisory and specialized field and office police work. The on-duty supervisor is normally designated as the highest-ranking, field supervisor working at the time. The Watch Commander may also function as the on-duty supervisor.

*Patrol* – The deployment of officers to suppress and prevent criminal activity, investigate offenses, apprehend offenders, and furnish police services to the community.

*Police Hazard* – A situation, person, property, or location that may induce an incident requiring police action.

*Preliminary Investigation* – Generally, the information collected by officers upon their initial response to an incident.

*Watch Commander* – An officer at the rank of Lieutenant who manages an assigned shift, personnel, and operational command response to emergencies, serious incidents, major crimes, and non-emergency calls for service.

### Patrol Functions

1. The primary functions of patrol include:
  - Crime prevention
  - Response to calls for service
  - Investigation of crimes, offenses, incidents, and conditions; including the apprehension of offenders
  - Investigation of traffic accidents
  - Enforcement of criminal and traffic laws
  - Traffic direction and control
  - Maintain public order
  - Provide emergency services
  - Prompt and accurate reporting of incidents

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- Development of relationships between citizens and the department

### Organization and Administration

1. The Patrol Division Commander supervises the Patrol and Special Operations supervisors who include Lieutenants, Sergeants, and/or Corporals. Each in turn coordinate and supervise the daily activities of his/her respective squad, unit, section, and/or function.
2. To provide continuous service to the citizens of Apex, the Patrol Division operates on a 24-hour basis. (41.1.1 (a))
  - The Patrol Division is organized into:
    - Four Patrol Squads
    - Special Operations, which is comprised of:
      - Directed Patrol Unit (DPU)
      - School Resource Unit (SRU)
      - Traffic Safety Unit (TSU)
    - Specialized Teams
  - Patrol Squads work a 12-hour, Modified DuPont shift as follows:
    - 0600 to 1800 (Day Shift)
    - 1800 to 0600 (Night Shift)
  - The Special Operations schedule is adjusted accordingly, based upon the needs of the agency.
    - **NOTE:** The Patrol Division Commander has the authority to draft schedules as needed to meet the needs of the agency, which must be approved in accordance with General Order 318 – *Work Schedules*.
  - The Patrol Division Commander will maintain and distribute a schedule that ensures 24-hour coverage, with a minimum staffing level as outlined in this directive.

### Staffing Assignments and Rotation

1. The assignment of officers to Patrol Squads is made with consideration of having balance among squads based upon departmental needs, levels of experience, and specialty training. The Patrol Division Commander makes assignment changes of officers and supervisors upon the final approval of the Chief of Police. (41.1.1 (b))
2. Officers work a schedule consisting of a 28 day/night rotation. The shift hours and rotation of officers are assigned through the schedule prepared by the Patrol Division Commander. The schedule will list the shift a squad is on-duty; the remaining squads are off-duty for that shift. (41.1.1 (c)(e)(f))

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3. Officers are assigned to a specific zone during a given shift, taking into consideration available staffing, minimum staffing levels, and other such requirements. Assignment to zones and rotation among zones are at the discretion of the on-duty supervisor. (41.1.1 (d)(e))
4. Officers are regularly assigned to a specific zone for an established period to enhance accountability and allow officers to become better acquainted with persons, businesses, and hazards within that zone. If staffing needs require, officers may be assigned to a different zone by the on-duty supervisor. (41.1.1 (d))
5. Under normal conditions, all zones should be covered within the patrol districts. At the discretion of the on-duty supervisor, minimum staffing levels may be altered to accommodate unforeseen circumstances; however, This information has been redacted pursuant to N.C. General Statute 132 - Public Records.  
[REDACTED] the on-duty supervisor will notify his/her respective Watch Commander and recall the appropriate number of personnel to maintain the minimum staffing level This information has been redacted pursuant to N.C. General Statute 132 - Public Records.
  - This information has been redacted pursuant to N.C. General Statute 132 - Public Records.  
[REDACTED]
6. Officers may back up other officers in adjacent zones when circumstances dictate (i.e. dangerous calls such as domestics, fights, and/or when requested to do so).
7. Officers should be alert to other officers' activities to prevent duplication of call response and to ensure maximum zone coverage is always maintained.

