

**CITY OF FERGUSON
OFFICE OF THE CHIEF OF POLICE****Index as:**Dispatch Call Priorities

DISPATCH CALL PRIORITIES**603.00 PURPOSE**

The purpose of this General Order is to establish a priority system for the dispatch of police response to calls for service.

603.01 POLICY

Calls for service will be evaluated as the communication's personnel receive them. Dispatched calls for service will be categorized as priority and non-priority calls.

603.02 PROCEDURE

- A. **Priority calls:** Crimes in progress, injurious auto accidents, crimes which occurred within 15 minutes, hold up alarms, robberies, or any other life threatening call. The sector car will be dispatched immediately, if available, or the nearest available unit. Back-up units will be dispatched immediately as needed.
- B. **Non-priority calls:** Auto accidents, where no injury or traffic blockage exists, any calls where a crime or incident has already occurred with no suspects reported at or near the scene and no life or property is in jeopardy:
 1. The sector unit will be dispatched immediately if available, or the nearest unit available.
 2. Back-up units will not be dispatched or authorized to respond unless requested by the dispatched unit or supervisor.
 3. If there is a delayed response, the caller should be notified. No call should be held longer than 10 minutes unless an emergency situation exists which precludes a dispatch.
- C. Once a call is received, it will be immediately entered as a pending call into the CAD (Computer Aided Dispatch) system. By doing so, it will document the time that the call was **received** by the communications operator. When the communications operator **dispatches** the call to the officer, the operator will indicate an additional time. Another time will be logged for the **arrival** of the officer and then another time for the **completion** of the call. (If a call is held on the authority of a supervisor, then an entry should be made on the call as to who authorized the delay. If the supervisor indicated specifics regarding the hold, then that also should be documented.)

GENERAL ORDER 603.00

April 16, 2011

- D. C.A.D. provides the listing of all on duty officers and the ability to track the real time progress of their assignments. Once the officers clear their calls from their computer screen of their patrol cars, it also shows that they are in service for another call in the dispatch center.
- E. Corrections into the C.A.D. data base system can be added to the incident calls, but not deleted. The date and time will automatically show the date and time of the correction.

By order of:



COLONEL THOMAS JACKSON
Chief of Police

Distribution
All Department Personnel

MPCCF Reference 36.4, 36.7