

A. PURPOSE. To efficiently receive and process calls for service

B. GOALS

1. Provide differential response to requests for police services.
2. Gain concise knowledge of incidents in order to assign appropriate responses.

C. DEFINITIONS

1. *Automatic Resource Location (ARL)*. The system which allows a dispatcher to see a patrol cars location on their mapping screen. It also calculates the approximate time for recommended units to arrive on scene.
2. *CAD*. An acronym used to describe the Computer Aided Dispatch system.
3. *CYMBAL*. An acronym used to describe vehicles. It represents Color, Year, Make, Body style, and License.
4. *Fixed Recommendations*. CAD recommendations based on beat assignments and not the actual location of the patrol car.
5. *Preferred Recommendations*. CAD recommendations based on ARL information.
6. *Priorities*. The numeric value used to rank the severity of calls for service. In general the categories include:
 - a. 0 – Officer in Danger
 - b. 1 – Threat to Life, In Progress
 - c. 2 – Reserved to either upgrade or downgrade priorities 1 and 3
 - d. 3 – Threat to Property, In Progress
 - e. 4 – Threat to Life, Potential
 - f. 5 – Traffic Stop
 - g. 6 – Threat to Property, Potential

- h. 7 – Threat to Life, Delayed
- i. 8 – Reserved to either upgrade or downgrade priorities 7 and 9
- j. 9 – Threat to Property, Delayed

D. GENERAL CALL RECEIPT PROCEDURES. At the time a request for service is received via telephone by any department employee other than emergency communications operators (ECOs) or police interns; the caller shall be transferred to the communications unit via 9-1-1 for emergency requests and 3400 for non-emergency requests. Employees transferring calls to 9-1-1 will provide known information to the ECO prior to disconnecting. The ECO or intern shall obtain the below listed information.

1. Location: Where is the incident located? (i.e., address, intersection, business name, apt/suite, etc.)
 - a. ECOs shall follow the Kent County call intake procedure for all calls within Kent County.
 - b. Interns shall verify if the location is in the City of Grand Rapids. If not, advise the caller of the proper jurisdiction and transfer if no emergency exists. If an emergency exists, transfer the call via 9-1-1.
 - c. The date and time of the request will be auto-populated by CAD
2. Decision Points:
 - a. If the call taker has reason to believe, during initial contact, that an immediate patrol response is necessary, the call taker shall enter the CAD incident immediately. This process will be used for calls with priorities of 0–4. Directly after, the call taker shall complete the sequence of questions and record the information in the CAD incident.
 - b. Call takers receiving calls of crimes in progress shall attempt to keep callers on the line adding comments to the CAD incident as long as the caller can provide pertinent information or until officers secure the scene.
3. Incident Type:
 - a. What happened?

- b. Is medical help needed?
- c. What is the time delay, if any?
- d. Is the suspect still at the scene, or still in the area?
- e. Do you know the suspect(s) name?
- f. Can you identify the suspect(s)?
- g. Is there potential physical harm to any person at the scene?
- h. Is there a major traffic problem or hazard present?

4. Caller/Complainant:

- a. Request caller's full name and phone number.
- b. Attempt to identify the relationship between the caller and the incident.
- c. Request caller's location.
- d. Refused/Anonymous callers – all available information will be recorded in the CAD incident and comments will be inserted stating that the caller does not want to be identified.

E. CALL CLASSIFICATION. The call taker will query the complainant to determine answers to the questions outlined below. If the call taker has reason to believe that further interviewing of the reporting party may affect the delivery of medical aid or prevention of further harm, the call taker shall terminate the interview thus permitting the reporting party to attend to the victim or prevent further harm.

1. Personal Injury/Illness (no crime):

- a. Confirm an ambulance is needed at the scene.
- b. Identify any scene safety concerns.
- c. Connect to Medical Dispatch and enter the correct CAD incident for a Medical First Responder response.

- d. If the call is determined to be an ECHO response, a CAD incident will also be entered for a police response.

2. Crimes:

- a. Are any weapons involved?
- b. What kind of weapon(s)?
- c. Have shots been fired or has a weapon been used?
- d. Where is the weapon now?
- e. How is the person using the weapon? (i.e. pointing, carrying, etc.)
- f. Is the person(s) with the weapon(s) still there?
- g. Is anyone injured?
 - (1) What type of injuries?
 - (2) Number of persons injured?
- h. Are there any other hazards present? (electrical, chemical, explosive)
- i. How many people are involved?
- j. Where is the suspect(s) now?
- k. Description of suspect(s) and if they are violent.
- l. Direction and method of flight.
- m. Description of vehicle(s). (CYMBAL)
- n. If in-progress or just occurred, what property was taken and is any of it easily identified?
- o. Is there danger to any person that cannot normally function without assistance? (i.e., children, handicapped, elderly, etc.)

