



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4701.80 **Date Issued:** August 1, 1998
Section: 4700 – Specific Procedures **Date Revised:** April 20, 2022

SUBJECT: CREATING FIRST PRIORITY CALLS FOR SERVICE

APPROVED: <signed copy on file>
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1.0 Definition

Policy No. 4420 (Prioritizing Calls for Service) describes first priority calls as those in which the physical well-being of a person is in jeopardy and defines first priority calls as incident types with the CAD priorities of 0, 1, or 2. The CAD system uses a 0-9 prioritization scale; 0 being the highest priority and 9 the lowest.

Examples would include but are not limited to: injury traffic accidents; suicide attempts; robberies; robbery alarms; crimes involving weapons; fights; burglaries to an occupied dwelling; domestic disputes; prowlers; large scale disasters; person down; violent 5150/EDP, etc.

2.0 Creating a CAD Incident

The call taker must first determine the location of the incident, nature of the incident (incident type), and time occurred prior to creating a CAD incident. The time occurred will determine what and how much information will be ascertained from the reporting party prior to the call-taker creating the CAD incident. Priority 0-2 calls should be created within 90 seconds.

For the purpose of this procedure, *in-progress* first priority calls are defined as any call which meets the above definition that is occurring at the time of the call with the suspect(s) present (at the scene of the crime) and as any call which meets the above definition and has occurred within the last ten (10) minutes and the suspect(s) have left the scene.

3.0 First priority calls

The call-taker will enter the location of the call and the correct incident type in the proper fields on the CAD incident entry form. The call-taker will determine what is/was being seen/heard, when it occurred, and if any type of weapons are involved. This information will be entered in the comments field of the CAD incident entry form with the appropriate notation: **NFI** (no further information), or **FTF** (further to follow). The call-taker will then initiate the incident (using the <F12> key) and continue to ascertain all pertinent information from the reporting party (RP) including the current activity, complete suspect(s) descriptions, method (foot or vehicle) and direction of travel, etc. As this information is being obtained from the RP, the call-taker will continue to update the CAD incident.

The narrative will be as brief and concise as possible, while including all necessary and pertinent information. The narrative will be arranged in a logical, easy to understand order using approved abbreviations as appropriate.

Example:

1525 HRS. MALE PUNCHED THE RP IN THE FACE, NEG WEAPONS, NEG MEDICAL NEEDED FOR RP, FTF. (<F12>)

The call-taker will then initiate the incident (using the <F12> key) and continue to ascertain additional information including complete suspect descriptions, method (foot or vehicle) and direction of travel, etc. As this information is being obtained from the RP, the call-taker will continue to update the CAD incident.

If, while continuing to question the RP, the call taker is provided with information that changes the incident type of the call, the call taker will change the incident type to the most accurate incident type.

In accordance with Policy No. 4412 (Call Processing of In-Progress Crimes with Injuries), reports of criminal first priority calls with injured persons at the crime scene will initially be processed as law enforcement incidents. The call-taker will initiate the associated Fire/EMS incident at the same time as the primary law incident.