

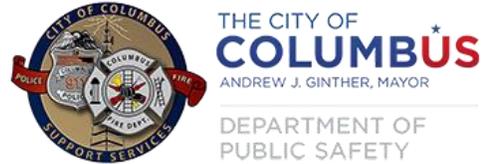
# EMERGENCY COMMUNICATIONS CENTER

## DIVISION OF SUPPORT SERVICES

Monday, July 12, 2021

Administrator Kenneth Coontz Jr.

### Call Prioritization and Dispatch Goals



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#### CALL PRIORITIZATION

The Division of Police utilizes a priority dispatching system based on the principles of differential police response. Emergency calls demand fast effective action of police officers and 911 Emergency Dispatchers (911 EDs). Therefore, they have the highest priority for dispatching. Non-emergency calls are classified appropriately and given a lower priority for dispatching. As such, each ten code is given a Dispatching Priority number which is associated with the seriousness of the incident and the Emergency Communications Center's (ECC) goal for getting it dispatched.

#### ECC PRIORITY SYSTEM AND DISPATCH GOALS

**PRIORITY 1:** These incidents are to be dispatched immediately to any available units on the involved precinct or on any adjoining precinct or any available units in the immediate vicinity of the incident. Under normal circumstances, two or more officers will be dispatched. However, if two officers are not available and comments on the incident indicate a present or imminent threat to a citizen's safety, the first available officer will be dispatched directly to the scene. If no units are available on the involved precinct, or adjoining precinct, the 911 ED will immediately notify the precinct or nearest available Sergeant. The Sergeant will personally respond, redirect units that may be on a lower priority run to respond, or will advise the 911 ED to pull units from non-adjoining precincts.

Priority 1 incidents are: crimes in progress involving life-threatening circumstances and situations that produce or are likely to produce serious bodily injury or death to any person.

**PRIORITY 2:** These incidents are to be dispatched immediately to any available units on the involved or on any adjoining precinct or any available units in the immediate vicinity of the incident. If no units are available on the involved precinct or adjoining precinct, the 911 ED will immediately notify the precinct or nearest available Sergeant. The Sergeant will personally respond, redirect units that may be on a lower priority run to respond, or will advise the 911 ED to pull units from non-adjoining precincts.

Priority 2 incidents are: felony crimes in progress or that have just occurred, incidents in progress that present the potential for injury or property damage/loss, situations where the suspect is still at the scene or in the area and will elude apprehension or create the potential for injury or property damage if the police do not arrive rapidly, incidents where an officer is needed to secure a scene or witnesses, and incidents where there is a need for crowd control or traffic control which, if not done immediately, would create the imminent potential for injury or property damage/loss.

**PRIORITY 3:** These incidents are to be dispatched within 30 minutes to any available units on the involved precinct. If an incident cannot be dispatched within 30 minutes, an attempt will be made to

contact the caller to advise them of the delay in response. This call back attempt will be made no later than 30 minutes after the dispatch goal expires.

Priority 3 incidents are: misdemeanors in progress or that have just occurred, reports of recent felony crimes, suspicious circumstances with no threat of injury, and incidents that do not require an officer immediately, but need investigation, mediation or intervention.

**PRIORITY 4:** These incidents are to be dispatched within 60 minutes to any available units on the involved precinct. If an incident cannot be dispatched within 60 minutes, an attempt will be made to contact the caller to advise them of the delay in response. This call back attempt will be made no later than 30 minutes after the dispatch goal expires.

Priority 4 incidents are: service related calls for an officer to respond that cannot be handled by telephone, misdemeanor reports when caller demands a cruiser, or when an officer needs to investigate the scene or interview witnesses, and requests for officers that do not require a quick response.

**PRIORITY 5:** These incidents are to be dispatched to the district unit before the end of the tour. If there is no district unit, the next appropriate unit will be dispatched on the incident.