

OGDEN CITY POLICE

Office of the Chief

Policy No: 41

Subject Police Calls for Service	Effective Date November 2006
Department Police	Replaces Policy Dated September 2002
Division All Police Personnel	Review Date November 2024
Authorized Signature 	

NOTE: This rule or regulation is for internal use only and does not enlarge an officer's civil or criminal liability in any way. It should not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this directive, if proven, can only form the basis of a complaint by this agency, and then only in a non-judicial administrative setting.

I. PURPOSE

To ensure that citizens calling the police department receive prompt and efficient service from both police department and communications personnel, all law enforcement calls will be handled on a priority basis to ensure the proper police response is delivered.

II. POLICY

It is the policy of the Ogden Police Department to provide the highest level of service possible, and to assure the protection of the public by providing timely and appropriate response to requests for aid and/or service.

III. PROCEDURE

A. Prioritization

Calls for police service are classified by priority, based upon their seriousness, complexity, and potential to escalate. Upgrading or downgrading a call is a matter of call taker or dispatcher discretion based upon information gathered. If a question of priority exists, the dispatcher may consult their supervisor, the duty officer, or patrol sergeant in the

absence of the duty officer. Certain types of low priority calls may be taken through Online Reporting.

Call types, used to classify calls, are assigned predetermined priority levels through the CAD system. Priorities are based on the following criteria:

1. Priority 1: A life-threatening situation or where serious injury is believed to exist, and immediate response is necessary.
2. Priority 2: A crime in progress or having just occurred, where there is no known threat to life or serious injury. Requires immediate response for apprehension of suspects or timely gathering of evidence.
3. Priority 3: A past criminal incident, or a non-criminal situation, requiring citizen contact. Immediate police response is not required for apprehension of suspects or timely gathering of evidence. Community Service Officers will be dispatched on misdemeanor Priority 3 calls.
4. Priority 4: A past criminal or non-criminal situation that may not require complainant contact (i.e., barking dogs, noise disturbances, found property, etc.).
5. Priority 5: Complainants or requests for service to be handled by a desk CSO or calls referred to Online Reporting.
6. Priority 6: Messages for on-duty officers, and deferred response calls (i.e., referred to animal control, CSI, domestic violence advocate, etc.).

B. Dispatch of Police Units

1. If the area car is available, it will receive all calls in the area regardless of priority. CSO's will handle Priority 3-5 calls when they are on duty unless the caller may be referred to Online Reporting.
2. When the area car is not available, the next recommended car or the closest available car will be dispatched immediately (not to exceed 60 seconds) on Priority 1 calls. Any officer, regardless of assignment, may be dispatched on a Priority 1 call when the area car is not available.
3. If a Priority 2 call is received and the area car is not available, the dispatcher will check with the area car to see if they can clear for

the call. If not, the next recommended or closest available car will be dispatched on the call.

4. The duty officer should, as a rule, allow established dispatch protocols to operate normally. However, the duty officer is ultimately responsible for the safe and efficient deployment of departmental resources and may, if deemed necessary, assign, reassign, or otherwise direct department resources toward that end.

C. Calls Holding

1. The duty officer, or patrol sergeant in their absence, will be notified immediately of any Priority 1 or Priority 2 calls holding. If the duty officer, or patrol sergeant in their absence, is not available and all cars are out on calls, the dispatcher will announce the call on the air and ask if there is a car that can clear to take the call. Notification of the duty officer, or patrol sergeant in their absence, will be made as soon as possible and the notification and time of notification will be documented in the remarks field of the call by dispatch in the CAD.
 - a. Unless otherwise notified, officers will be considered available for Priority 1 and 2 calls when they are out for breaks and meals. (See Policy 1, Section III, paragraph K.1.)
 - b. When a call is left holding, dispatch must document the time of the duty officer's notification in the CAD remarks field. This documentation will include the name/ID of the person notified. If the call is held for longer than 15 minutes, dispatch will contact the duty officer, or patrol sergeant in their absence, as a reminder of the call holding. Further delay must also be documented in the comment field.
2. The duty officer, or patrol sergeant in their absence, will be advised of any Priority 3-5 call held longer than 60 minutes. Officers assigned to Priority 3-5 calls will continue to monitor their radio to take higher priority calls when necessary.
3. If the call must be held beyond call holding times, the dispatcher will attempt to notify the caller of the delayed response. If the dispatcher is also too busy to make the calls, the duty officer, or patrol sergeant in their absence, will be notified that dispatch is unable to make the citizen notifications. If the duty officer, or

sergeant in their absence, cannot make the notifications the call will be held without notification to the citizen.

- a. Every attempt should be made to notify citizens when there is a delayed response to a call and to determine if a police response is still needed. A referral may be made to the community policing unit for possible follow-up if the citizen desires.
- b. It is the dispatcher's responsibility to document the notification of the duty officer, or patrol sergeant in their absence, of calls holding in the remarks field of each call discussed.
- c. When the duty officer, or patrol sergeant in their absence, decides that the police department will not respond to a call, a patrol supervisor will notify the citizen of such decision if at all possible. The dispatcher will close the call with an explanation and ID number of the person making the decision.

D. Non-dispatched

A number of police calls are received that can be appropriately handled by a desk officer, Online Reporting or that are requesting information concerning follow-up to a previously reported incident. Care should be taken by the dispatcher/call taker to ensure no police response is required.

1. Calls that can be handled at the police desk will be entered into the CAD and will be handled as expediently as possible by a desk officer. Calls should not be sent to the desk one-half hour prior to the end of the latest shift to allow sufficient time for handling.
 - a. If it is determined that the call requires a higher level of police service than a desk officer can supply, it will be sent back to dispatch to be dispatched as the priority dictates.
 - b. Any remaining calls on the desk officer's screen at the end of the last shift will be sent back to dispatch if they cannot be closed, with the approval of the duty officer.
2. During those late evening and nighttime periods in which a high volume of calls for service are being received, or those calls which would normally be assigned to a CSO, dispatchers should advise callers of the high demand for service at the time. After explaining the service demand, the dispatcher may ask the caller if they could call back the following day when demands for service are not so

high or inquire if the call may be reported through Online Reporting. If the caller is insistent that the call be answered that night the call should be placed into the system, as would any other call, along with a notation that the caller was advised of the potential delay.

E. Transferred Calls

Calls during business hours should be transferred to a bureau or division secretary, if at all possible, who will then be responsible for routing it to the proper individual. If not, the dispatcher should ascertain if the individual concerned is available to receive the call before making the transfer. In cases where the individual has no secretary, is not available, or when the call comes after normal working hours, the call may be routed to the requested individual's telephone if the caller is first advised they will need to leave a voice mail message.

1. Secretaries will ensure that the person being called is available to handle the call prior to transferring it to ensure the call can be answered personally.
2. If the requested individual is not available, the secretary will attempt to direct the caller to the appropriate voice mail or take a written message as applicable.
3. Every department employee is responsible for returning phone messages in a timely manner.

F. Quality Assurance

To ensure procedures are meeting the needs of the citizen and employees, an ongoing program of quality assurance will be conducted by both the communication supervisors and a police lieutenant. Additionally, citizen satisfaction surveys will be sent out to assess the quality of services by officers and communications staff.

The results of the quality assurance programs will be used to identify training, equipment, or personnel needs. All results will be forwarded to individuals involved for their review.