



Subject: Priority/Response Levels Guideline

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Authority: Chief Daniel G. Sharp

PRIORITY/RESPONSE LEVELS GUIDELINE

The following is a guideline for prioritizing the law enforcement level of response. This guideline should be used to assist the call taker and the radio dispatcher in determining the priority of a call based on the nature of the events occurring.

Communications personnel must use discretion and judgment in applying these standards as it may be necessary to upgrade the priority of a call depending on the information available. Circumstances, your experience, and/or instruction from a trainer or supervisor may require deviation from the guideline.

If a question arises, consult with a trainer or communications supervisor.

DEFINITIONS:

PRE-DISPATCH TIME: The time from when the call taker answers the telephone to the dispatch of a unit to the call.

TRAVEL TIME: The time from the dispatch of a unit to a call to the first unit arriving on scene.

TOTAL RESPONSE TIME: The time from when the call taker answers the telephone to the first unit arriving on scene.

PRIORITY 1 – EMERGENCY RESPONSE – An incident involving a serious threat to life where injury has occurred or is imminent. A serious offense is in progress or has recently occurred and the immediate response by a field unit is critical.

Pre-dispatch: 1 min Travel: 4 min Total Response: 5 min

PRIORITY 2 – CRITICAL RESPONSE – An incident posing a danger to life or the high potential for a threat to life to develop or escalate. This response may also include significant property crimes where a rapid response is needed because the incident is in progress or has recently occurred. A quick response by a field unit may significantly affect the outcome of the incident.

Pre-dispatch: 2 min Travel: 6 min Total Response: 8 min

PRIORITY 3 – GENERAL RESPONSE – Other crimes or matters requiring a police response. A small delay will not significantly affect the outcome of the incident.

Pre-dispatch: 5 min Travel: 10 min Total Response: 15 min

PRIORITY 4 – ROUTINE RESPONSE – Routine calls for service or matters requiring a police response but a delay will not significantly affect the outcome of the incident.

Pre-dispatch: 10 min Travel: 20 min Total Response: 30 min

SPECIAL CALL TYPE PRIORITIES:

PRIORITY 6 – INFORMATION RESPONSE – An information report or Information for broadcast. Field units are not specifically assigned to this type of call for most circumstances.

PRIORITY 7 – ON SIGHT ACTIVITY – An incident is generated for an officer's on-sight or self generated activity.



Subject: Natures Guideline
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NATURES BY PRIORITY

PRIORITY 1

C12 1031	Assault in progress.	1
Carjacking	Carjacking. Taking a victim's vehicle by force or by threat of physical force.	1
1016P	Domestic violence –Physical. A physical domestic dispute in progress in which a physical assault is occurring. If anyone requires medical assistance, an ambulance should be started.	1
1016	Family fight. An unknown domestic dispute in which sounds of fighting can be heard by a neighbor or over an open phone line.	1
1010	Fight in progress. A physical fight occurring at the time it is being reported.	1
C998	Officer Involved Shooting. An officer has been involved in a shooting by either being shot at or shooting at someone.	1
C999	Officer Needs Emergency Assistance. An officer needs help immediately because their personal safety is in serious jeopardy. These incidents are usually declared over the radio but may come in from a citizen reporting an officer needing help.	1
Poss 1010	Possible fight in progress. A report that a fight is occurring but may not be in view of the caller to confirm it.	1
C19	Armed Robbery. Taking of another's property by force or threat of force with a weapon shown or implied. For the purpose of call taking and dispatch, armed robberies shall be considered in progress or just occurred.	1
Shooting	Shooting. An active shooting incident that is in progress or has just occurred and a victim is involved.	1
1090SFH	Silent Financial Holdup Alarm. This is a silent bank alarm where attempts should be made to determine if there has been a robbery. See procedure on bank robbery response and alarm response.	1
UNKNOWN PROBLEM	Unknown problem nature to be used when the call taker is unable to determine what is being reported. May involve simply screaming heard on the line.	1

