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# **CALLS FOR SERVICE REDUCTION PLAN**

**OUTLINING MODIFIED RESPONSE TO CERTAIN  
CALLS FOR SERVICE (CFS)**

**EFFECTIVE:  
MARCH 18, 2024**



# Calls for Service (CFS) Reduction Plan

Beginning Monday, March 18, 2024, with the support of the Department of Emergency Communications, various police Calls for Service (CFS) will be evaluated more thoroughly to determine the appropriate police response or if any police response is necessary. The goal is to properly allocate patrol resources, maintain the proper number of available units, and reduce unnecessary police responses.

This document will outline the various calls for service that are affected by these changes, from how the call is received to how police respond.

The overall goal of this plan is to ensure that more officers are visible in your community. This plan focuses on calls that are assigned to our Patrol Bureau. The **Patrol Bureau** is comprised of three stations across the County—**West, Central, and South**—providing a 24-hour uniformed response to calls for service, routine and directed patrol activities, traffic enforcement, etc.

The Police Division has many sub-units and sections that will now carry the primary response responsibility for some of these calls. Other calls will be routed to other county resources. We aim to provide the right size response to our community based on the call type.

Please be assured that we will continue to respond to all emergency calls.

We hope this document will guide you on some of the changes and educate you on other resources available throughout the Division and the County of Henrico.

## Abandoned Vehicles/Recovered Bicycles

**Community Services** provides Community Policing and Crime Prevention measures throughout the County. This unit is comprised of **community officers** assigned to specific areas across the County focused on building relationships with our community members and community partners, and addressing quality of life issues.

- Communications Officers will obtain relevant information and assign Community Policing to follow up on Abandon Vehicles and Recovered Bicycles.

## Animal Calls

The **Animal Protection Unit (APU)** enforces state and county codes about wildlife and domestic animals. Officers receive additional specialized training through the state to hold this position within the Division. When no animal protection officers are available, patrol officers respond to animal calls. Low-priority animal calls and calls for advice, which an Animal Protection Officer better handles, will be placed and left pending until an APO is available.

Patrol Officers will continue to respond between the hours of 11 p.m. to 7 a.m. for:

- An animal attacks another animal or person.
- An injured animal.
- There is an allegation of active animal cruelty.

## Service Calls

To prevent unnecessary confrontations or contact with citizens where there is no legal authority for police to be present or a violation of law, the response to some service calls has been re-evaluated. No change has been made for calls where Officers respond to provide life-saving measures and render aid.

Service Calls where the response has changed will result in dispatchers asking clarifying questions:

- **Welfare checks**- without additional facts, an immediate response will be low priority.
  - Homeless individuals who appear to be okay.
  - Someone is *walking* in the median.
  - The complainant can check on the person they are concerned for but refuses to.
  - There are no medical issues or immediate need for officer intervention.
- **Loud Party/Noise** - Calls where there is not a clear violation of County Code Sections 10-67 and 10-68 ( <https://henrico.us/government/municipalcode/> ) will be triaged by Communications Officers through use of the non-emergency number 804-501-5000.

- Example: complaints of loud noise from children running through apartment complexes or hallways or where there are complaints of loud walkers in apartments.
- **Panhandlers**—Patrol officers will respond to panhandlers if they are violating the law by trespassing, being disorderly, or causing a hazard in the roadway.
  - [Virginia State Code 46.2-928](#) – Pedestrians not to use roadway except when necessary; keeping to left.
 

*Pedestrians shall not use the roadways for travel, except when necessary to do so because of the absence of sidewalks which are reasonably suitable and passable for their use. If they walk on the hard surface, or the main travelled portion of the roadway, they shall keep to the extreme left side or edge thereof, or where the shoulders of the highway are of sufficient width to permit, they may walk on either shoulder thereof.*

## Medical Emergencies

Henrico Police have been responding to specific medical calls along with Henrico Fire. These calls will now be more thoroughly screened through the Department of Emergency Communications to determine the appropriate police response, if any.

These calls will require additional screening:

- Medical calls where there is a history of medical issues or otherwise no immediate need for officers.
- Complaints against nursing staff at a facility where there is **no criminal allegation**.
  - Example: Patient complaining about food or temperature
- For service calls where alcohol or *legal* drugs are present, but the patient is not violent, or there is no other hazard for Henrico Fire.
  - Example: An older man requests an ambulance to an area hotel. Police may respond with Henrico Fire, who will be dispatched regardless, determines if a police response is necessary.

Officers will continue to be dispatched for:

- Reports of life-threatening crimes in progress
- Patrol will continue to respond with fire/EMS when:
  - To stabilize a scene of a medical or fire services emergency (including personal injury accidents) and can render first aid or other life-saving assistance **prior to** arrival of emergency medical services.
  - Fire is reportedly endangering the safety of any person or requires the immediate presence of a police officer for crowd, traffic, or similar control functions **before** Division of Fire personnel can initiate fire management and control.

## Shoplifting

Patrol officers will continue to respond to active (in-progress) shoplifting calls.

Not all shoplifting calls will require a patrol response. Some of the reports on shoplifting can be made through our Telephone Reporting Unit (TRU). The Henrico Police Telephone Reporting Unit is available at 804-501-4810.

Examples of shoplifting calls more efficiently handled by TRU are:

- The victim does not wish to prosecute but only needs a report for insurance.
- The victim does not have any evidence that needs to be collected (video)

If the offense occurred earlier, the suspect is gone, and there is no physical evidence needing the immediate attention of an officer, the victim will be advised to call back when all evidence is gathered, and at that time, an officer will respond.

## Marijuana Use

Due to current state laws, calls alleging marijuana use in a residential building will be referred to Crime Stoppers.

- Complaints, where someone reports the **past** sale of drugs/marijuana at a residence, will also be sent to Crime Stoppers and our Criminal Intelligence Unit for further investigative assignment.
- These reports can also be filed on the self-reporting portal in the future.

Officers will continue to respond to complaints of active (currently occurring) drug transactions.

## Juvenile Problems

Citizens have many resources available within the County to address juvenile problems; based on the information provided to Communications, community members may be referred to contact their student's school counselor, school resource officer, Juvenile and Domestic Court Clerk, or Mental Health.

Patrol officers may not be the best choice for interactions where no criminal violation is involved. Examples:

- Citizens need assistance parenting.
- Complaints of truancy.

- Request for officers to “scare” their children or speak to them about the consequences of their actions.
- Juveniles are riding bikes in the street or playing unless children impede traffic.
- Complaints of “knock and run”.

## Reporting Services

A self-reporting portal for citizens to easily file reports online is in progress. This system will allow citizens to provide information without the physical assistance of a Police Officer, Police Specialist, or Call Management Officer. More information and roll-out dates for this system will be provided later.

Currently, community members may contact our Telephone Reporting Unit (TRU) for reports to be taken over the phone. TRU may be reached at 804-501-4810.

Please visit: <https://henrico.us/police/contacting-henrico-police/> for additional ways to contact us.