


Memphis Police Department Policy Manual		
Effective Date April 18, 2023		MPD.P&P.01-030 Commanding Officer Notification
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Signature: CJD		Date Signed: April 18, 2023

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**1. PURPOSE**

The directive standardizes the process for employees to report significant incidents that occur during their tour of duty.

**2. POLICY**

The officer and supervisors of the Memphis Police Department (MPD) will use the chain of command to inform their immediate supervisor about a critical incident in a timely manner.

**3. RESPONSIBILITIES**

- 3.1 Officers must notify their immediate supervisor in each of the situations listed in section 4.1. of this directive. The employee's immediate supervisors must go to incident scenes in all the situations listed in section 4.2, and any other situation that requires supervisory direction and oversight.
- 3.2 It's the officer's responsibility to notify his or her immediate supervisor and/or request their presence when a situation occurs that is specified in section 4.1 and 4.2. of this directive.
- 3.3 The officer's immediate supervisors will respond to critical incident scenes and provide officers with the appropriate supervisory oversight. Lieutenants will communicate, via police radio or telephone, information about critical incidents to their immediate supervisors in a timely manner.
- 3.4 All MPD commanders will contact their immediate supervisors, timely, to inform him or her about a significant/critical incident.



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- 3.5 The communications supervisor will contact the Night Duty Commander, via the police radio system or by cellphone to inform him/her of a critical incident (See Section 4.1.1 of this directive).
- 3.6 The communications manager or a designee will send a **“text message”** to the members of the MPD command staff to inform them about the occurrence of a significant event (see section 4.2.1 of this directive).
- 3.7 The communications manager or a designee will report significant events, to their immediate supervisor either in person or via telephone. Moreover, the communications manager or a designee will call the Assistant Chief of Administration to report the occurrence of a critical or significant incident (see section 4.3.3 of this directive).

#### 4. ACTION

##### 4.1 Notifying Supervisors

###### 4.1.1 An officer must notify a supervisor when:

1. An officer discharges his or her firearm;
2. An officer is physically assaulted;
3. An officer is physically injured either inadvertently or by a suspect;
4. A suspect sustains a critical injury during apprehension or while in MPD custody;
5. An officer transports a stranded person in a police vehicle;
6. Investigating accidents involving hazardous materials;
7. Investigating accidents involving fatalities or critical injuries;
8. An Impact Delivery System (IDS) is used; a Response to Resistance form must be completed by the officer and signed by the responding supervisor by the end of their shift;
9. Pepper Spray is discharged; a Response to Resistance form must be completed by the officer and signed by the supervisor who was called to the scene of the incident before the end of the shift;
10. A Conducted Energy Weapon (CEW) is deployed;
11. Information is received concerning officer misconduct;
12. A vehicle pursuit is initiated;
13. Responding to an incident involving kidnapping, hostage, barricaded person, and suicide;
14. Responding to an incident involving a bomb threat or a sniper;
15. It is necessary to evacuate a building;



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16. It is necessary to notify the station supervisor in the jurisdiction of where a warrant will be executed;
17. An officer or other department employee is injured on or off duty;
18. It is necessary to make a death notification;
19. An incident occurs that is likely to generate news media coverage;
20. It is necessary for an officer to leave the city limits;
21. Handling a call involving a severely or critically injured person;
22. It is necessary for an officer to remove his or her patrol rifle or shotgun from its secured rack in the patrol vehicle for a non-administrative purpose;
23. A suspect resists arrest;
24. Affecting felony arrests;
25. A citizen requests the presence of a supervisor;
26. A department employee or officer from any jurisdiction is involved in any matter requiring police intervention;
27. An officer plans to place a hold on a vehicle;
28. An officer wants to impound a government vehicle;
29. Handling traffic accidents involving employees of the department or city government;
30. Responding to a call involving an active shooter incident;
31. An officer observes a protest or demonstration within the city limits;
32. An officer has a priority report involving a missing person;
33. Investigating incidents involving law enforcement officers, elected officials and high-profile individuals;
34. Any of the following incidents involving the Memphis Area Transit Authority (MATA) bus and trolley systems, including:
  - a. Traffic accidents;
  - b. Investigating physical altercations at MATA stations or on vehicles, and
  - c. Damage to MATA trolley tracks and/or high voltage wires associated with the overhead Catenary system if they cause a road or general hazard.



