

AURORA POLICE DEPARTMENT

DIRECTIVES MANUAL

08.04 CALL PRIORITY DESIGNATIONS

Approved By:	Todd Chamberlain, Chief of Police
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Associated Policy:	DM 8.41, DM 8.48, DM 8.42, DM 8.27
References:	N/A
Review Authority:	Professional Standards and Training Division Chief and APD Legal Advisor(s)

8.4.01 PURPOSE

All requests for police services will be categorized based on the urgency and severity of the situation. The classification assists in determining the appropriate response and allocating resources effectively. It helps to distinguish between events where there may be safety concerns (emergencies) and those that do not need immediate assistance.

Events with safety concerns can include, but are not limited to, in-progress events, caller or victim safety being in jeopardy, an event involving a weapon, and/or suspects still on the scene.

8.4.02 SCOPE

This directive applies to all members of the Aurora Police Department.

8.4.03 DEFINITIONS

Definitions from the following directives apply to this directive:

1. [DM 08.41 - Online Reporting](#)
2. [DM 08.48 - Suspicious Calls](#)
3. [DM 08.42 - Missing Persons and Runaway Reports](#)
4. [DM 08.27 - Verified Alarm Response](#)
5. [DM 4.02 – Emergency Response](#)

Computer Aided Dispatch (CAD): A computer application that aids Aurora911 employees with information dissemination that includes event entry, dispatching, and status maintenance of field responders. The application allows users to electronically communicate with field responders, manage events, and track resource allocation.

Emergent: The officer has chosen to activate their vehicle's emergency lights and/or sirens and is responding to an event or request in a manner that may deviate from traffic laws.

In-Progress: Activity in the course of being done or carried out.

Mobile Dispatch Computer (MDC): Computer terminals used by field responders to access CAD events and other information. The terminals are additionally used for field responders to send and receive messages with Aurora911 employees via CAD.

Routine: The officer has not activated their vehicle's emergency lights and/or sirens and is responding to an event or request within the limits of traffic laws and department policies.

Talk group: A series of channels that are grouped together by frequency to allow communications for a large group of users on mobile and portable radios.

Tiered Response Protocol (TRP): This approach prioritizes calls for service based on severity, urgency, and potential risk to life or safety. High-priority emergencies will continue to receive immediate response, while lower-risk or non-urgent calls may be handled through alternative methods or deferred response.

For additional information on event types and dispatch priority levels, refer to Aurora911 [300-03 Police Dispatch Protocols](#).

8.4.04 POLICY

In cooperation with Aurora911, all requests for police services will be assigned a priority designation. Calls-for-service are categorized by call type, which determines the priority level and expected response by the member, either routine or emergent.

Response times are subject to periodic review by the operations command to identify areas for improvement and allocate resources more effectively to meet performance standards and public expectations. For guidelines regarding Emergency Response Police Vehicle Operation, refer to [DM 4.02 - Emergency Response](#) and [DM 04.15 - Police Vehicle Pursuits](#).

8.4.05 PRIORITY ONE CALLS

Priority One Calls are critical in-progress calls where immediate police intervention is required to avert imminent or likely loss of life or serious bodily injury.

PRIORITY ONE RESPONSE:

Aurora911 will immediately assign the call to the nearest available unit from any district. These calls cannot be held. If no officers are available, a Sergeant will be notified immediately.

The response for Priority One Calls is an emergent response in accordance with [DM 4.02 - Emergency Response](#), including the use of emergency lights and audible sirens for the duration of the response unless tactical considerations dictate otherwise.

Priority One Calls take precedence over all other call priorities, and members are expected to clear, if practical, any lower priority call(s) if needed to respond, including meal breaks and details. District boundaries and Department assignments are not a consideration when dispatching Priority One Calls, and Aurora911 will send the closest available units.

Note that Aurora911 categorizes officer-initiated calls (Traffic stops, pedestrian contacts, etc.) with a Priority One designation for visibility to ensure officers are checked on in a timely manner, however, they are not subject to the Priority One Response mandate.

8.4.06 PRIORITY TWO CALLS

Priority Two Calls consist of serious in-progress or just-occurred incidents (occurred less than 15 minutes ago) with non-life-threatening personal injury, incidents involving weapons, or when immediate police intervention is necessary to maintain public safety or avert extensive property damage.

PRIORITY TWO CALL RESPONSE:

If available, Aurora911 will assign the designated area unit; otherwise, the nearest available district unit will be dispatched. If the call remains pending for more than 15 minutes, a Sergeant will be notified.

The response for Priority Two Calls is an emergent response in accordance with [DM 4.02 - Emergency Response](#), including the use of emergency lights and audible sirens for the duration of the response unless tactical considerations dictate otherwise.