## Leave and Overtime

1. The following criteria will be used to grant non-emergency leave for patrol officers and supervisors:
  - Squad supervisors may approve or deny leave in accordance with the Town of Apex Personnel Policy and General Order 304 – *Leave Time*
  - Squad supervisors should maintain a yearly calendar that illustrates planned leave for each squad member
  - The squad Sergeant or Corporal must be on-duty and remain on-duty for the duration of each shift; however, the squad Sergeant or Corporal may be off, if approved by the Patrol Lieutenant, so long as one squad supervisor is on-duty
  - Leave requests will be approved based upon squad minimum staffing requirements and in the order in which the request was made
  - Annual leave is restricted for the following events each year:
    - Peakfest
    - Peak City Pigfest
    - Apex Christmas Parade
    - Any other events or details as directed by the Patrol Division Commander

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- **NOTE:** An exception to this requirement may be made based on an officer's circumstances and/or situation at the time of assignment and only after review and approval of the Patrol Division Commander

2. All unscheduled overtime must be approved by the on-duty supervisor before the overtime hours are worked.
3. Personnel may only be compensated for overtime (i.e. receive pay and/or compensatory time) as outlined in General Order 307 - *Compensation, Benefits and Conditions of Work*.

### **Shift Briefing (41.1.2) (12.1.4)**

1. Shift briefing for patrol officers will be conducted by the on-duty Watch Commander or supervisor at the police station (or virtually if appropriate) before each shift begins.
2. The purpose of shift briefings is to provide communication between officers and supervisors to keep them up-to-date on organizational cases, training, and operations. To ensure that constant coverage is maintained and that officers are on and off duty at the appointed times, shift briefings should be no longer than 15 minutes in duration.
3. Shift briefing should be completed in-person. However, Microsoft TEAMS can be used in certain situations.
4. The content of shift briefings may be determined by the Chief of Police, any member of the Executive Staff, Watch Commander, or the on-duty supervisor and may include the following, but not be limited to:
  - Information regarding daily patrol activity, with specific attention given to unusual situations
  - Notification of changes in schedules and assignments
  - Notification of new directives or changes in existing directives
  - Legal updates
  - Information from staff meetings
  - Potential and actual police hazards
  - Problem areas within districts
  - Major cases
  - Status of wanted persons
  - Stolen vehicles
  - Missing persons
  - Pending calls and/or calls officers are currently on
  - Community events or meetings

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4. All officers will report to the roll call room (or other designated location), in uniform, ready for duty, and will be responsible for calls at the beginning of their scheduled shift (i.e. 0600 or 1800 hours). Calls permitting, roll call will start 15 minutes before the beginning of each shift (0545 hours for day and 1745 hours for night). The squad preparing to go off duty will be responsible for calls for service during roll call.
5. All supervisors will conduct informal inspections daily. They will observe officers for readiness to assume patrol duties, as well as the appearance of their uniform and equipment. Supervisors will ensure only authorized uniforms and equipment are being worn and carried.
6. Shift briefing training is a supplemental training tool to provide officers with updates when necessary and additional information on topics that are not normally covered in formal, In-Service Training. Shift briefing training will be conducted on an as-needed basis and will be documented in the monthly report. These training sessions can be conducted through: (33.5.2)
  - Short lectures by a person with knowledge of the subject matter
  - PowerPoint
  - Handouts
  - Other methods such as group discussions or hands-on demonstrations

### **Coordination Between Units (12.1.4)**

1. To supplement the information given by the supervisors going off-duty, oncoming supervisors will: (12.1.4)
  - Review the previous shift reports and daily bulletin
  - Check the schedule for changes
  - Check the bulletin board for information relevant to the shift and the officers working that shift
  - Disseminate necessary information to subordinate officers
  - Check emails for shift related information
2. To facilitate the accurate exchange of information between and among patrol squads and other department units, the following may be used:
  - Briefings by the Lieutenant, Sergeant, or Corporal from the previous shift
  - Computer printouts detailing prior shift activities
  - Electronic messages to affected personnel
  - Attendance by Lieutenants and the squad Sergeant or Corporal at department staff meetings
3. During shift hours, Communications Center personnel will have immediate access to the shift supervisors by telephone and/or radio communications. (81.2.5 (a))

