



Peoria Police Department Policy and Procedure Manual

Policy 1.06 Interagency Relationship and Referral



I. POLICY

It is the policy of the Peoria Police Department to establish and maintain effective channels of communication with other law enforcement and service-providing agencies as a means of providing the appropriate level of service to its citizens and other individuals encountered who are in need of assistance. This includes referral to an agency or agencies that is/are best suited to meet their needs. (1.1.3) (55.1.3.d)

II. PROCEDURE

- A. The Peoria Police Department will provide, whenever possible, up to date referral services to the citizens it serves. Peoria Police Department employees should make every effort to provide the information available on agencies providing support, assistance, and information whenever requested.
- B. Telephone Numbers
 1. Employees should utilize the various telephone directories available throughout the Peoria Police Department.
 - a. When it is necessary to contact other city departments for emergency assistance during non-duty hours, officers may do so through the Communications Section.
 - b. The Communications Section will be responsible for maintaining a current list of persons to be contacted for emergency assistance in other city departments.
 - c. Information on responsible parties may be obtained by telephoning the Communications Section.
 - (1) The Communications Section will check their responsible party listings and any other sources available. If they are unable to locate a responsible party, a call will be placed to the Fire Department to check their files.
 - (2) If a responsible party is still unknown, Communications personnel will contact the business during normal business hours to obtain an updated Responsible Party (RP) listing.
 - d. The Communications Section will maintain a directory with the telephone number and address of all community referral agencies in the area (i.e. the Community Information and Referral Directory of Human Services). This directory will be replaced annually.
 2. Employees will obtain the appropriate referral agency information from Communications and provide the referral information to citizens in need of the following services: (55.2.3.a)
 - a. Aid to Destitute Persons
 - b. Chemical Dependency
 - c. Family Counseling and Mental Health Assistance
 - d. Legal Advice - Employees will not provide legal advice on civil problems but should refer the individual to the appropriate sources
 - e. Miscellaneous - Adult Protective Services, Community Information and Referral, Peoria Code Enforcement Section, etc.
 - f. Youth Services

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- g. Victim Assistance
- 3. Citizens who need additional information and referral services can be referred to the Community Services Supervisor/Victim Assistance for additional resources and support.
- 4. Traffic Safety (61.3.7): In addition to the Peoria Police Department's normal traffic enforcement/accident investigation activities, the Traffic Services Section shall participate with local outside agencies involved in transportation system management and planning, and private groups concerned with traffic safety. Information, education and training activities include:
 - a. Student's Against Destructive Decisions (SADD)
 - b. Mother's Against Drunk Drivers (MADD)
 - c. Archangel Foundation
 - d. State Drug Recognition Expert (DRE) Steering Committee
 - e. State Driving Under the Influence (DUI) Task Force
 - f. City of Peoria Traffic Control Committee
 - g. Arizona Department of Transportation (ADOT).
 - h. Arizona Peace Officers Standards and Training Board (AZPOST).

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