

**SAN BERNARDINO COUNTY
PROBATION DEPARTMENT PROCEDURE**

ON-CALL DUTY OFFICER

Authority:

Michelle Scray Brown, Chief Probation Officer

Purpose:

To establish guidelines when responding to alerts, suspected violations and providing services to other law enforcement agencies regarding emergent and urgent probation issues after regular business hours.

Definitions:

On-Call Duty Officer Log (Attachment A): A log sheet that may be completed manually or electronically, and used to document all time worked on-call. The sheet should reference offender information, outside agency information, situations responded to, etc. during the officer's duty week.

On-Call Duty Officer Vehicle Log (Attachment B): A log sheet that is used to document all mileage accrued for on-call duty purposes (e.g. from office to home, home to office, home to incident location, etc.).

Global Positioning System (GPS): A system that uses satellites to broadcast their location and time using trilateration (measures distances to pinpoint their position). Through measurements of distances a GPS location can be determined.

On-Call Division Director: A Division Director (I or II) designated for availability after regular business hours, 7 days per week.

On-Call Duty Officer: A Supervising Probation Officer or Probation Officer III who volunteers and agrees to participate in the On-Call Duty Officer Program. The On-Call Duty Officer is available after regular business hours (5 p.m. - 8 a.m.), weekends, and holidays to provide assistance to external agencies and respond to situations as needed.

Probation Officer Voluntary Call Out List: Consists of Probation Officers of any rank who have agreed to be contacted after regular business hours to respond to emergent, critical, or time-sensitive situations for over-time compensation. The list will contain multiple telephone contact information for each probation officer, in addition to any geographic limitations to where they are willing to be deployed.

Program Division Director: A Division Director II who provides managerial oversight of both the On-Call Duty Officer Program and the Call-Out Probation Team Program.

Program Secretary: The secretary assigned to the Program Division Director.

Responsibilities:

I. On-Call Duty Officer:

- A. Follow all requirements of the current Memorandum of Understanding (MOU) regarding on-call, standby, and call-back availability.

- B. Maintain firearm qualification and have a firearm issued to them.
- C. Shall ensure all of the following equipment is in their immediate possession while on-call:
 - 1. Duty weapon and duty bag with all issued field gear (taken home daily).
 - 2. A county vehicle for on-call duty purposes.
 - 3. On-call equipment (e.g. cell phone, laptop, suitcase).
- D. Remain available by telephone after business hours and for 24-hours on weekends and holidays.
- E. Assist with law-enforcement agency inquiries, (e.g. an offender's terms and conditions, confirmation of active case/supervision, residence information etc.) and provide probation hold orders when appropriate.
- F. Respond via phone to the current contracted electronic monitoring company and provide probationer assistance with electronic monitoring questions as needed.
- G. Address probation violations revealed by the GPS Electronic Monitoring System.
- H. Address various phone calls (e.g. calls from parents/guardians of youth, AWOL notifications, etc.) as needed.
- I. Document all phone calls, contacts, hold orders, and outcomes in Caseload Explorer (CE) as soon as possible or by the start of the next business day.
- J. Complete the On-Call Duty Officer Log documentation as soon as possible or by the next business day.
- K. Notify the assigned Probation Officer (PO), Probation Officer III (POIII), and Supervising Probation Officer (SPO) of any contacts or inquiries regarding probationers on their caseload by email as soon as possible or by the start of the next business day.
- L. Remain available to respond in person to any location within the county, within one-hour, plus any reasonable commute time. When a response in person is necessary, obtain permission from the On-Call Division Director, and follow all departmental policies and procedures. An example of a situation that may require a response in person is checking the security of a probation building.
- M. When a team response is necessary, obtain permission from the On-Call Division Director, and follow all department policies and procedures. A situation that may require a team of officers would be locating and apprehending an offender in violation of their terms.
- N. May be contacted for assistance by staff working specific assignments during the evening and/or weekend shifts. Refer to the Alternate Work Schedule procedure.
- O. At the conclusion of an officer's on-call rotation, submit the On-Call Duty Officer Log (Attachment A) and the On-Call Duty Officer Vehicle Log (Attachment B) to their SPO/Division Director for approval, within two (2) business days and retain a copy for their records. In addition, forward a copy of the duty log to the Program Division Director and Program Secretary within two (2) business days.
- P. Arrange to meet with the next On-Call Duty Officer to exchange the on-call equipment. The following equipment will be transferred to the next designated on-call person prior to noon each Wednesday (if it is a Wednesday holiday, the equipment will be transferred the next business day):
 - 1. County laptop computer.
 - 2. County cellular telephone.
 - 3. On-call suitcase containing office keys/fob to each probation office, building entry alarm codes, duty log, and other materials/forms.
- Q. In the event of an emergency that causes the assigned On-Call Duty Officer to be unavailable, the officer will make every effort to find a qualified replacement, make arrangements to exchange on-call weeks with his/her replacement and notify the Program Division Director immediately of the change in schedule. The On-Call Division

Director shall be notified in the event of changes to On-Call Duty Officer coverage made during the week the coverage is in effect.

