
	MESQUITE POLICE DEPARTMENT
	215.00 DISPATCH OF CALLS FOR SERVICE
	Effective Date: August, 2011
	Approved: _____  Chief of Police

Purpose:

The purpose of this order is to establish procedures for the dispatch of calls for service.

Policy:

The policy of the Mesquite Police Department is to provide for the expeditious dispatch of calls for service in a manner consistent with the nature of the incident.

Provisions:

I. Call Priorities

- A. Calls for service are initially prioritized according to the nature of the incident as determined by the CAD system from 1 (highest priority) to 9 (lowest priority) for each type of incident as distinguished by the 10-Code.
- B. Certain calls with the same 10-code are distinguished between a high-priority and a low-priority call.
Those differentiations include:
 - 1. P -In Progress/Just Occurred/Suspect in Vicinity
 - 2. D -Delayed/Suspect No Longer in Vicinity
- C. Call priority levels are established according to the following general criteria:
 - Priority 1** - Life-Threatening Emergency
 - Priority 2** - In-Progress Crime or Incident
 - Priority 3** - Crime or Incident with Potential for Escalation to Serious Nature
 - Priority 4** - Delayed Report of Serious Crime; Crime or Incident with Potential for Escalation
 - Priority 5** - Delayed or Routine Incident; Incident with Potential for Escalation
 - Priority 6** - Delayed Report; Parking Violation
 - Priority 7** - Stable Routine Incidents
 - Priority 8** - Reserved (Self-Initiated Mark Outs)
 - Priority 9** - Telephone or Mail-In Reports
- D. The call taker is not authorized to override the pre-established priority level of an individual call, except to change a priority 9 (expediter call) to a higher priority should it require dispatch to a field unit.

II. Call Assignment

- A. The need for an immediate dispatch of a patrol officer is indicated on the Public Safety Dispatcher's status terminal by yellow characters. Character color is a function of the automatic Waiting Call Timer, set for each call based on the priority level of that call.
- B. The Waiting Call Timer for high-priority calls is set at zero. Those calls will be displayed in yellow immediately upon receipt, and will therefore require the immediate dispatch of a patrol officer.
- C. Lower priority calls may be displayed in light blue upon receipt. Those calls should be dispatched as soon as practical, if the district officer is available. If the district officer is not available, the call should be held until:
 - 1. the district officer becomes available, or
 - 2. the internal timer for that call changes the color from light blue to yellow or
 - 3. any incident where a delayed call has been held for an extended period of time and the citizen demands an immediate response should be dispatched as soon as possible and will be assigned to any available officer

- D. Calls displayed in yellow shall be dispatched immediately, either to the district officer or to the closest available officer.
- E. Should no officer be available for a call displayed in yellow, the Public Safety Dispatcher shall:
 - 1. reassign an officer from a lower priority call, or
 - 2. notify the appropriate police supervisor, who may elect to direct:
 - a) the reassignment of an officer from a lower priority call,
 - b) the handling of the call by a supervisor, or
 - c) the retention of the call in a waiting status.The Public Safety Dispatcher shall log the supervisory notification in the call notes.
- F. When it is obvious a call is of a lower priority nature, and circumstances indicate that a call of this nature may have to be held for an extended period, the call taker shall inform the complainant of this fact by stating something such as, "It is extremely busy at this time and we have numerous in-progress calls holding ahead of yours. We will dispatch an officer to your call as soon as one becomes available."

III. Assignment of Back-Up Officers

- A. A back-up unit should be dispatched, if available, on calls based on the potential need for additional manpower to safely and effectively bring the incident to resolution. The Public Safety Dispatcher should evaluate each call to determine whether a back-up unit is appropriate.
- B. A patrol unit staffed by a Field Training Officer and trainee will not require the dispatch of a back-up unit, if the trainee is in the Third Phase of training. In all other phases, the unit shall be considered a single-officer unit.
- C. Back-up officers are not required to remain at the scene until the call is concluded. As soon as the back-up's presence is no longer required, that unit should return to service.
- D. As a general rule, officers will not disregard a back-up officer when dispatched until the first officer has arrived on scene and can reasonably determine their assistance is not required. Patrol Supervisors may permit deviation from this practice, but are accountable for allowing the deviation in policy. A supervisor's temporary deviation is not to be considered a permanent practice.

IV. Emergency Medical Incidents

Life-threatening medical incidents will require a response by both the Fire Department and the Police Department. A police unit shall be dispatched immediately. Where no criminal action or violence is indicated or anticipated, the purpose of the police response is to provide the citizens of Mesquite the quickest response possible. Only if the Fire Department arrives at the scene before the police unit may the police unit be disregarded.

EFFECTIVE: April, 1986; REVISED: September, 1990; FORMERLY: C/86-66; REVISED: January, 1992; FORMERLY: 217.00; REVISED: January, 1996; AMENDED September, 2001; FORMERLY: 216.00 and 216.01; REVISED: August, 2011