



**COMMUNICATIONS OPERATIONS
LAW ENFORCEMENT POLICY**

Policy No. 4701.81	Date Issued: April 20, 2022
Section: 4700 – Specific Procedures	Date Revised:
SUBJECT: DISPATCHING FIRST PRIORITY CALLS FOR SERVICE	
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1.0 Definition

Policy No. 4420 (Prioritizing Calls for Service/Incident Priorities) 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 Dispatching First Priority Calls for Service

First priority calls for service will be assigned and broadcast without delay. Priority 0-2 calls should be dispatched within 30 seconds. The radio dispatcher will display the CAD incident dispatch form, assign the appropriate field unit(s) push <F12> to dispatch the call, and begin the radio dispatch process by following the standard dispatch format per Policy No. 4330 (Standard Dispatch Format).

- Unit ID (field unit radio identifier)
- Dispatch ID (Capitola, Watsonville, Santa Cruz, NetCom, Hollister)
- Nature of call, time occurred and brief description of the location (fight detail at Burger King on Soquel)

The radio dispatcher will then wait for the assigned unit(s) to acknowledge the transmission. As soon as the unit(s) acknowledge the transmission, the radio dispatcher will continue with the radio broadcast of the detail:

- Nature of the call (incident type)
- Time occurred
- Common place name (if appropriate)
- Location (address or intersection)
- Repeat the location
- Sub-location information, if appropriate (apartment number, in front of, alley, etc.)
- Cross streets
- Known details of the call; including any weapons information, then stating “further to follow” or “no further details”, as appropriate

If the call has occurred within the last ten (10) minutes and the suspect(s) has left the scene, the call taker will enter the time occurred in the comments. The dispatcher will broadcast the time occurred in addition to quickly calculating the time lapse in the initial broadcast.

Example:

“2-3 and 2-4, Watsonville, Fight detail occurred 5 ago now, at (location)”

If two units are assigned to the call and only one unit acknowledges the initial broadcast, the radio dispatcher continue with the radio broadcast of the detail by first repeating the assigned units radio call signs.

Example:

“2-3 and 2-4, Watsonville, Fight detail at (location)”

“2-3”

“2-3 and 2-4 Watsonville, violent domestic dispute occurring at . . . etc.”

As the incident is being updated by the call-taker, the radio dispatcher will continue to update the responding officers. Updated information will be broadcast to the responding officers in a prompt and timely manner. It is strongly recommended that the radio dispatcher display the current status of the call to view updates as they are entered into the CAD incident by the call-taker.

If, while updating the responding units, the call taker indicates that the incident type of the call has changed, the dispatcher will change the incident type to the most accurate incident type.

Incidents that require an alert tone will be broadcast as described in Policy No. 4310 (Alert Tone).