



Title Police Case Exit Instructions	Date 02/26/2020
CDE Number P-2002001	CDE Credit Hours .5 HRS

When completing calls using EPD protocol, we are more than likely just giving a couple of instructions from the long list we see on X1 – Routine Disconnect. It has become a habit to quickly say “An officer/deputy will be dispatched as soon as possible. Call us back immediately if anything changes or you have further information.” But what about all of the other instructions that are hidden in our minds between the first and the last PDI? Could these instruction be appropriate for the call you’re taking?

Sometimes, the responders need to know the suspect or caller’s description even though we weren’t directed to ask about it during Key Questions. Instead of saying “The officer/deputy is asking...,” EPD has a designated area to gather any additional necessary information with timing in mind based on the call type.

X1 - Routine Disconnect

(Appropriate)

- An **officer** will be **dispatched as soon as possible**.
- Do you want an **officer** to **contact** you?
- I need to get your **contact information**. What is your full **name, address, and phone number(s)**?
- Describe your **clothing** to me so that the officer can **identify** you easily.
- I need to get **your vehicle description**...
- If there are any **witnesses**, ask them to **stay** until an **officer** can **contact** them (or obtain their names, addresses, and phone numbers).
- Do you have any **suspect information**?
 - a. **(Yes)** I need to get the **suspect’s/person’s description**...
 - b. **(Yes)** I need to get the **suspect’s/person’s vehicle description**...
- I need to get the **victim’s description**...
- Put **away** any **pets**.
- **Turn on** the outside **lights**.

(Always) Call us back **immediately** if:

- Anything **changes** or you have any **further information**.
- **(Suspect left)** The suspect/person **returns**.
- **(Suspect on scene)** The suspect/person **leaves**.



Scenario:

"I was just at my community mailbox and there was a man standing near a truck. As I drove up, he began to act like he was checking his mail and then stopped to tie his shoe. As I left I saw that he was lurking around the boxes again."

The caller had returned to his home and couldn't see the mailboxes from his address. This situation was processed on Protocol 129 as Suspicious Circumstances. This pathway does not address the suspect's description nor the description of his vehicle. In this case, it would be correct to finish Key Questions, provide PDI a. "Do not approach the person or his vehicle" in case the caller decided to return to the scene, then continue to "Routine Disconnect" and give the following Case Exit Instructions:

- An **officer** will be **dispatched as soon as possible**.
- Do you want an **officer** to **contact** you?
- I need to get the **suspect's description**.
- I need to get the **suspect's vehicle description**.

(Always) Call us back **immediately** if:

- Anything **changes** or you have **further information**.

Remember, PDIs should be given when they are possible and appropriate so be sure to review the entire list. If responders are going to the caller's house, "Put away any pets" would be appropriate as well as "Turn on the outside lights" if it will help locate the address. Become familiar with the instructions in Case Exit so you feel comfortable and make sure to give them in the order they are presented.

Just like post-dispatch instructions in EMD and EFD, these instructions can be read in a materially identical manner. Make sure to not change the meaning of the instructions by asking them as a question unless that's how it's designed.



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I verify that I read and am familiar with the contents of this document.

Please return this to your agency's training coordinator for CDE credit. If you have any questions please contact us at 911training@elpasoteller911.org

X _____

Signature

DATE

X _____

Printed Name

X _____

Agency