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PRIORITY 2

911 HANGUP	911 hangup. Occurs when a 911 caller hangs up before you can elicit any information pertaining to the call.	2
911 OPEN LINE	911 open line. No person is on the line speaking, but the line is off hook at the calling location.	2
AWDW	Assault with a deadly weapon. An assault characterized by the use of a weapon which includes, but is not limited to, guns, knives and vehicles. Default priority is 3 but call should be upgraded when considering factors such as injured persons and proximity of suspect(s) to victim(s)	2 D3
AIRCRAFT DOWN	Aircraft down. Fire and medical should be notified as soon as possible for response by their personnel.	2
1090H 1090SH	Holdup alarm. This nature refers to a holdup alarm from a business that is not a financial institution indicating a trip for a possible robbery at the business location.	2
1090SB	Alarm – Silent, Business. Monitoring companies may be able to provide additional details such as the location of the trip or whether the trip was manually pushed by a person. Some are perimeter only and some alarms may come from a key fob panic button.	2
1090SR	Alarm – Silent, Residential. May be tripped from inside, by panic button or some are perimeter alarms only. May come from a key fob panic button.	2
1078OA	Backup Other Agency. Responding to the request from another agency to backup one of their units. May also be used for checking the welfare of another agency unit not responding to a status/welfare check.	2
1089	Bomb Threat. Report of a threat of an explosive device at a location. Report may come from a citizen who received the threat or the threat may come directly to the Police Department. Default is 3 but should be upgraded to 2 and consideration should be given to how much information is known.	2 D3
C15 1031	Burglary in progress. Burglary is the unlawful entry of a structure with the intent to commit a crime. Entry does not have to be by force, but must be without permission. For the purposes of call taking, the entry into an attached storage shed will be considered a burglary. If there is threat to life, such as the reportee inside the house being broken into, the priority should be upgraded to 1.	2
1016V	Domestic dispute – verbal. A verbal only family fight or domestic dispute.	2
DRIVE BY	Drive by shooting incident. An incident where an assault or attempted assault occurs from shots being fired from a vehicle that is driving by the incident location. With a known gunshot victim, the priority should be upgraded to 1.	2

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1010 Brewing	Fight brewing. A fight appears to be imminent.	2
1050 1057	Hit & Run Accident – Unknown injuries.	2
1052 1057	Hit & Run Accident – with Injuries.	2
1053 1057	Hit & Run Accident - Fatality	2
C11	Homicide. Unlawful taking of another's life. It is unusual to receive a report of homicide. These calls are usually received as deceased persons, shootings or assaults who are later determined to be homicide victims.	2
MAN DOWN	Man down. Reports of a person in public, male or female, who appear to be unconscious or injured. Usually reported as a person lying by the road or a person slumped over the wheel of a vehicle.	2
MISSING CHILD	Missing child. Missing under circumstances which leads searchers to believe the child is in immediate danger. An example may be a child who was due home at a certain time and never arrived. Default is 3 but any missing child should be upgraded to 2.	2 D3
C14 JUST	Rape, just occurred. A sexual assault, specifically forcible rape. Just occurred nature indicates the suspect may still be in the vicinity.	2
SHOTS FIRED	Shots fired. A shots fired nature indicates that the caller is stating that the shots in question were fired very close to his/her location. An example may be shots within a neighbor's residence or seeing someone firing a weapon at another person. This nature is NOT to be used for rural shots heard calls and is differentiated by the perceived or known intent of the shooter.	2
C1103 ATT	Suicide attempt. Attempting to take one's own life.	2
C1103 THREATS	Suicide threats. Threatening to take one's own life.	2
1014	Prowler. A person reporting a prowler will advise of seeing a person or shadow outside the building, or hearing noises outside the building. A report of a peeping tom will also be considered a 1014.	2
1050	Traffic accident, unknown injuries.	2
1052	Traffic accident, with injuries.	2
1053	Traffic accident, fatality.	2
C1803 1031	Vehicle theft in progress. Default is 3 but should be upgraded to 2 if in progress as the nature entails.	2 D3