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#### 4.2 Supervisors' Responses

- 4.2.1 When a critical incident occurs during a responding officer's tour of duty, he or she will notify his or her immediate supervisor about the incident in a timely manner.
- 4.2.2 The supervisor must acknowledge, via the radio, receiving the call and give the dispatcher an estimated time of arrival to the scene.
- 4.2.3 A supervisor's presence is required, but not limited to, the following situations:
  1. An officer requests a supervisor;
  2. A citizen requests a supervisor;
  3. An officer is arrested or could potentially be arrested;
  4. An officer is involved in a situation with friends or family that required police action;
  5. A combative person is taken into custody;
  6. An officer is physically assaulted;
  7. An officer is physically injured either inadvertently or by a suspect;
  8. A person suffering from mental illness is taken into custody;
  9. A person with physical disabilities is taken into custody;
  10. Accidents involving critical injuries and/or fatalities;
  11. Traffic accidents involving employees of the department or city government;
  12. Officer in distress calls, emergency help calls;
  13. An officer responding to terroristic activity, hazardous events, civil disorders, riots, barricaded suspects, snipers, hostages, suicide threats and multiple alarm fires;
  14. An officer responding to homicides, deaths of questionable cause, serious injury, or major property loss;
  15. An officer uses any force to affect an arrest;
  16. Any incident arising from the activation of a bank alarm;
  17. A person who claims exemption from arrest for any reason. Likewise, if the individual is a member of the General Assembly, the volunteer forces, a poll official, a diplomat, or an elected official;
  18. An officer or other department employee is injured;
  19. An officer executes a search warrant with a forcible entry;



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20. A robbery or burglary in process call;
21. An officer responds to a call involving an active shooter;
22. Any of the following incidents involving (MATA):
  - a. Traffic accidents.
  - b. Damage to MATA trolley tracks and/or high voltage wires associated with the overhead Catenary system if they cause a road or general hazard.

#### **4.3 Notifying Executive Command Staff**

- 4.3.1 The Chief of Police must receive critical information in a timely manner; therefore, employees will use the chain of command to report all significant incidents.
- 4.3.2 After determining that a critical or significant incident has occurred, supervisors will obtain pertinent information and notify his or her immediate supervisor in a timely manner.
- 4.3.3 Colonels, Lieutenant Colonels, Majors, (Night Commanders) will respond to critical incident scenes to gather pertinent information, to assess each situation, and to manage the law enforcement response. Moreover, the responding commander will contact his or her immediate supervisor, timely, to inform him or her about a significant incident and the actions taken to manage the incident (to include but not limited to):
  1. An officer involved shooting;
  2. An officer is shot at;
  3. Instances where a current officer or retired officer is seriously or critically injured;
  4. The death of a current or retired officer or a city employee;
  5. Major accidents involving department or city owned vehicles;
  6. Use of force incidents where a suspect is injured seriously or critically;
  7. The arrest of a MPD or another city employee;
  8. Resisting arrests resulting in a serious/critical injury (requiring admittance to a medical facility);
  9. A suspect is seriously or critically injured while under MPD's control, regardless of the source of the injury;
  10. Any law enforcement officers, or employees are arrested or there is potential for an arrest;
  11. Hostage situations;
  12. Homicides, deaths of questionable cause, serious injury, or major property loss;
  13. Incidents involving law enforcement officers, elected officials, or high-profile individuals;



