



GREENVILLE COUNTY
SHERIFF'S OFFICE

GO - 221

GENERAL ORDERS

PATROL SERVICES

PURPOSE:

Patrol is a primary law enforcement function and embraces much more than the act of patrolling. It is defined as a generalized function in which deputies engage in a wide variety of activities. This general order relates to the organization, administration, scheduling, and effective use of patrol resources.

UNIFORM PATROL:

Patrol services are assigned to **Uniform Patrol**. Major duties of Uniform Patrol deputies are:

1. Proactive patrol.
2. Response to call for services.
3. Crime prevention.
4. Investigation of crimes, offenses, incidents and the arrest of offenders.
5. Traffic direction and control.
6. Emergency services.
7. Regulation or inspection of certain businesses or activities as required by state law or county ordinance.
8. Development of relationships between citizens and the Sheriff's Office.
9. Reporting of information to other organizational components.

INFORMATION EXCHANGE:

Daily, Uniform Patrol supervisors forward copies of incident reports to Investigative units for information exchange and/or follow-up. Investigative units provide to Uniform Patrol information on suspects wanted in investigations. In addition, Uniform Patrol supervisors meet with other division supervisors on a monthly basis to communicate. Whenever appropriate, Investigative personnel attend Patrol roll calls to disseminate information directly on criminal activity.

PATROL COVERAGE:

Uniform Patrol maintains a twenty-four (24) hour a day, seven (7) day a week patrol service presence in Greenville County.

Uninterrupted coverage is accomplished with oncoming shift personnel reporting to duty fifteen minutes (15) minutes prior to the beginning of each shift change. After a brief shift briefing or roll call period, deputies immediately report to assigned patrol districts to relieve off-going shift personnel.

SHIFT ASSIGNMENT - Uniform Patrol deputies are assigned to platoons and shifts in accordance with manpower needs. When

possible, deputies are given their choice and seniority is used as the deciding factor in the selection process.

SCHEDULING - Whether fixed or swing shifts are used, a monthly work schedule is published at the beginning of each month. This schedule informs all patrol deputies, including supervisors, of their shift rotation, their scheduled days of work, and scheduled days off. Day/night rotation occurs every 6-weeks.

PATROL SERVICE AREA ASSIGNMENT - Patrol deputies are assigned to specific beats or districts. Each Uniform Patrol deputy is responsible for law enforcement services in his or her assigned area.

MANPOWER ALLOCATION - Deputies are assigned to specific beats based on an analysis of calls for service and other activities within each beat. The number of deputies assigned to a given beat may fluctuate by shift or day of week.

BEAT AREA ROTATION – Deputy trainees are rotated through various beats during their training period. Once this is completed, they are normally assigned to work a regular beat. They are transferred to other beats when supervisors deem it necessary and in the best interest of the Sheriff's Office. Platoon supervisors handle requests to transfer from beat assignments. The purpose of extended assignment in a patrol beat is to enable deputies to become better acquainted with persons, businesses, organizations and hazards on the beat. Additionally, an extended beat assignment places responsibility for events occurring in that beat on a specific deputy.

ROLL CALL:

Each Uniform Patrol platoon conducts roll call during the fifteen-minute period prior to relieving the off-going platoon. **Roll calls accomplish:**

1. Information exchange regarding unusual situations, criminal activity, changes in status of wanted persons, stolen vehicles, and major investigations.
2. Notification of changes in schedules and assignments.
3. Notification of new directives or changes in existing directives.
4. Evaluation of deputy readiness to assume patrol.
5. Training as needed.

**RADIO
COMMUNICATION:**

Every patrol deputy engaged in a field assignment must have access to radio communications. Each patrol deputy is assigned radio identification based on unit and beat assignment. Communications within the Sheriff's Office radio system is

conducted using approved 10-codes for all transmissions. Communication with other agencies is conducted using clear speech. Deputies are trained in radio protocol during field training. Training covers procedures on the necessity of transmitting their location, their status, the nature of cases and any developments in an investigation.

In every case, deputies are to communicate with a dispatcher:

1. Upon arrival at the scene of an incident.
2. Before they leave their patrol cars.
3. When they make vehicle or pedestrian stops.
4. To call in and out of service.