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### Zone Accountability

1. Form F903 - *Personnel Duty Status* will be prepared by the on-duty supervisor indicating the on-duty status of squad personnel. This form will include, but will not be limited to, the officer-in-charge, unit/badge numbers, as well as vehicle and beat/district assignments. The preparing supervisor will also indicate those personnel in an off-duty status to include the officer's unit/badge number, officer's name, reason for being off-duty, and the date when the officer will return to duty. At the beginning of each shift, the on-duty supervisor will forward this form to the Communications Center and division leaders by uploading it to the appropriate folder on the network or any other method approved by the Patrol Division Commander. (81.2.5 (b))
2. It is the duty of every officer to patrol his/her respective assigned zone and be available for response to calls for service within a reasonably short length of time. Each officer is responsible for his/her assigned zone and will answer the service calls in that area. Should a backlog of calls occur for a designated zone, pending non-priority calls may be "stacked" as outlined in Standard Operating Procedure C202 – *Call Broadcasting*.
3. During their tour of duty, officers will focus their efforts on the area they are assigned to patrol. This is not meant to imply that personnel are to strictly adhere to confining themselves within their zone boundary lines; however, officers should maintain zone integrity unless otherwise assigned to a call or activity, or as authorized by this and other written directives.
4. Personnel may depart from their assigned zone and overlap a bordering zone to receive information from other department officers, answer calls for service, assist civilian or departmental personnel in need, accommodate meal requirements, etc.

### Patrol Coverage at Shift Change

1. Calls for service (non-emergency in nature) received at the end of shift may be held by the on-duty supervisor for the oncoming shift. The on-duty squad will respond to emergency calls, which may then, at the discretion of the on-duty supervisor, be taken over by the oncoming squad.
  - **NOTE: Non-emergency calls will not be held for more than 15 minutes due to roll call or shift change.**

### Meals and Breaks

1. Because meals periods are paid for patrol squads, TSU and DPU, officers are required to remain in the town during shift hours for the purposes of eating. While on meal break, officers will generally be used for emergency calls when all other units are out of service. All non-emergency calls will be assigned to other available officers when appropriate. Should these officers not be available, the service calls may be held until the officer completes their

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scheduled meal break. The on-duty supervisor will make a reasonable effort to see that each officer receives his/her allotted meal time. **Meals and breaks will be in accordance with General Order 318 – *Work Schedules*.**

### **End of Shift Responsibilities and Report/Form Completion**

1. Officers will remain on-duty, until properly relieved by their supervisor or the on-duty supervisor.
2. All reports and other field reporting forms will be completed by the reporting officer prior to the end of his/her shift, reviewed and approved by a supervisor in accordance with General Order 401 – *Records Management* and General Order 405 – *Field Reporting and Management*.
3. All official activity initiated and/or completed by an officer will be recorded in CAD, by an approved method, either directly by the initiating officer or through the Communications Center. **Officers should document information regarding calls for service or traffic stops in the CAD notes.**
4. **Officers will track their individual daily productivity including calls for service, each day of the month they work. Individual officer productivity totals will be submitted to the squad sergeant at the end of each month and before the 3<sup>rd</sup> of the following month, using form F903c – *Monthly Patrol Productivity Report*.**

### **Call-Back Authorization**

1. **The Patrol Division Commander will authorize the use of off-duty officers for recall purposes to cover unforeseen staffing shortages. The actual recall of personnel will be conducted by the Watch Commander, his/her designee, or as otherwise designated by the Patrol Division Commander.**
2. Officers will not be scheduled for more than 12 hours of patrol assignment at a time; however, it is understood that events, emergencies, or calls for service may require an officer to work more than the assigned 12-hour shift. Supervisors will be cognizant of the hours worked for each officer and will act to relieve an officer if necessary due to extended duty hours, fatigue, etc.
3. Officers may be required to work extended hours based on the needs of the department. Personnel will only be relieved from duty when authorized by the on-duty supervisor, Patrol Lieutenant, or higher-ranking supervisor, and only when the situation is brought under control.



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4. Officers may also be required to work more than 12 hours in order to complete their assigned duties (i.e. police and arrest reports).
5. At times, schedule changes may be made by supervisors to minimize call-back needs. The schedule changes will be done with an attempt to minimize hardships on the individual officer.
  - **NOTE:** The department reserves the right to change officer schedules and team assignments based on agency needs and will make notification to the affected personnel as soon as possible.

### Preliminary Investigations

1. Patrol officers will routinely be assigned responsibility for the preliminary investigation of all reported incidents. However, members of the Criminal Investigations Division (CID) are not prohibited from initiating cases and conducting preliminary investigations as necessary or appropriate. Preliminary investigations will be conducted pursuant to General Order 1101 – *Criminal Investigations* and other applicable departmental written directives. (42.1.4)
2. Patrol officers retain responsibility for the initial investigation and may be requested to conduct follow-up investigations on certain cases, as assigned by a CID supervisor. (42.1.4)
3. An on-duty supervisor is responsible for requesting a detective's assistance in accordance with General Order 711 – *Notification Matrix*. Actual, on-scene response will be determined by the specific circumstances of each incident and as outlined in the Notification Matrix Grid.
4. Investigative responsibility for most other types of felony investigations will be referred to members of the CID unless the on-duty supervisor is able to determine that:
  - Immediate clearance is highly probable
  - The patrol squad has sufficient staffing to dedicate the necessary personnel to the situation
  - The circumstances have been discussed with all applicable personnel and it is determined that no detrimental effect on the case is likely
5. A supervisor or command officer's decision to have patrol officers continue an investigation will also be based on these additional factors:
  - Nature of the offense
  - Investigating officer's schedule
  - Ability or experience of the officers involved
  - Staffing requirements of the squad

