

April 16, 2011

**CITY OF FERGUSON  
OFFICE OF THE CHIEF OF POLICE**

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**DISPATCH AND CALL ROUTING**

605.00 PURPOSE

The purpose of this General Order is to establish procedure for dispatching and routing calls for service in a prompt and accountable manner.

605.01 PROCEDURE

- A. Dispatchers or communication operators will be responsible to route calls immediately to proper units or personnel. Calls that are questionable shall be referred to the Watch Commander.
- B. Calls to be dispatched when an officer is unavailable to respond will be placed in "pending status".
- C. The dispatcher shall notify the Watch Commander whenever there are no units available to respond on a call by using the code 10-88.
- D. Priority calls and two unit calls will be handled in the following manner:
- E. At least two units will be dispatched to the following type of calls, but not limited to the following;
  - Robberies
  - Hold-up alarms
  - Shots fired/shooting
  - Any type of in progress crime
  - Accidents with injury/or on highway
  - Fight
  - Disturbances/including loud music calls
  - Burglar Alarms
  - Open Doors
  - Suspicious subjects and suspicious occupied vehicles

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- F. As a general guide, dispatchers should attempt to keep in service at least two (2) units, one of which may be the Supervisor.

605.02 HOLD-UP ALARMS

- A. On any hold-up alarm, or robbery, received, the dispatcher will give out the call as a "Signal-100", and then specify the nature of the call and the information available. Once a "Signal-100" has been given out, the station is 10-6 for emergency traffic only, and will remain so, until the authority of an officer on the scene has canceled the signal. On all priority calls, always try and keep the reporting party on the phone until the officer's arrival. When the initial information is obtained, get the responding units enroute to the call, then go back to the caller on the phone and obtain any additional information to relay to the officers responding. If the incident being reported is a crime that just occurred, and the reporting party is not the victim, but the victim is nearby the caller, always try to talk with the victim directly, to obtain a quicker and more accurate description to relay to officers.
- B. Any bank alarm received during normal business hours, including one hour before and an hour after the normal hours of the bank, will be handled as a hold-up alarm. During business hours after dispatching two units on a hold-up alarm, make notification to the bank or business via telephone. The dispatcher making contact, will request from the bank employee answering the phone to "speak to a supervisor" When the Supervisor answers, the communication operator should identify themselves and state that an alarm has been triggered from their location. The communication operator will then begin with procedural questioning to determine the authenticity of the alarm.

For additional information see *G.O.466.00 Hold-Up Alarm Response Procedures: Signal 100*

By order of:



COLONEL THOMAS JACKSON  
Chief of Police

Distribution

All Department Personnel

MPCCF Reference 36.4