Priority Two calls take precedence over lower priority call types, and members are expected to clear, if practical, any lower priority call(s) if needed to respond. District boundaries and Department assignments are not a limitation for being dispatched to Priority Two calls.

8.4.07 PRIORITY THREE CALLS

These calls involve in-progress or recently occurred incidents with a low risk to public safety or injury. They include cold calls related to persons (occurring 15 minutes or more prior) that still require a police response.

PRIORITY THREE CALL RESPONSE:

If available, Aurora911 will assign the designated area unit; otherwise, the nearest available district unit will be dispatched.

Priority Three calls take precedence over lower priority call types; however, they may pend if there are not any available cars in the district. Generally, the area car will be dispatched; however, if the area car is not available, Aurora911 will send the closest available district car. The expected response type for Priority Three calls is a routine response in accordance with directive [DM 04.01 - Routine Police Vehicle Operations](#).

8.4.08 PRIORITY FOUR CALLS

Priority Four calls are the lowest-level calls that still warrant a police response. These include non-emergency incidents with no immediate threat to public safety, property, or quality of life. They also include follow-up activities that require an in-person response, such as evidence collection, obtaining video, or documenting statements.

PRIORITY FOUR CALL RESPONSE:

Priority Four calls are only dispatched if there are no higher priority calls pending. Priority Four calls will generally pend for the area car; however, if the area car is delayed, Aurora911 will dispatch the closest district car.

The expected response type for Priority Four Calls is a routine response in accordance with [DM 04.01 - Routine Police Vehicle Operations](#).

8.4.09 PRIORITY FIVE CALLS

Referrals to other city departments. These calls are primarily handled by other city departments, with a police response serving as a secondary role when requested. Examples include Animal Services and Park Aurora-related incidents, and these calls are generally not included in the pending dispatch queue.

PRIORITY FIVE PROTOCOL:

These types of calls will not be dispatched. Once this is sent to the appropriate resource, the call taker will enter a cancel request in CAD, and the dispatcher will close out the call.

Should police involvement be necessary, these calls can generally be handled by phone. These calls can pend for extended periods of time, subject to availability.

8.4.10 PRIORITY SIX CALLS

These calls are referred to external resources outside the city's jurisdiction, such as Xcel Energy issues or civil matters that require court intervention.

PRIORITY SIX PROTOCOL:

These types of calls will not be dispatched. Once this is sent to the appropriate resource, the call taker will enter a cancel request in CAD, and the dispatcher will close out the call.

8.4.11 PRIORITY SEVEN CALLS

These calls are initially referred to online reporting or begin as telephone reports. If appropriate, they may be redirected to the desk queue, but some may still require a follow-up call from patrol.

If a patrol response is required, the call will remain pending for the designated area unit.

8.4.12 PRIORITY EIGHT CALLS

Priority Eight calls consist of calls involving special events, training, and officer-initiated administrative activities such as details, vehicle care/fuel, meals, and breaks.

8.4.13 PRIORITY NINE CALLS

Priority Nine calls are calls that are incomplete and left in an officer's queue for later resolution. The dispatcher manually changes stacked calls to Priority Nine.

Emergency Police Dispatch (EPD) calls, which are calls yet to be classified, shall also be labeled Priority Nine. Incomplete calls left in an officer's queue that exceed 30 minutes will be reevaluated by Aurora911 and either remain in the officer's queue or will be placed back into the pending queue with the appropriate priority designation.

Only Priority One or Two calls that have had a police response and are no longer considered a critical in-progress event, where immediate police intervention is required to avert imminent or likely loss of life or serious bodily injury, may be classified as Priority Nine and left in the officers' queue. All other Priority One and Two calls will be placed back into the pending queue.

These calls will not be dispatched until reassigned.

8.4.14 TIERED RESPONSE PROTOCOL

To ensure the most effective use of its resources, the Aurora Police Department is utilizing a Tiered Response Protocol. This approach prioritizes calls for service based on severity, urgency, and potential risk to life or safety.

High-priority emergencies will continue to receive immediate response, while lower-risk or non-urgent calls may be handled through alternative methods or deferred response.

This label and its definition support public trust by setting clear, reasonable expectations for community members reporting lower-acuity crimes. The change was implemented to enhance clarity for both internal personnel and external stakeholders.

This framework closely aligns with Aurora911 and AFR, connecting the urgency of response with the exigency of a call.

8.4.15 RESPONSE TO CALLS IN GENERAL

As a general guideline, members should not alter response types assigned to the call priority. If a sworn member determines an alternate response type to be more appropriate based on the details, circumstances, or their own personal knowledge, they shall broadcast that modified response over the radio.

8.4.16 RECLASSIFYING CALL TYPES

Members are prohibited from reclassifying call types or removing them from a pending status based on information developed from the scene.

To ensure accurate categorization, members shall select the appropriate call closure type with the corresponding NIBRS code when closing a call, without altering the original call type.