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6. If the CID is called to the scene, the assigned detective will assume responsibility for and will coordinate all activities of the investigation. The on-duty supervisor is expected to support the detective by assigning personnel and/or resources requested or necessary for the investigative purpose.

### **Radio Procedures 81.2.4 (a)**

1. Each officer engaged in a field assignment will have constant access to radio communications. All officers are required to carry a portable radio on their person during their tour of duty and will actively monitor radio transmissions. (81.2.2)
2. All radio traffic by officers will be brief and concise. Officers will use a combination of 10 codes, signals, and plain language in transmissions. Officers will use the appropriate code as outline in the approved Radio Code List.
3. Officers will be identified by assigned call number.
4. While on patrol, officers will operate radios in the primary frequency mode (Channel 1), unless otherwise instructed or requested to use another frequency.
5. When answering the radio, officers will respond by giving their unit number. When answering the initial dispatch of a call for service, officers will give their geographic location to the nearest cross street or address. (81.2.4 (c))
6. Officers will notify the Communications Center of their status when taking any official action including, but not limited to:
  - Arriving at the scene of an incident (81.2.3 (h))
  - Making vehicle stops
  - Approaching suspicious persons
  - Completing an assignment (81.2.3 (j))
  - Calling in or out of service (81.2.3 (i)) (81.2.4 (b))
  - Changing locations
  - Changing radio frequencies
  - Checking out for meals
  - Checking out at the police department or any other location
7. Officers will keep the Communications Center informed regarding changes in the nature of a call, in order to ensure officer safety and to expedite the efficient handling of incidents. (81.2.3 (j))
8. When calling in traffic stops and feasible, officers will give the following information in the order listed below:
  - Location of stop

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- License plate of vehicle
- Description of vehicle
- Number of occupants in the vehicle
- Second notification of location of stop

## Informants

1. Patrol officers are encouraged to cultivate and use informants as part of the police function pursuant to General Order 1103 - *Confidential Funds and Sources of Information* and General Order 1105 – *Drugs, Vice, and Organized Crime Investigations*.
2. The management of confidential sources of information is the responsibility of the CID Commander, who will maintain all confidential files on all sources of information as directed by General Order 1103 – *Confidential Funds and Sources of Information*. (42.2.6)

## Property Security Check Program

1. The Apex Police Department provides a free, property security check for citizens who will be away from their residence for an extended period.
2. This service is a function of the Patrol Division and is under the supervision and control of the Patrol Division Commander.
3. Property checks will generally be conducted for a period not to exceed 30 days.
  - Property checks will not be conducted on homes that are occupied for any length of time during the homeowner's absence or homes that are vacant and up for sale or rent.
4. Citizens requesting a property check of their residence will complete form F903a - *Property Check* and will submit it to any departmental personnel, who in turn will forward it to the Patrol Division Commander for review and filing purposes.
  - The Patrol Division Commander or his/her designee will file the original copy in the appropriate Patrol District Property Check Book.
  - Squad supervisors will ensure patrol officers are conducting property checks, recording each property check on form F903a – *Property Check*, and that the forms are submitted to the Records Unit. These forms will be purged according to the NC Department of Natural and Cultural Resources (NCDR) public records retention schedule.
5. All patrol officers are required to review the appropriate *Patrol District Property Check Book* and record all property checks on form F903a – *Property Check*. Additionally, each time the

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residence is checked, the officer will call the location into the Communications Center and it will be documented in CAD by the Telecommunicator or officer.

- As part of their shift duties and responsibilities, patrol officers will conduct property security checks within their assigned district at least once during their shift, if time permits.
- If the officer finds a burglary, breaking or entering, or other crime/incident occurred at the property location, he/she will make notification to the Communications Center and will attempt to notify the individual that was specified as an emergency contact for the property. Officers will take appropriate action in accordance with applicable laws and departmental written directives.