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PRIORITY 3

1011	Animal problem. A concern involving an animal may include livestock in the roadway, wild animals in someone's home, or an animal in a hot car. Do NOT use 1011 for barking dogs, use disturbing the peace.	3
C14 C14 ATT	Rape or attempted sexual assault on a person. Priority should be upgraded when considering factors such as injuries or the proximity of the suspect to the victim.	3
DOG BITE	Dog bites can be minor or severe. Priority should be upgraded for serious bites or mauling.	3
1016S	Domestic Violence – parties are separated. A domestic dispute where parties are separated by a significant distance . A domestic dispute is not considered separated if the victim can be easily accessed by the suspect. Examples: Parties in different rooms of the same house are not separated and one party outside the front door yelling to be let inside are not separated. Even with distance between the parties, if the call taker assesses the potential for the incident to escalate and become violent, the priority should be upgraded accordingly.	3
1070 1070S,B,V	Fire. Primary response for fires call for the Fire Department, however police presence is often needed for crowd control or possible criminal activity.	3
Firearm Accident	Firearm accident while hunting or handling a firearm. If there is an injury, the call should be upgraded accordingly.	3
HAZMAT	Hazardous materials.	3
1051	Traffic accident – no injuries.	3
1057	Hit & Run accident. Property damage is caused and the suspect vehicle has left the scene.	3
1051 1057	Hit & Run accident, no Injuries.	3
Incorrigible Juvenile	Incorrigible Juvenile. A juvenile who repeatedly will not obey his/her parents. For example, a juvenile who will not go to school or clean their room.	3
Irate person	Irate person may be used for a call where a customer is very angry at a business or when another nature may not apply.	3
KIDNAP	Kidnapping. Taking a person against their will from one place to another or preventing a person from moving about at their leisure. The call taker should upgrade the priority when taking into consideration whether the incident is in progress or not, and proximity of the suspect to the victim(s).	3
OD	Overdose. Deliberate or accidental overdose of drugs, legal or illegal. The call taker should start medical help if they are not already aware of the incident.	3

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C19 PAST	Robbery – past. This nature implies a considerable amount of time has passed since the incident occurred. Armed Robberies that just occurred should not use this nature and should be should be given priority 1.	3
PUBLIC HAZARD	Public hazard. Any condition that puts the general public in danger. Examples – electric lines/poles down, flooding, natural gas leak, hazardous materials incident, etc. The call taker may upgrade the priority if it is believed that the threat to the general public is significant.	3
RFU	Rescue follow-up. Medical runs that are handled by the Fire department are also responded to by the PD. An officer responds to make a determination that a crime has not occurred resulting in the need for medical assistance.	3
ROAD RAGE	Road rage natures are for incidents requiring officer contact with the reportee or parties involved. Example – a traffic altercation that has motorists stopping and yelling at each other. Some road rage activity may be witnessed by other motorists and may be entered as ATL's.	3
SEARCH	Search for lost or missing person. This nature has a default code for lost person and is to be used for searches for people. Example – Alzheimer's patients or walkaways from an elderly care home. (K9 officers regularly require call numbers for K9 searches. Use MISC OFCR nature and indicate K9 search in the call info.)	3
C1103	Suicide. Taking one's own life.	3
C18 1026	Theft, with suspect detained...no threat of force. This nature is most often used for misdemeanor thefts and shoplifters who are being detained by someone until police arrive. The call taker may upgrade the priority accordingly if the suspect is causing a hazard such as wrestling with or spitting on the person detaining them.	3
C18 1031	Theft in progress. The deliberate taking of another's property in progress, without the threat of force.	3
TRAFFIC HAZARD	Traffic hazard. A vehicle or debris in the roadway that is creating a hazard to the public traveling on public roadways.	3
VAGRANCY	Vagrancy. A public nuisance that is caused by a person who wanders from place to place with no permanent residence. Loitering may often be a better nature classification.	3
C16 1031	Vandalism in progress. Deliberate damage done to another's property.	3

