

# SPRINGFIELD POLICE DEPARTMENT

## Standard Operating Guideline

<b>Effective Date:</b> 10/06/2015	<b>Supersedes Policy Dated:</b> 10/15/2014	<b>Rescinds:</b>	<b>SOG Number:</b>
<b>Accreditation Index:</b> 41.2.1, 81.2.4			<b>301.3</b>
<b>Part Title:</b> Support Services		<b>Chapter Title:</b> Communications	
<b>Chief of Police:</b>			

### Prioritization of Calls for Service

#### I Policy

All requests for service that require a response from the police department shall be assigned a priority. Responses to requests for service shall be to the highest priority calls first.

#### II Definitions

#### III Procedure

1 ESTABLISHING PRIORITY - Priority of a call shall be established by using the following general guidelines: (CALEA 41.2.1)

1.1 Priority 1 - A life threatening situation or where serious injuries are believed to exist and immediate police response is necessary. (Police field supervisors will be notified of pending priority 1 calls for service.) [REDACTED]

[REDACTED] <sup>1</sup> (CALEA 81.2.4(a))

1.1.1 Abductions (just occurred or life threatening)

1.1.2 Assaults (life threatening)

1.1.3 Domestic Disturbances (life threatening)

1.1.4 Rapes (in progress)

1.1.5 Robbery (life threatening)

1.1.6 Subject Pursuit

1.1.7 Tornado Warnings

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<sup>1</sup> Section 1.1 revised, part of the section marked for redaction, per Policy Change Order 15-056.

## **SOG 301.3**

### Prioritization of Calls for Service

Effective Date: 10/06/2015

- 1.1.8 Roll Call
  - 1.1.9 As approved by the Shift Supervisor
  - 1.1.10 As approved by the Field Supervisor
  - 1.2 Priority 2 - A crime in-progress or having just occurred, where there is no known threat to life or serious injury. Requires immediate police response for apprehension of suspects or timely gathering of evidence. (Police field supervisors will be notified of pending priority 2 calls for service.) (CALEA 81.2.4(a))
  - 1.3 Priority 3 - A past criminal or non-criminal situation requiring citizen contact. Immediate police response is not required for apprehension of suspects or timely gathering of evidence.
  - 1.4 Priority 4 - A past criminal or non-criminal situation that may not require citizen contact. (i.e.: barking dogs, noise disturbances, past attempted burglaries, found property, follow up, etc.) Priority 4 calls may be held for the beat officer.
  - 1.5 Priority 5 - Deferred response. (i.e.: Traffic Services Officers, Signal Electrician)
  - 1.6 Priority 6 – Special Assignment.
  - 1.7 Priority 7 - Traffic Stops
  - 1.8 Priority 8 - Administrative (Meals, Breaks, Court, etc)
  - 1.9 Priority 9 - Traffic Enforcement
- 2 ASSIGNMENT OF PRIORITY
- 2.1 The police department shall assign a priority to each type of call identified by the police department and the communications department.
  - 2.2 The priority shall be attached to the call type through the Computer Aided Dispatch System causing the priority of a call to be automatically assigned to the call.
- 3 USE OF AUTOMATIC VEHICLE LOCATOR (AVL) CAPABILITIES
- 3.1 The AVL system is designed to recommend the closest in-service unit(s) to a call within an assigned zone.
    - 3.1.1 In all priority 1 calls for service, units shall be dispatched based upon the available unit that is closest to a call, regardless of beat or zone boundaries.
      - 3.1.1(a) Since AVL only recommends units assigned to the zone the call is located in, the dispatcher shall determine manually if there are any closer units in the adjoining zone. This may require the dispatcher to ask the other dispatchers if they have a unit close to the call.

## **SOG 301.3**

### Prioritization of Calls for Service

Effective Date: 10/06/2015

- 3.1.2 In all priority 2 calls for service, units shall be dispatched based upon the available unit that is closest to a call, regardless of beat boundaries, within a zone.
- 3.1.3 Calls for service of a priority 3, or below, shall be dispatched to the closest unit assigned to the beat in which the call for service is located, a relief driver or a K-9 Unit.

## **4 CHANGING DISPATCHING PROCEDURES**

- 4.1 A particular call for service may be upgraded or downgraded at any time due to circumstances that are revealed that may change the need for normal response to the type of call received. Upgrading or downgrading the priority for a call for service is at the option of Communications personnel, Tel-Com personnel and officers responding to the call.
- 4.2 A call type may have its priority changed at any time by direction of the Chief of Police.
- 4.3 Any changes to the CAD system which modifies logging of events, how they are dispatched, or what priority they receive shall be communicated in writing to the Research and Development Unit Supervisor by the initiating Bureau Commander. Examples include, but are not limited to:
  - 4.3.1 New prioritization of calls;
  - 4.3.2 New Event Types;
  - 4.3.3 New definitions to existing Event Types;
  - 4.3.4 Changes in the procedures for dispatching Events.

## **IV Attachments**