

Communications - Police Priorities

Who Determines

The 911 operator will determine the priority of the call. The information provided below is for education purposes only.

PRIORITY 0-Immediate Emergency

These are calls where the immediate presence of the police is essential to save life, prevent serious injury, or to arrest a violent felon. These calls may require an immediate response from any available unit regardless of assignment. These calls include:

- Violent felonies in progress, or other crimes in progress that may result in serious injury or major property damages.
 - Help calls for police officers.
 - Catastrophes where there may be loss of life or major property loss:
 - Rioting and looting
 - Fires and explosions
 - Severe storms and floods
 - Any imminent threat to life or great danger of serious injury or major property damage
 - Any incident which, in the opinion of the 911 operators, demands an immediate police response, such as snipers, threat of an explosive device or chemical leak, or other hazardous materials.
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PRIORITY 2-Expedited Response

Calls where the immediate presence of the police may save life, prevent serious injury, prevent major property loss, or lead to the arrest of a felon. These calls require the presence of the police, but do not meet the criteria of priority 0. These calls require an immediate response from any available unit, from the affected zone. These calls include:

- Any serious injury where an officer can render immediate aid
 - Any crime in progress that is a non-violent felony.
 - Any major traffic congestion on main arteries/roads
 - Any recent felony or violent crime where the probability exists that a suspect may be apprehended.
 - Any incident which, in the opinion of the 911 operator, demands an immediate police response, such as silent holdup alarm, robbery (not in progress).
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Communications - Police Priorities, Continued

PRIORITY 3- Routine Response

These calls require the presence of the police but do not meet the criteria for priority 2 (10 minute response).

- Any active incident that does not represent a significant threat to life or property, such as a minor domestic dispute, fights when no weapon is involved, etc.
 - Any traffic accident that involves property damage to public vehicles or property.
 - Any inactive crime scene where evidence may be lost or destroyed or where witnesses might leave before they can be interviewed.
 - Any incident which, in the opinion of the 911 operator, demands a 15 minute response, such as an audible alarm.
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PRIORITY 4- Non- Emergency Response

Those calls that require the presence of police but time is not critical (50 minute response).

- Any non-active felony, misdemeanor or other incident that does not require immediate investigation, such as a property crime that was not recently committed or information for an officer.
 - Any motor vehicle accident that involves property damage, but does not represent a significant hazard to the free flow of traffic.
 - Any incident that involves non-criminal incidents, such as parking violations, traffic services, or loud noise.
 - Any administrative or officer-initiated service detail including transportation, routine vehicle maintenance.
 - Any other incident that is not active and cannot, because of its nature, be transferred to an outside agency or to teleserve for handling by telephone.
 - Any call where property has been recovered by a citizen.
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PRIORITY 5- Teleserve Calls

These calls can be handled by telephone: most larcenies, larceny from auto, larceny of auto accessories, lost of stolen checks and credit cards, lost property; abandoned vehicles; harassing, obscene, threatening phone calls; indecent exposures where the suspect is not on the scene and the time lapse is over one hour; vandalism and supplemental reports (example: additional stolen property).

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Communications - Police Priorities, Continued

PRIORITY 6- Referrals and Court Calls

Calls which do not require police presence when the matter is:

- Clearly civil in nature; merely requesting information or one in which the caller seeks counseling.
 - A chronic nonviolent domestic situation.
 - Housing, health and sanitation complaints which are not of an emergency nature.
 - Court calls and administrative details.
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