II. Program Division Director:

- A. Review the On-Call Duty Logs submitted by the On-Call Duty Officer each week. The review will be of the hours worked and situations to which the On-Call Duty Officer responded to ensure they are consistent with the objectives of the program.
- B. Notify the Program Secretary of any changes and/or updates to the on-call duty schedule/calendar.
- C. Annually conduct a meeting, between October 15th and December 1st, of all On-Call Duty Officers for the purpose of creating the on-call duty schedule/calendar for the following year and discuss any program changes.
- D. May make a department-wide request prior to the meeting, soliciting the interest of any eligible officers who may wish to participate in the program.
- E. Will have the responsibility, as delegated from and subject to the authority of the Chief Probation Officer, to establish all aspects of the program, including but not limited to:
 1. The selection criteria and the number of On-Call Duty Officers.
 2. Protocols for officers who wish to temporarily waive participation in the program.
 3. The seniority system used to prioritize the order in which officers may select on-call weeks.
 4. The process by which new SPOs/POIIIs are recruited into the program.
- F. Will maintain a "Probation Officer Voluntary Call Out List," and update it as needed throughout the year, at their discretion.

III. Program Secretary:

- A. Update and maintain the on-call duty schedule/calendar.
- B. Maintain the On-Call Duty Officer folder in Probation Tools.
- C. Receive and retain all On-Call Duty Officer Logs.

IV. Division Director/Supervising Probation Officer:

- A. Will approve the program participation of any officers under their command.
- B. Will receive the On-Call Duty Officer Log, approve the time worked, and ensure consistency between the log and EMACS submissions.
- C. Submit the approved duty log to the Program Division Director and Program Secretary.

Guidelines:

- A. Participation in the program is voluntary and requires a one-year commitment. An SPO/POIII may be granted a waiver to not participate for a designated amount of time without losing their seniority in the program at the discretion of the Program Division Director.
- B. The On-Call Duty Officer will be an armed officer, having experience in both the Juvenile and Adult Community Corrections Bureaus, at the level of SPO or POIII (who has passed probationary status).
- C. Volunteers will be sought from POIIIs and SPOs and assigned to a minimum 1-week period of on-call duties. If a sufficient number of volunteers are not secured, On-Call Duty Officers will be assigned by Administration.
- D. The On-Call Duty Officer shall be responsible for arranging the exchange of the county vehicle and their personal vehicle. The officer shall properly store the county vehicle at their residence. The county vehicle shall be stored off the street, in a driveway, carport, or garage. If the officer cannot properly store the county vehicle, they will not be eligible to participate in the On-Call Duty Officer Program. A waiver for participation may be requested and granted at the discretion of the Chief Probation Officer or their designee to allow the On-

Call Duty Officer to park the county vehicle in a secured lot within close proximity of the On-Call Duty Officer's home if they do not have the ability or access to store the county vehicle as outlined above.

- E. The On-Call Duty Officer will receive on-call pay as outlined in the current Memorandum of Understanding (MOU). Each On-Call Duty Officer will receive additional compensation for time "worked" during their scheduled period of on-call duty. Time "worked" includes phone calls, emails, completing CE entries, research, completing forms, using the on-call computer, and reporting to the office, a detention center, or field location. Time worked will be compensated in increments of fifteen (15) minutes for time actually worked. The officer will not receive on-call compensation once the employee begins their assigned work hours.
- F. The Chief Probation Officer has the final discretion and authority regarding On-Call Duty Officer criteria and assignments.

Inspections:

Refer to the Policy and Procedures Inspection Matrix.

References:

Probation MOU

Specialized Peace Officer Unit and Specialized Peace Officer Supervisory Unit MOU

Procedures:

Alternate Work Schedule

Use of County Vehicles

Policies:

Employee Responsibility

Relations with Other Agencies

Equipment Allowance

Issued by:


Michelle Scray Brown, Chief Probation Officer

10/19/20
Date

Original Issue Date: July 19, 2005

Revised: October 26, 2005

Revised: November 28, 2005

Revised: June 8, 2018

Revised: October 19, 2020

Attachment:

A – On-Call Duty Officer Log

B – On-Call Duty Officer Vehicle Log



ON-CALL DUTY OFFICER LOG

Officer's Name: Click here to enter text.		Scheduled On-Call Dates worked: Click here to enter a date. through Click here to enter a date.	
START TIME WORKED ON CASE	OFFENDER'S/ SUBJECT'S INFO	INQUIRING AGENCY	ACTION(S)
DATE: Click here to enter a date. TIME: Click here to enter text.	Name: Click here to enter text. DOB: Click here to enter text. PIN: Click here to enter text. <input type="checkbox"/> Pre-Trial	Click here to enter text.	TEAM CALLED OUT? <input type="checkbox"/> No <input type="checkbox"/> Yes (Click here to enter text.) POs Names: Click here to enter text. Click here to enter text.
DATE: Click here to enter a date. TIME: Click here to enter text.	Name: Click here to enter text. DOB: Click here to enter text. PIN: Click here to enter text. <input type="checkbox"/> Pre-Trial	Click here to enter text.	<input type="checkbox"/> CE Note Entered <input type="checkbox"/> Emailed SPO/PO/III <input type="checkbox"/> Hold Order Sent TEAM CALLED OUT? <input type="checkbox"/> No <input type="checkbox"/> Yes (Click here to enter text.) POs Names: Click here to enter text. Click here to enter text.
DATE: Click here to enter a date. TIME: Click here to enter text.	Name: Click here to enter text. DOB: Click here to enter text. PIN: Click here to enter text. <input type="checkbox"/> Pre-Trial	Click here to enter text.	<input type="checkbox"/> CE Note Entered <input type="checkbox"/> Emailed SPO/PO/III <input type="checkbox"/> Hold Order Sent TEAM CALLED OUT? <input type="checkbox"/> No <input type="checkbox"/> Yes (Click here to enter text.) POs Names: Click here to enter text. Click here to enter text.
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Approving Division Director (Print Name & Sign) _____ Date: _____