Transmissions between deputies are to:

1. Be made only for the purpose of conducting business.
2. Be concise and professional.
3. Use a minimum of airtime.

All initial transmissions are to include the sending unit's identification number.

CALLS FOR SERVICE: The number of deputies assigned to answer a call for service is determined by several factors involved in the incident. **A back-up deputy is automatically assigned if one or more of the following exist:**

- Assault on a deputy.
- On-scene arrest for a felony or violent misdemeanors.
- Resistance to arrest.
- Use of force.
- Crime in progress.
- Fleeing suspect.

PRELIMINARY INVESTIGATIONS - Patrol deputies conduct preliminary investigations on all calls for service for criminal incidents classified as Part I or Part II crimes under the UCR system. Specialists may conduct preliminary investigation of unusually serious or complex crimes. Additionally, certain crimes may require the presence of investigators in plain clothes during the initial investigation. Such investigations are normally initiated through CID, SID or Selective Enforcement.

DIFFERENTIAL PATROL RESPONSE - Certain crime calls do not require the dispatch of a patrol deputy and can be effectively handled by receiving information in an alternative manner. Procedures regarding Differential Patrol Response are to be utilized to

maximize the effectiveness of patrol resources. Normally, this is accomplished by receiving the complaint over the telephone. A designated deputy, known as a Telephone Reporting Unit (TRU), can receive complaints and write incident reports. Calls taken in this manner are those where:

1. There is no active crime scene.
2. No suspect(s) on the scene.
3. No evidence to be recovered at the scene.
4. No further threat exists.

PATROL SUPERVISOR RESPONSE – Supervisors are to respond to serious incidents involving:

- Loss of life.
- Injury to deputies.
- Felonies in progress.
- Events of a serious nature that may necessitate implementation of the Incident Command System.
- Missing Persons

BODY ARMOR - A bullet resistant vest of at least Threat Level III-A is available for every deputy on a given shift assigned to routine field duties.

LOCKED VEHICLE CALLS – Deputies will respond to locked vehicle calls when there exists an immediate necessity to gain entry. Immediate necessity is defined as a situation which involves a potential loss of life, or public welfare is threatened. If there is a doubt concerning immediate necessity, Communications will immediately refer the call to a field supervisor.

**TELEPHONE
REPORTING UNIT:**

The **Telephone Reporting Unit (TRU)** is responsible for all reports taken over the telephone. A deputy is assigned TRU duties with front desk personnel. An exception to this may be when a deputy is working light-duty and assigned TRU in the Communications Center.

Front desk personnel are to transfer all telephone complaint calls for report purposes to the TRU unless the TRU is extremely busy. Front desk personnel normally generate reports from walk-in complaints.

TRU reports may be delayed if the TRU is extremely busy. During peak periods, the TRU can obtain complainants' names and telephone numbers, and call them back shortly to take reports.

NOTE - If a citizen demands a deputy on the scene, rather than filing a TRU report, a unit may be dispatched. The complainant is to be advised that other more serious calls must be answered first and motorized response may be delayed.

TRU REPORTS - The following offenses are to be handled by the TRU rather than dispatching a deputy to the scene:

1. **Gas Drive-Offs** – Whether a tag number exists or not, a report is to be taken by the front desk or TRU. If the complainant did not witness the theft or has no definitive evidence of the theft, a Code 4 is written to document the incident.
2. **Malicious Damage** – When a deputy does not need to see the damage, interview witnesses, does not need ID to respond or does not constitute a significant monetary amount.
3. **Auto Theft, Using Vehicle Without Owner's Consent, Breach of Trust/Auto** – May be taken over the phone unless circumstances exist requiring a motorized response.
4. **Petit Larceny** – When the suspect has left the scene or there is no suspect.
5. **Breach of Trust** – Fraud less than \$2000.
6. **Failure to Return Rental Property.**
7. **Information Only Reports** - A TRU report is written whenever there is no immediate need for any law enforcement action. Patrol supervisors review these reports for possible follow-up.
8. **Phone call complaints** - A TRU report is written when there is no threat of immediate violence. All incidents are recorded on a Code 5 incident report form. Victims are instructed to report reoccurring phone calls directly to their telephone service provider Annoyance Call Center, who can provide information about deterrent features such as call trace or call block. If a victim recognizes the suspect's voice and has supporting evidence, the victim is given a case number to sign a courtesy summons warrant. If the victim cannot identify the caller, the incident is assigned to the investigator responsible for follow-up on Unlawful Communications cases.
9. **Grand Larceny less than \$2000** – Where there is no suspect.
10. Any other minor incident that does not require a deputy's presence on scene.