### Personal Equipment

1. Officers will ensure they wear and carry all issued equipment while on-duty pursuant to General Order 306 – *Appearance and Uniform Regulation* and any other applicable departmental written directive. Additionally, the following equipment will be issued to officers for use while on duty: (22.1.6)
  - NC Uniform Citation Book
  - Warning Citation Book
  - Parking Citation Book
  - Reflective traffic vest
  - Respiratory Mask and Personal Protective Equipment (PPE)
  - Other approved issued equipment
2. Officers will ensure that their assigned patrol vehicle has all required minimum standard supplies and equipment, that they are maintained, and in good working order.

### Notifications (41.2.4)

1. The first officer on the scene of an incident will evaluate the situation to determine what additional assistance is needed. Assistance will be requested from the appropriate division, unit, section, function, town department, or other agency through the Communications Center. These agencies can include, but are not limited to:
  - Emergency Medical Personnel
  - Fire Department
  - Medical Examiner/Coroner
  - Public Works Department
  - Public Utilities
2. The on-duty supervisor will make timely notification to appropriate department personnel as defined in General Order 711 - *Notification Matrix*. (11.3.3)

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3. During an extended road closure, officers will notify the Communications Center of the closure and the Telecommunicator will send an email notification to [streetclosures@apexnc.org](mailto:streetclosures@apexnc.org). Once the roadway is re-opened, another email will be sent by the Telecommunicator to [streetclosures@apexnc.org](mailto:streetclosures@apexnc.org) notifying town staff that the roadway has re-opened.
  - Telecommunicators will mark road closures in CAD using the Open/Close Road Segment Function. These markings will be visible on each officer's MDT.

### Outside Department Notifications (41.2.4)

1. The North Carolina Office of the Medical Examiner will be notified of all deaths not attended by a physician.
  - **NOTE:** Notification will generally be made by the assigned detective, but may be made by the reporting officer, an on-duty supervisor, or designee as needed.
2. When situations arise, which require assistance from Town of Apex Public Works, Public Utilities, or Street/Highway department personnel, the officer handling the incident, or the on-duty supervisor will make such requests through the Communications Center. Information regarding equipment needed and the nature of the problem should be provided to assisting personnel as soon as possible.
  - Public Works: The Town of Apex Public Works Department may be called out with the permission of the on-duty supervisor for incidents involving, but not limited to:
    - Slick or icy town road conditions
    - Town roadway hazards or dangerous conditions
    - Water main breaks
    - Town-owned traffic lights out or malfunctioning
    - When a hazard exists that would pose a danger to the public
  - Public Utilities: Officers may contact public utility companies (Progress Energy/Town of Apex, Public Service Gas of North Carolina, Time Warner Cable, etc.) for the following:
    - Downed wires
    - Gas leaks
    - Other hazardous situations involving utilities
3. Should notification to the public be required (i.e. traffic detour), the on-duty supervisor may report the information to the local news media services, when possible and appropriate. Such notification should be provided at the earliest possible time to allow for a minimum of congestion or similar problems. Information pertaining to accidents may be released by the on-duty supervisor or Watch Commander when necessary to assist in such circumstances as outlined in General Order 406 – *Public Information and Media Relations*.

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4. Should an event occur that would close a public street for an extended length of time (i.e. fatal vehicle crash, fire event, utility event, flooding) the on-duty Telecommunicator will send an email to [streetclosures@apexnc.org](mailto:streetclosures@apexnc.org) to notify necessary entities that the road is closed. A follow-up email should be sent when the street is back open.

### **Ready Wake Emergency Alert Notification System**

1. Ready Wake Emergency Alert Notification System is a joint system with Wake County, Town of Apex, other municipalities, and community partners.
2. The system allows Town of Apex citizens to register at <http://www.wakegov.com> or <http://readywake.com> and to be notified by email or text message in the event of an emergency. The alerts include:
  - Emergency – evacuations, missing persons, hazmat, etc.
  - Community Alert – rabies, loose animals, boil water notices, etc.
  - Public Service Announcements – traffic issues, parade, special garbage pick-ups, etc.

### **Authority to Activate**

1. The Ready Wake Emergency Alert Notification System can be activated by the following Town of Apex officials or designee:
  - Town Manager
  - Chief of Police
  - Fire Chief
  - Town of Apex Public Information Officer (PIO)

### **Activation Procedures**

1. Once the determination is made to activate the notification system, the Chief of Police or his/her designee will:
  - Contact Ready Wake (919) 856-6480
  - Provide Information regarding the event
2. Ready Wake personnel will then notify those registered within the Town of Apex of the event.

Text in “Green” denotes a significant change in policy

**BY ORDER OF:**

A handwritten signature in black ink, reading "John W. Letteney". The signature is written in a cursive style with a large initial "J".

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John W. Letteney  
Chief of Police