3. Traffic:

- a. Does anyone require medical attention?
- b. Is anyone trapped in a vehicle?
- c. Is there a chance of fire or explosion?
- d. Any other hazards present? (i.e. wires or poles down, leaking fuel)
- e. Did this occur on a public street?
- f. Can the vehicles be safely moved?
- g. Is the street blocked?
- h. How many vehicles are involved?
- i. Descriptions of involved vehicle(s). (CYMBAL)
- j. Are any of the drivers intoxicated?
- k. Is a driver attempting to flee the scene?

F. CALL PRIORITIZATION

1. The call taker will assign a dispatch priority to the call for service based on current CAD incident types. If necessary, the operator shall assign a higher or lower priority than the default value provided by CAD based on answers obtained during call intake.
2. A police unit should be dispatched within sixty (60) minutes, although a patrol unit will be dispatched immediately if available. If a police unit cannot be dispatched within sixty (60) minutes, then the Watch Commander shall be notified. Once notified, the Watch Commander shall take reasonable steps to free patrol units and alleviate the call backlog.
3. If necessary, the operator shall assign fewer or additional units to respond to calls for service than the default number of responding units provided by CAD based on answers obtained during call intake.
4. Patrol Supervisors shall be dispatched in accordance with the appropriate MOP. In addition, Patrol Supervisors shall be dispatched to the following calls for service:

- a. Personal injury crashes with the potential for life threatening injuries.
- b. Suspicious DOAs and DOAs as a result of overdose.
- c. Officer involved vehicle crashes.

G. DISPATCH PRIORITY ZERO – FOUR

1. The dispatcher shall select the preferred recommendations using automatic resource location (ARL) instead of a fixed recommendation to ensure the quickest response.
2. If a preferred recommendation is for a resource from a service area the dispatcher does not control; the dispatcher will notify their partner dispatcher that they are going to use the resource, provided that no calls of equal or higher priority are waiting.
3. If all patrol units are on, or en route to, previously assigned incidents, the dispatcher shall ascertain which of these units are on lesser priority incidents and reassign the nearest unit to the new incident.
4. A unit previously assigned a priority zero-four call may also be reassigned to the new incident if it can be determined that the imminent threat of their prior incident has passed and they are occupied with non-critical follow-up work.

H. DISPATCH PRIORITY FIVE – SIX

1. For call priorities five or six, the dispatcher may use either fixed or preferred recommendations.
2. If a preferred recommendation is for a resource from a service area the dispatcher does not control; the dispatcher will notify their partner dispatcher that they are going to use the resource, provided that no calls of equal or higher priority are waiting.

I. DISPATCH PRIORITY SEVEN – NINE

1. For call priorities seven through nine, the dispatcher may hold the call for an available unit from the service area or adjacent service area and then will use either fixed or preferred recommendations.

2. If a preferred recommendation is for a resource from a service area the dispatcher does not control; the dispatcher will notify their partner dispatcher that they are going to use the resource, provided that no calls of equal or higher priority are waiting.

J. TELEPHONE REPORTING

Telephone Reporting Procedure 4-6 shall be followed if the complainant is reporting an incident that qualifies for telephone reporting. However, the proper service area unit shall be dispatched if any of the below circumstances exist:

1. Caller demands a police unit be dispatched at the time of the call.
2. Physical evidence is present at the scene. A Crime Scene Technician shall be dispatched upon approval of the Watch Commander.
3. There is large loss or damage greater than \$1000.

K. ON-LINE REPORTING

On-line reports are intended to be used as an alternative for select types of reports when specific criteria are met:

- a. Suspect is unknown to victim;
 - (1) Gas drive-offs
 - (2) Harassing phone calls
 - (3) Theft
 - (4) Theft from a motor vehicle
 - (5) Vandalism
- b. Suspect is involved in a Retail Fraud 3rd and:
 - (1) Meets all of the following:
 - (a) Value is under \$200.00
 - (b) Suspect can be positively identified

- (c) Suspect is cooperative with loss prevention
 - (d) Suspect is 18 years of age or more
 - (e) No other crimes occurred during the theft or apprehension
- (2) Meets any one of the following:
- (a) Suspect is unknown (no leads)
 - (b) Merchant is making report for civil processes only
 - (c) Suspect no longer on scene and no other crimes occurred.

L. OFFICER NEEDS EMERGENCY ASSISTANCE

An officer's call for emergency assistance shall be assigned as a priority zero (0).

1. If CAD indicates that an officer's emergency button has been pressed on their MDC, the ECO shall attempt to contact the officer via the radio pursuant to MOP 4-1, *Radio Communications and Officer Response*.
2. If an officer communicates an emergency via the radio, (i.e "10-39") the ECO may activate the emergency tone and then broadcast the unit, emergency assistance needed, and location over both F1 and F3.
3. For emergency assistance requests via the radio, the ECO shall dispatch a medical unit to stage in the area until the scene is secure and the need for medical assistance is determined.