**FOLLOW-UP
INVESTIGATIONS:**

Follow-up investigations are assigned to Uniform Patrol deputies as part of their regular duties. At the end of each shift, patrol supervisors review incident reports written during the shift. Reports are reviewed to determine if an incident should receive a follow-up investigation.

A Follow-up team, composed of a minimum of three (3) deputies, will work a six week rotation to handle the majority of the follow-ups assigned to Uniform Patrol. Follow-ups will not be assigned to this team for the following reasons:

- Reporting deputies with less than eighteen months of experience
- Field Training Deputies who are with a trainee
- At the request of the reporting deputy

The following is the recommended criteria for assigning follow-up investigations, but should in no way inhibit a supervisor from assigning a particular case for follow-up:

- Crimes against persons.
- Burglaries.
- Missing persons.
- Economic crimes.
- Vice and narcotics.
- Organized crime.
- Environmental crime.
- Multiple incidents in a given area.
- Cases requiring follow-up for unusual or specific reasons.

In addition to the preceding, cases that include:

- Suspect identities.
- Information leading to a suspect (witness).
- Evidence leading to a suspect (tag number, fingerprints).
- Statements (witness or victim).
- Incidents with similar methods of operation (m.o.) or occur in the same general area.
- Cases with large losses (theft or damage).

Reports identified for follow-up investigation are further divided into those assigned Investigative units, or assigned to Uniform Patrol deputies.

Criteria for assigning cases to CID/SID:

1. All homicide cases.
2. All arson cases.
3. All sexual assault cases.

4. All juvenile offender cases.
5. All missing persons not recovered.

Criteria for assigning cases to Selective Enforcement:

1. Cases requiring follow-up investigation by a plainclothes element.
2. Complex, detailed cases.
3. Cases that cross over into multiple patrol districts.

FOLLOW-UP LOGBOOKS – Each divisional component to include the Follow-up team, responsible for follow-up investigations, maintains logbooks recording all assigned cases. Logbooks contain case numbers, offense descriptions, deputies assigned for follow-up, each case status, and when follow-up reports are filed. A written follow-up report is required within ten (10) calendar days from date of assignment.

FIELD INVESTIGATIONS:

FIELD INTERVIEWS - Persons acting in a suspicious manner or frequenting a high crime area are potential subjects for field interview. Field interviews may disrupt criminal activity. **Field Interview (FI) Contact Cards** are to be used to document field interviews. FI cards provide information on persons at or near the scene of criminal activity.

INFORMANTS - Deputies working with informants are to adhere to guidelines established in General Order 216.

LAW ENFORCEMENT HAZARDS - Defined as any situation, person, property or place that may induce an incident calling for law enforcement action. Hazards may be permanent or temporary, and may vary hourly, daily, or seasonally. All Sheriff's Office personnel are to attempt to identify as many hazards as possible and report same to communications or a patrol supervisor. Patrol supervisors are to determine which patrol technique will most effectively counteract them.

Methods used to disseminate information on hazards include:

1. Posting information in a central location.
2. Publishing a daily bulletin.
3. Announcing hazards at roll call or via general radio broadcast.

PATROL VEHICLES: **Whether marked or unmarked, vehicles used in routine or general patrol service are to be equipped with operational**

emergency lights and a siren. Vehicles used primarily by ranking supervisors and investigators in plain-clothes are not included in this requirement. Vehicles used for traffic enforcement must be equipped with a siren and emergency lights.

All marked vehicles used in routine or general patrol service are to be equipped, at a minimum, with the following equipment in operational order:

1. Blue lights mounted on the roof.
2. Siren.
3. Mobile radio transceiver.
4. Public address speaker.
5. Exterior spot light.

Patrol vehicles used for covert purposes are exempt from the above.

