



Communications Section

Policies & Procedures

<i>Specific Procedures for Events</i>	Approved:
4.660 – Priority Call Handling	Director G. Schmidt
	Effective Date: 6/1/2011

INTRODUCTION

Priority call handling results in a reduced level of 911 services and is used when on-street resources from one or more precincts are depleted significantly below normal staffing. Under this circumstance, certain categories of callers are requested to re-contact SPD. They will be given an approximate time when routine services will be restored.

POLICY

Only a watch commander or above may authorize priority call handling.

PROCEDURE

I. GENERAL

- A. Commanders shall consider shifting resources on a city-wide basis prior to priority call handling in one area of the city.
- B. Declaring Priority Call Handling should be considered when:
 1. Operations staffing has been degraded by an incident, either pre-planned or spontaneous
 2. Call volumes rise to a level that indicates that the remaining numbers of officers cannot adequately respond to serious calls.
- C. Only a Watch Commander or above may authorize priority call handling. When a Duty Captain is on duty and in the city, the Duty Captain will make that decision. At other times, an on-duty Watch Commander or above may implement this procedure. Moving to priority call handling status should not be done prematurely and only done after consultation with the Chief Dispatcher to determine if there are available operations resources outside the incident that can be moved into the area before deferring calls to a later time.
- D. Prior to initiation priority call handling, the Watch Commander or above shall contact the Chief Dispatcher to determine the following:
 1. City-wide call volume
 2. City-wide call waiting status
 3. Trend information based on time of day and day of week.
- E. A Command level representative will determine what area(s) of the City to be effected and the duration of the reduced service status. The decision to continue with priority call handling should be reviewed at least every two hours by the Command Level representative who activated it.

- F. The Chief Dispatcher will maintain record of instance of priority call handling and the approving command officer. This information shall be reported on the daily Chief's Log.
- II. Calls that will be handled:
 - A. Priority 1 and 2 calls to be dispatched. Callers requiring officer to respond only for reports and other priority 3 and 4 callers will be informed of the current situation causing the reduction in service and advised to re-contact SPD with an approximate time when routine services will be restored.
 - B. Exceptions
 - 1. Communications will dispatch to:
 - a. DVPA related calls
 - b. Missing/runaway persons
 - c. Parking complaints if PEO's are available and the call is not near the scene of the incident.
 - d. Vehicle lockouts with engine running only with a human occupant (child or incapacitated.)
 - e. Sobering Unit Van calls when available.
 - f. Auto Theft calls
 - 2. Communications will NOT dispatch to:
 - a. Narcotic activity
 - b. Burglar alarms with no evidence of suspect on premise
 - c. Audible panic alarms on residences only.
 - 3. If a call taker has any questions about the action contemplated, the Floor Supervisor should be consulted.
 - 4. If the Telephone Reporting Unit (TRU) is staffed, calls that are within scope of that unit's responsibilities may be taken. Similarly if secondary operators are able to process calls, those calls may continue to be taken.