

# MEMORANDUM

LOUISVILLE METRO POLICE DEPARTMENT

GREG FISCHER  
MAYOR

STEVE CONRAD  
CHIEF OF POLICE

**TO: All Personnel**

**FROM: Steve Conrad**  
**Chief of Police**



**DATE: April 14, 2020**

**RE: State of Emergency—Calls for Service Response—Revised**  
**Special Order #20-004**

It has become necessary to limit our in-person response to many non-critical calls for service in an attempt to reduce the number of situations which could increase the risk of exposure to the current COVID-19 outbreak, both for our personnel and the public.

Effective March 16, 2020 at 1900 hours, we modified our responses to no longer respond to most non-violent criminal incidents requiring a police report. These calls are now sent to the LMPD Service Center, where a telephone report may be filed. Persons involved in non-injury traffic collisions, including hit-and-run collisions, are now provided information from the call takers on how to obtain and complete the Kentucky Civilian Traffic Accident Reporting form online. Additionally, we ceased responding to some low-level calls for service where no one is in imminent danger.

As the COVID-19 pandemic proves to be a long-term event, we are continually evaluating the situation and our responses based on both our staffing and the needs of our community. Fortunately, LMPD's ability to adequately staff our patrol divisions has been largely unaffected to this point, due to the protective measures in use. Because of our stable staffing, concerns we have heard from the community, and some situations where criminals are taking advantage of the pandemic, we are modifying this Special Order. Officers will now respond to burglar alarms, which we believe pose limited risk to officers of exposure and act as a deterrent to criminal activity. Should we become unable to adequately staff the patrol platoons with our existing resources, this modification may be rescinded.

All crimes reported during this period will continue to be investigated in the same manner as before. These changes are part of our Emergency Response Plan

(ERP) and the attached document details the specific changes we have implemented. We are operating under Calls for Service Limitations Plan B. Plan B has been modified to allow for response to burglar alarms.

These changes continue to provide our community with a high level of service while protecting the safety of our members and the public. Thank you all for your courage and dedication during this challenging time.

All members having computer access are responsible for reading, understanding, and acknowledging receipt of this Special Order, using the PowerDMS Document Management System. Members without computer access will continue to sign an accountability roster, as they have in the past.

All commanding officers will ensure their personnel are made aware of this information.

This Special Order will be posted in each division, section, or unit for a period of ten (10) days. Please refer any questions through the appropriate chain of command.

EMERGENCY  
RESPONSE PLAN



# CALLS FOR SERVICE LIMITATIONS

## 5

### I. CALLS FOR SERVICE LIMITATIONS

Limitation of calls for service may be initiated for a variety of reasons, including, but not limited to, severe weather, personnel shortages, or unexpected incidents or disasters. The Patrol Bureau Commander, or his/her designee, may implement one of the following plans to limit calls for service when needed. These limitations will apply only to non-incident related calls for service and calls which do not pose a risk to human health or safety.

Whenever there is a limitation imposed on calls for service, MetroSafe call-takers will inform the citizen the reason for the limitation and what further steps the citizen might take (e.g. calling at a later date, reporting the crime to the Louisville Metro Police Department (LMPD) Service Center, picking up state accident forms at the nearest division, or filing a report through the online reporting system).

CALLS FOR SERVICE LIMITATIONS	PLAN A	PLAN B	PLAN C
Theft (any amount)	LMPD SC	LMPD SC	LMPD SC
Non-injury Accident	State Forms	State Forms	State Forms
Hit and Run Accident – (non-injury)	State Forms	State Forms	State Forms
Criminal Mischief (any amount)	LMPD SC	LMPD SC	LMPD SC
Loitering	X	X	X
Trespass	X	X	X
Burglar Alarms	X	X	X
Burglary 3 <sup>rd</sup> & 2 <sup>nd</sup> Degree with no items stolen, no suspects, and no other associated crimes	Dispatch	LMPD SC	LMPD SC

<b>CALLS FOR SERVICE LIMITATIONS</b>	<b>PLAN A</b>	<b>PLAN B</b>	<b>PLAN C</b>
Disorderly Person	Dispatch	X	X
Drinking in Public	X	X	X
Intoxicated Person	X	X	X
Attempt to Locate/Notify	Dispatch	X	X
Check on the Welfare	Dispatch	Dispatch	X
Loud Music/Noise Complaints	X	X	X
Found Property	Administrative clerk	Administrative clerk	Administrative clerk
Missing Person (not a juvenile, elderly, or handicapped, and where suspicious or extraordinary circumstances do not exist)	LMPD SC	LMPD SC	LMPD SC
Annoying or Obscene Phone Calls	X	X	X
Reckless Driving	X	X	X
Neighborhood Complaints	Dispatch	X	X
Illegal Parking	X	X	X
Handle Traffic	X	X	X
Speeding	X	X	X

**Legend:**

LMPD SC – Calls will be sent to the LMPD Service Center.

State Forms – Citizens will be advised to visit the following link to file a civilian traffic collision report: <https://kentuckystatepolice.org/civilian-collision-reports/>

Dispatch – Officers will be dispatched.

X – No officer will be dispatched.

Administrative clerk – Citizen will be asked to come to a division facility, if possible.