# AURORA POLICE DEPARTMENT
## DIRECTIVES MANUAL

| 08.04 | CALL PRIORITY DESIGNATIONS |
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**Approved By**:      Heather Morris, Interim Chief of Police

**Effective**:      Sep-1-1998

**Revised**:      Aug-31-2024

**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 don't 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 APD.

## 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

Priority Dispatch Operation: A situation in which high-priority call(s) or the volume of resources needed on a single large-scale incident limits officer availability to respond to further calls for service.

Examples of each call for service priority are provided in the appendix to this directive.

## 8.4.04    POLICY

In cooperation with Aurora911, all requests for police services will be assigned a priority designation. The call-for-service examples provided in the policy's appendix are categorized by default into certain priority levels. A member of Aurora911 may adjust the priority level for each type of call-for-service based on the additional details gathered about the incident. Sworn members should adjust their response to a call according to the information given by Aurora911 or prior knowledge by the sworn member.

Members shall respond to calls for service in order of priority unless otherwise directed by a supervisor.

Members will have the authority to adjust the level of response as they will actively assess the facts and circumstances of the call they're responding to based on information provided by Aurora911. Members are encouraged to utilize personal knowledge and each priority level's definitions to determine the appropriate response. 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 Police Vehicle Pursuits*.

| 8.4.05 | PRIORITY ONE CALLS |
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Priority One Calls consist of incidents involving sworn member(s) in trouble and related calls: hostage member, member in emergent need of assistance, radio emergency key activation, active shooter/harmer, and critical and in-progress calls where immediate police intervention is required to avert personal injury or extensive property damage or where prompt arrival is necessary to effect criminal apprehension. The police department's expectation of a member dispatched to these types of calls is emergency response. If a sworn member determines routine response to be more appropriate based on the details, circumstances, and their own personal knowledge, they shall inform Aurora911 of their decision.

| 8.4.06 | PRIORITY TWO CALLS |
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Priority Two calls may be urgent in nature and require a prompt police response. Members shall continue to operate a police vehicle in a manner consistent with state law and department policy while responding to priority two calls. These calls have a potential but no imminent risk of personal injury. The involved parties or suspects on the scene are calm, in custody, or the suspect(s) have already left. Consideration should be given to possible emergency police response based on call notes, additional details provided by Aurora911, or the member's prior knowledge of the involved persons, location, or driving distance. Members shall adjust their responses accordingly if an immediate threat is presented on the call. If members deem that an emergency response is needed, they shall notify Aurora911.

| 8.4.07 | PRIORITY THREE CALLS |
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Priority Three Calls are non-emergency calls for police service or reports of a crime where there is no immediate threat to the safety of persons and property or disruption of the quality of life. These calls for service generally require a routine police response. If the member determines that a higher priority emergency response is appropriate, the member shall declare over the police radio their adjusted level of proper response. If members deem that an emergency response is needed, they shall notify Aurora911.

| 8.4.08 | PRIORITY FOUR CALLS |
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Priority Four Calls are non-emergency calls for police service of an administrative nature, where there is no immediate threat to the safety of persons and property or disruption of quality of life. They also include officer-initiated activity, such as details, administrative tasks, and/or calls that may require action by patrol units as time allows. Units may be deferred to other calls as needed with minimal effect, and many Priority Four calls require no report.

| 8.4.09 | PRIORITY FIVE CALLS |
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Priority Five Calls include follow-up and informational calls.

| 8.4.10 | PRIORITY EIGHT CALLS |
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Priority Eight Calls are taken by a call taker to be handled by patrol via phone when the reporting person is out of the city and that is one of the remaining available means to make contact. Calls entered as a different

priority and requested by a supervisor to be handled by phone or started on the phone will not utilize a Priority Eight. These types of calls will remain in the original level of designation.

## 8.4.011     FRONT DESK CALLS

The Front Desk Unit increases the Aurora Police Department's efficiency and productivity by completing designated administrative tasks, such as area watch requests, collecting found property, taking possession of relinquished firearms, and completing cold property crime reports with no leads or identifiable and/or locatable suspects. Upon reviewing the details provided in the comments of a call for service received by Aurora911, a Supervisor has the authority to decide that a response from a uniformed sworn member is not warranted, and consequently, the call should be assigned to the Front Desk Unit.

## 8.4.12     PRIORITY DISPATCH

Any watch commander can place a channel(s) on priority dispatch until sworn members are available to handle calls for service, as normal. Aurora911 will broadcast Priority One and Priority Two calls only during this time frame due to unavailable resources. Members of Aurora911 have the discretion to broadcast calls for service that are not classified as Priority One or Two if they see an exigent need. The watch commander will advise when they are no longer on priority dispatch status, and operations will return to normal.

## 8.4.13     ON-SITE ACTIVITIES

Any onsite activities initiated by members will be given the same priority designation as if the call had been dispatched.

## 8.4.14     BACK-UP POLICY

Back-up unit(s) will be assigned whenever additional sworn members are required for one of the following reasons:

1. To ensure the safety of the unit originally assigned

2. To adequately and expeditiously handle multiple tasks required at a scene

3. To control a scene and prevent a situation from escalating

4. To assist in the apprehension of a suspect

5. When requested by any member

Members providing cover do not directly interact with the subject but instead focus on the overall scene, watching for potential threats or suspicious behaviors from the individual or bystanders. The cover shall provide a tactical advantage to the contact member. However, being in a cover position does not release members of their responsibility to ensure that the call for service or incident is handled appropriately and thoroughly, including completing all required administrative tasks and documentation when applicable.

## 8.4.15     BACK-UP PROCEDURES

Unit(s) assigned to back up or cover a fellow member shall respond in a manner consistent with a priority level deemed appropriate upon reviewing the details and circumstances of the call and the fellow member's need for assistance. If no backup unit is readily available, Aurora911 personnel may:

1.  Reassign a sworn member handling priority three or lower priority calls.

2.  Assign a sworn member from a special unit or plainclothes sworn members to respond.

3.  Assign a patrol supervisor to respond.

Plainclothes sworn members who respond to an incident will notify Aurora911 of their response. The dispatcher will notify all uniformed units that plainclothes sworn members are responding.

## 8.4.16     CONTAINMENT PERIMETERS

Containment perimeters will be established only when field units request them. In these cases, the following procedures will be observed:

1.  The person in charge of the scene (the unit assigned or a supervisor) will initiate a perimeter request to Aurora911 and designate specific perimeter locations.

2.  The dispatcher will then assign available units to the perimeter locations (unless a field supervisor elects to assume this responsibility).

3.  Units not assigned as part of the perimeter will not respond to the scene but will await further assignments to answer calls for service.