PATROL VEHICLE SUPPLIES - Patrol cars are to carry the following supplies to enable deputies to respond adequately to traffic collisions or other emergencies:

1. Basic emergency medical supplies.
2. An emergency blanket.
3. Fire extinguisher.
4. Flares (minimum of 6).
5. Crime scene tape.
6. CPR mask.
7. Anti-bacterial soap.

Supervisors inspect these quarterly for operational readiness. Supplies are replenished as needed.

SEATBELTS - All operators and passengers in Greenville County Sheriff's Office vehicles are to wear seat belts. In the event a car seat is needed to transport a juvenile, one is available in dispatch or the on call victim advocate will be notified and they will respond to assist.

**NEXT-OF-KIN, DEATH,
OR EMERGENCY
NOTIFICATIONS:**

Patrol deputies frequently make notifications to the next-of-kin of deceased, seriously injured or seriously ill persons. **On all in-county deaths, the Coroner's Office is responsible for the notification of next-of-kin.** On out-of-county deaths, the Coroner's Office in the affected jurisdiction will normally make notification of relatives living within Greenville County. However, in some cases this may

not be possible and the assistance of the Sheriff's Office may be required.

When requested to do so by a Coroner from another jurisdiction, patrol deputies make the next-of-kin notifications. Deputies assigned to this duty are to be prompt and considerate when informing the family. For example, if children are present, it may be better to suggest to the concerned person that you speak to them alone or out of the presence of children. Special care is to be taken with elderly persons receiving notifications. Be prepared to furnish them with a contact person or telephone number where they may receive further information. Notifications of the next-of-kin for seriously injured or seriously ill persons are to be conducted in a manner similar to that of a death notification.

Next-of-kin notification of a Sheriff's Office employee is outlined in General Order 117.

Notification of agencies, such as the Coroner's Office, Roads and Bridges/Highway Department personnel, public utilities and news media are to be carried out in the following manner:

1. The Coroner's Office is notified of all deaths in the County. Emergency Medical Services personnel are responsible for notifying the Coroner.
2. Roads and Bridges and Highway Department personnel are to be notified promptly whenever there is a road obstruction, flooding, or bridge damage. Patrol units discovering such situations are to relay information to Communications. Communications are responsible for contacting the appropriate county or city agency.
3. Public utilities, such as power companies, natural gas companies and telephone companies, all provide vital services to the public. Patrol units discovering problems or disruptions in such services are to promptly notify Communications of the location and nature of the problem. Communications will notify the affected company's operations personnel.
4. Events affecting the safety of the public are to be immediately relayed to the Public Information Officer. He, in turn, will notify the appropriate news media agencies to disseminate information to the public.

**ANNOYING
TELEPHONE CALL
COMPLAINTS:**


Annoying telephone call complaints are to be handled in the following manner:

1. Record all incidents on an Incident Report (Code-5) form. Include all pertinent information about the offense and any threats made, use of profane or obscene language, the frequency or total number of calls, and any other person(s) who overheard the calls.
2. Instruct victims to report reoccurring phone calls directly to their telephone service provider Annoyance Call Center. The Annoyance Call Center will advise concerning proper procedures to trace calls in an effort to identify the offending caller. If a trace is successful, the telephone company will take steps to stop the caller.
3. Advise victims to ask their telephone service provider about available deterrent features, such as call trace or call block.

In many cases, these steps will deter unwanted calls, and no further investigation is necessary. In the event of reoccurring incidents, the following will apply:

- If the victim recognizes the suspect's voice and has supporting evidence, such as a voicemail message or tape recording of the calls, if probable cause exists then appropriate charges can be made. SC Code of Laws § 16-17-430 is a misdemeanor adjudicated in magistrate's court. A shift supervisor will assign the incident for follow-up.
- If the victim cannot identify the caller, the incident should be assigned to the investigator responsible for follow-up on Unlawful Communications cases. Advise the victim to tape record each conversation, contact their telephone service provider and request call trace feature – Star 57. Bell South is the primary service provider in Greenville County. Victims with other providers should contact their phone company business number to get a contact number for security.

Some unusual incidents may require immediate action. In these situations, a supervisor is to be contacted.



Hobart Lewis, Sheriff