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PRIORITY 4

1090AR 1090	Alarm audible - residential Used for when alarms are not known to be silent or audible.	4
Alarm Violation	Used administratively for repetitive alarm violations that may accompany fines.	4
Animal bite	Animal bites other than dog bites.	4
Animal Cruelty	Animal Cruelty.	4
C17	Arson. Most often arson is determined after a 1070, rarely will a call begin as an arson.	4
C12	Assault. The call taker may modify the priority once they have determined several factors including how recent the incident was, the proximity of the suspect to the victim, any injuries sustained, and whether a weapon was used in the incident. Should the call taker determine an immediate threat exists, the priority must be upgraded accordingly.	4
Assist OA	Assist other agency. The request from other agencies for non-emergency assistance from an officer. Often death notifications or to check an address for a vehicle owner or suspect.	4
C15	Burglary. All other burglaries that are not in progress or that would not be considered just occurred.	4
C15 ATT	Burglary attempt. An incident that would indicate burglary was the intention. Example – doors and window broken or damaged in an apparent attempt to gain access to the building.	4
CHILD ABUSE	Child abuse. Physical abuse of a child. May include slapping, hitting, throwing, shaking, dropping, etc. For incidents in progress, the priority must be upgraded accordingly.	4
C1410	Child Molestation. Sexual misconduct with a child. Can range from fondling to intercourse. These calls are usually reported by someone other than the victim and often are reported well after the original incident. The call taker should consider whether the victim is currently in danger when assigning a priority to this type of call. Other considerations might be injuries to the victim and age of the victim.	4
Child Neglect	Child Neglect. Refusing to provide sufficient food, clothing or shelter for a child. Many times these incidents are reported by neighbors, friends, schools, day care providers or medical practitioners.	4
Civil Matter	Civil matter. Incidents which are not criminal in nature. These calls usually involve written or verbal contract agreements between 2 parties where one has not honored the agreement. Officers may be able to offer some advice for callers insisting on speaking with an officer. Civil matters where the caller indicates there is a potential for confrontation between the parties should be dispatched to an officer.	4

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Counterfeiting	Counterfeiting. Making or using fake currency.	4
Custodial Interference	Custodial Interference. Preventing legally assigned child custody from occurring. If no legal custody agreement has been formalized and the couple is married, one parent cannot keep a child from the other parent. Custody issues can be very involved and parties can often become very emotionally charged. If a confrontation is occurring or is likely, the call taker should upgrade the priority accordingly.	4
C900	Dead body. Found deceased person.	4
1064	Deliver emergency message for a citizen. The police department may be asked to deliver death notifications or other serious content messages when the citizen is not able to do so. Often because they are out of state.	4
DTP	Disturbing the peace. Can take many forms from loud music to loud parties to barking dogs. Ongoing persistent barking dog problems will be defined as DTP. When the caller believes a dog may be barking because of a prowler or other activity, the nature should be defined accordingly with the dog barking information detailed in the call notes.	4
Embezzlement	Embezzlement. Different from theft in the fact that the suspect has been loaned the item and failed to return it in the specified time frame. Embezzlement can also occur when the suspect has access to "legal tender" (cash, checks, stocks, bonds) and the suspect has taken items for personal use.	4
Endangerment	Endangerment. Deliberately or callously placing another in jeopardy. Example, leaving a loaded gun where anyone has access. Endangerment is usually determined by an officer.	4
Fireworks	Fireworks. Possession or ignition of fireworks without a permit is illegal in the State of Arizona.	4
Forgery	Forgery. Use of the signature of another for illegal purposes.	4
Found child Found person	Found child/person. Caller is reporting having found a living child or person, usually wandering in the area.	4
Found property	Found property. Caller is reporting finding property that does not belong to them.	4
Fraud	Fraud. Obtaining another's property, money or service by deliberate misrepresentation of actual circumstances. Most fraud calls can be handled by telephone report.	4
Harassment	Harassment. Continuing, unwanted contact. May be from letters, telephone calls, email, pages or text messages.	4
HWM	Health, Welfare, and Morals. Situations involving juveniles that are generally considered harmful to the health or welfare of the juvenile.	4
Illegal Burn	Illegal burn. Burning of trash or weeds without a burn permit. May come from or be referred by the fire department.	4

