

43.3 Law Enforcement Response

OPERATIONS

STANDARD 43.3 **The agency will ensure that law enforcement response is available 24 hours a day, seven days a week and includes telephone access for calls for service within the jurisdiction.**

Commentary: The public should be provided with police emergency services 24 hours a day. These services may be provided through arrangement with a nearby agency if the agency itself cannot provide this coverage. The public should be able to contact a law enforcement agency at any time and receive immediate response to emergency situations.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the agency which could also be acceptable.

1. Agency duty roster specifying coverage for calls for service during times other than normal working hours is available for review.
2. If an agency does not provide 24-hour coverage, documentation specifying how it provides coverage in emergency and off hour situations is available for review.
3. If another agency is involved in providing 24-hour coverage, relevant documentation (e.g. contractual agreements) is provided. Contact with the other agency should be made to verify the performance of this function.