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14. Large scale or unusual occurrences, such as natural disasters, civil disturbances/riots, verified bomb threats, multiple alarm fires, terroristic activity, etc.;
15. Serious or critical injuries resulting from police action;
16. Vehicle pursuits involving units from other jurisdictions;
17. All complaints of serious misconduct by officers on or off duty, or when an officer is relieved of duty;
18. Other agencies request the support of MPD equipment or personnel;
19. "Off Duty" personnel requested, including Harbor Patrol, Canine Unit, and "on duty or off duty" Hostage situations/TACT callouts;
20. City Watch for missing persons (Notify Commander of Investigative Services during regular hours and Night Duty Lt. Colonel after hours);
21. Any situation that may generate media attention, and
22. Any other incidents where the Commanding Officer or Senior Dispatcher deems it important to notify the appropriate Colonel, Lt. Colonel, or Night Duty Lt. Colonel.

NOTE: An initial group text notification may be sent with general information; however, the employee is still required to notify their immediate supervisor verbally either in person or by phone. The telephone number to the Senior Dispatcher's Station is 901-543-2710.

#### **4.4 Night Duty Commander Notification and Reporting**

- 4.4.1 The 911 Communication manager or a designee will notify the Night Commander timely when critical events occur by using the police radio or by cellphone.
- 4.4.2 The Night Duty Commander(s) will respond to the critical incident scenes to oversee the management of the incident.
- 4.4.3 The Night Duty Commander(s) will make timely notification to the appropriate supervisors through the chain of command as required in section 4.2 of this directive.
- 4.4.4 The Night Duty Commander will prepare and submit a Night Duty Log to all commanders at the end of his/her shift.
- 4.4.5 The Night Duty Commander may give a statement to the media concerning the critical incident. However, only a homicide commander will make a media statement concerning death investigations. Moreover, the agency will defer comments to the Tennessee Bureau of Investigation when an MPD officer is involved in a shooting incident.

#### **4.5 Notifying Inspectional Services**

- 4.5.1 The Inspectional Services Bureau (ISB) should be notified in the following situations:
  1. An officer's firearm discharges on or off duty;



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2. An officer is shot at;
3. An officer or suspect is injured during an arrest;
4. Resisting arrest incidents that result in serious or critical injury. ISB will determine if making the scene on critical injuries that require admittance to a medical facility is necessary;
5. A suspect is seriously or critically injured while under MPD's control, regardless of the source of the injury,
6. An MPD employee is arrested, and
7. All complaints of serious misconduct by officers on or off duty, or when an officer is relieved of duty in instances where the Colonel/Lt. Colonel deems an immediate investigation is necessary.

NOTE: All initial notifications must be made via the MPD Communications Supervisor.

#### **4.6 Notifying Chief of Police**

- 4.6.1 The affected Deputy Chief will notify his or her immediate supervisor about a critical or significant incident. The appropriate Assistant Chief will inform the Chief of Police about the significant incident to include but not limited to the following:
  1. Any situation that may generate media attention (e.g., critical or a high-profile event) regardless of whether the media responds to the scene of the incident;
  2. A law enforcement officer or a city employee is arrested or there is the potential for an arrest;
  3. A MPD officer handles any situation involving an elected official;
  4. A MPD officer is the subject of a high-profile investigation, or he or she is potentially involved in a high-profile criminal case;
  5. A law enforcement officer or a city employee is seriously injured in the line of duty, and
  6. A MPD officer or a city employee commits an egregious internal policy violation, or he or she is sued in his or her personal capacity.

#### **5. DEFINITIONS**

- 5.1 Impact Delivery System (IDS) – Sage SL-6 Multi-role 37mm Launcher and 40mm Double Duce chemical and impact rounds.
- 5.2 Conducted Energy Weapons (CEW) – The electronic control device is a less lethal, hand-held device that discharges an electronic current to override a subject's central nervous system causing temporary incapacitation (probe mode) or discomfort (stun mode).

#### **6. CANCELLATIONS**

This policy should be reviewed at least every 3 years for updated information.



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7. **REFERENCES**
8. **SIGNIFICANT CHANGES**
9. **APPENDIX**