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Illegal Dumping	Illegal dumping. Reports of dumping any materials in unrecognized dump sites.	4
Illegal Parking	Illegal parking. Parking a vehicle in an area that is properly marked NO PARKING. Arizona Revised Statutes do NOT apply to private property so for calls where someone is parked in the caller's parking space, for example, would not generate a police response. May be used for cars parked in a handicapped space without a permit.	4
Illegal Shooting C309 Shots Heard	Illegal shooting or Shots Heard. Report of someone shooting in the distance. This nature is used when there is not a clear threat to human life or property identified.	4
Indecent Exposu	Indecent Exposure. Exposing genitalia, buttocks or breasts to another person. This includes reports of masturbating in public, urinating in public, swimming nude in public, "mooning" someone, or someone exposing themselves from a window in their home.	4
1056	Intoxicated person. Public intoxication where no other nature applies.	4
1098	Jail or prison escape. A prisoner, either in jail or in the custody of a law enforcement officer who has escaped from that custody.	4
Juvenile Problem	Juvenile problem. Catch-all nature for problems with juveniles, usually loitering, causing a problem in a neighborhood or at a business.	4
KTP	Keep the Peace. Also known as preserve the peace, is a request for an officer to accompany the caller to a location to prevent trouble. Often the caller will be picking up property, doing a custodial parent exchange, or dealing with an ex-employee or ex-employer. The call taker will have the caller wait at a neutral location, then use the location where the KTP will be executed as the LOI. The neutral location will be listed in the call notes as to where the officer is to meet the caller.	4
Loitering	Loitering. To stand idly about; linger aimlessly.	4
Lost Person	Lost person. Usually a child or elderly person who has wandered off. Usually a person not capable of knowing how to return home.	4
Lost Property	Lost property. Most often used when someone has lost something of value and requires a police report to have it replaced or covered by insurance.	4
Missing Person	Missing person. A person who is missing under circumstances which lead searchers to believe the person is in danger.	4
C181	Drugs or narcotics. Catch-all involving narcotics and can be used for use, possession or sale. The details should be spelled out in the call notes.	4
Neighbor Prob	Neighbor problem. Any type of problem occurring within a neighborhood that doesn't fall into another category.	4
Obscene 1021	Obscene phone calls. Unwanted or unwelcome calls of a distinctly sexual nature.	4

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Open door	Open door. Report of an unsecured door or window at a residence or business where the door or window should be secure.	4
Overdue Party	Overdue party. Report of someone, usually an adult, not returning to an appointed location or home at the time they were expected.	4
1091	Prisoner transport.	4
C693	Reckless driving. May also be entered as an ATL.	4
C1803R	Recovered Stolen Vehicle. This vehicle was reported stolen to a law enforcement agency and now has been found.	4
C8	Runaway juvenile. An unemancipated child, under the age of 18, usually over the age of 12, who has left home or school without parental consent. For reporting purposes, the home address of the juvenile is always considered the location of incident.	4
C8 LOC	Runaway juvenile, located. This nature is used for when our agency locates a juvenile that has been entered by another agency.	4
C8 RET	Runaway juvenile, returned. This nature is used for when a juvenile returns home and follow up is generated by our department for the original report.	4
Sex Offenses	Sex Offenses. A call of a situation of a sexual nature not covered by C14, C1410 or indecent exposure. The call taker should consider whether the victim is currently in danger when assigning priority to this call. Other considerations might be injuries to the victim and age of the victim.	4
SKIP	Skip. Theft of items such as gas or beer, usually from convenience or gasoline/food markets. Just occurred skips may be upgraded accordingly. Gas skip reports will only be taken for amounts more than \$10. A report may be taken for less than \$10 when a good vehicle description is obtained. Default is 6 but should be given a 4 for dispatch.	4 D6
STALKING	Stalking. The deliberate "targeting" of the victim by the suspect through the suspect focusing all of his/her attention on the victim in a very unwelcome manner. The victim may report being followed, being the victim of vandalism, receiving strange or threatening mail and/or phone calls. The priority should be upgraded if the suspect is currently at the victim's location.	4
C1803	Stolen Vehicle. The registered owner is reporting a vehicle stolen. The call taker should confirm that the caller's vehicle has not been towed or repossessed by a finance company.	4
STRONG ARM	Strong Arm Robbery – no weapon. The unlawful taking of another's property by force or intimidation or the threat of force or intimidation. Example, purse snatching. The call taker should upgrade the priority if it is determined that injuries were sustained by the victim or if the suspect is still in the vicinity.	4
SUSP ACT C81 1037	Suspicious activity, person, or vehicle. Activity, persons, or vehicles that the caller or call taker deem suspicious. If the caller perceives something "off-base" about activity, the call taker should articulate the reportee's reasoning as much as possible in the call notes when using these natures.	4

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SUSP MAIL	Suspicious mail. This nature was created following the Sept 11 th attacks when mail may be received that is suspicious looking or was unsolicited. Instruction should be given to the caller regarding their personal safety in avoiding or not handling suspicious mail or packages.	4
C18	Theft. The deliberate taking of another's property without the threat of force.	4
C18 ATT	Theft Attempt.	4
THREATS	Threats. Usually verbal, sometimes written statements that the complainant perceives as threatening. The call taker should take into consideration any immediate threat made and upgrade the priority accordingly.	4
1050 PAST 1051 PAST 1052 PAST	Traffic accidents – past. For traffic accidents reported well after the fact.	4
TRESPASS	Trespassing occurs when someone is on someone else's property without the property owner's permission. The trespasser must know the land is private property, have been asked to leave and refuses to comply with that request. Most often this involves a person at a residence or business who has been asked to leave and is refusing.	4
POSS UDA	Possible undocumented alien.	4
UNWANTED PERSON	Unwanted person. A person at a residence or business who has NOT been asked to leave (making it trespassing) but is not wanted there by the property owner.	4
C16	Vandalism. Deliberate damage done to another's property.	4
VIOL COURT ORDE	Violation of court order. Usually reports of contact with the victim by a person who has been court ordered to have no contact with the victim.	4
CHECK WELFARE	Check welfare on a person. A set of circumstances has occurred to cause the caller to be concerned about someone's well being. Example, a call regarding an elderly relative or neighbor who hasn't been seen or heard from in several days. 911 misdials where callers have dialed 911 by accident will be entered as check welfare calls.	4
ADULT ABUSE	Adult abuse. Mistreatment of an adult under the care of another person.	4

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PRIORITY 5

Priority 5 is intentionally skipped for future use and to coincide with already in place defaults set by the Sheriff's Department.

PRIORITY 6

Priority 6 is to be used for informational type calls that most often do not get dispatched such as PPR – Private Property Removal, REPO – Repossessed vehicle, and ATL – Attempt to Locate.

PRIORITY 7

Priority 7 is to be used for all on-sight unit activity. Natures that most commonly occur on-sight are given a priority 7 default. **When these types are received by a call taker and added for dispatch, the call must be assigned a 1,2,3 or 4 priority.**

Priority 7 Defaults:

C1401	Abandoned Vehicle
1080	Chase/Pursuit
CCW	Carrying a concealed weapon
CURFEW	Juvenile curfew violation
DISORDERLY COND	Disorderly conduct
1055	DUI
FALSE REPORTING	False Reporting
FICTITIOUS PLAT	Fictitious license plate
GAMBLING	Illegal gambling
LITTERING	Littering
LIQUOR LAWS	Liquor law violation
MISC OFCR	Miscellaneous officer
MISC PUB	Miscellaneous public
OTHER FELONIES	Other felonies
OTHER MISD	Other misdemeanors
C950	Patrol car accident – unknown injuries
C951	Patrol car accident – no injuries
C952	Patrol car accident – with injuries
C953	Patrol car accident – fatality
PROSTITUTION	Commercialized sex
1046	Public assist
SEARCH WARRANT	Search warrant service
STOLEN PROPERTY	Possession of stolen property
TRAF	Traffic stop
VORDL	Violation of road and driving laws
1088	Wanted person/Warrant
WEAPONS VIOL	Weapons violation