

	Number: BPD - 112	Pages: 5
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	Approving Authority: Chief Kenneth Seuberlich	
WASPC Standard(s): 15.1, 15.2		Subject: RESPONSE TO EMERGENCY AND NON-EMERGENCY CALLS

112.1 PURPOSE AND SCOPE

This policy provides for the safe and appropriate response to emergency and non-emergency situations whether dispatched or self-initiated.

112.2 RESPONSE TO CALLS

When an officer is responding to a call for service, the officer should notify dispatch if they are responding CODE and from the location they are responding from. The Bothell Police Department uses the following response modes:

- a) Non-emergency response. No lights or siren, following the flow of traffic as well as traffic laws.
- b) Code/emergency response. Lights and siren as required by RCW 46.61.035 and RCW 46.37.190.

It is understood that there may be times when an officer may need to activate their emergency lights and siren when responding to non-emergent calls for service, due to slow or stopped traffic. Officers are authorized to use their lights and siren when circumstances dictate, unless directed otherwise by a Shift Supervisor/Sergeant.

112.3 REQUESTING EMERGENCY ASSISTANCE

Requests for emergency assistance should be limited to those situations where the involved personnel reasonably believe that there is an immediate threat to the safety of officers, or assistance is needed to prevent imminent serious harm to a citizen. When practicable, the requesting officer(s) should give the following information:

- The unit designator making the request (e.g., "One-Paul-One" or "Paul-Twenty-nine").

BOTHELL POLICE DEPARTMENT POLICY AND PROCEDURE MANUAL	NUMBER: BPD - 112	PAGE 2 of 5
SUBJECT: RESPONSE TO EMERGENCY AND NON-EMERGENCY CALLS		EFFECTIVE DATE: 11/1/2023

- The officer is requesting an emergency response. (e.g., “step it up”, “code response”, or “emergency response”.
- The number of units required.
- The requesting officers location.
- The reason for the request and type of emergency (e.g. “I have a subject prone”, “giving commands”.
- When a situation has stabilized and additional emergency response is no longer required, the requesting officer shall notify dispatch that the scene is under control and the responding units can slow down or discontinue.

112.4 CALL TYPES AND PRIORITY

The Call Receiver enters the call into the CAD by selecting a call type and priority. NORCOM has 95 police call types to choose from and the priority of each call is assigned by the Call Receiver to help the dispatcher and the officers determine how urgent a situation is. Calls for service will fall in to one of the 4 following priorities:

Priority 1: Emergency – Life Threat. These calls are requests for service of an emergency nature which require immediate police response, as there is a reason to believe that a continuing serious threat to life exists. Specifically, this includes anytime a reporting party states a weapon is in play in the situation described. Priority 1 calls do not hold and should be dispatched within one minute from when the call is connected.

Examples of priority 1 calls are:

- Burglary (if occupied)
- Kidnapping
- Robbery
- Rape

Priority 3: Emergency in progress. Crimes in progress or just occurred (10 minutes ago or less) that present no significant threat of serious physical injury or major property loss, or any active incident which could be classified as a possible crime or potential hazard to persons or property. Priority 3 calls do not hold and should be dispatched within 3 minutes from when the call is connected and should be dispatched in the following manner:

- Officers will be advised of the incident type and what officer is assigned
- Officer will acknowledge the call and be provided with the exact location and initial incident details

BOTHELL POLICE DEPARTMENT POLICY AND PROCEDURE MANUAL	NUMBER: BPD - 112	PAGE 3 of 5
SUBJECT: RESPONSE TO EMERGENCY AND NON-EMERGENCY CALLS		EFFECTIVE DATE: 11/1/2023

- Dispatch will continue with updates as applicable

Priority 4: Non-Emergency. Calls that are a request for service which do not require an emergency or immediate response. Priority 4 calls should be dispatched as soon as the district unit (or other appropriate unit is available).

Priority 4 calls will normally be dispatched via mobile data (MDC) with minimal information verbalized to the officer (I.e. "1P1, a theft report MDC"). Officers will acknowledge the advisement. Priority 4 calls will generally be dispatched to one officer.

A priority 4 call will be dispatched to the appropriate officer as soon as possible. If no appropriate officer is available after 20 minutes, the dispatcher will notify the on-duty supervisor or the highest-ranking officer on duty if the supervisor is not available. Officers should be proactive and if they see a call in their district, they can advise radio to show them advised on the pending call in their district. Upon doing so, no further notifications will be made by dispatch regarding the call holding.

Priority 5: Non-Emergency. Calls that will dispatched to the district unit or held until the district unit is clear and available. These are typically informational calls where no action will be taken in the field. These calls will not be dispatched to field units.

112.5 NUMBER OF UNITS ASSIGNED

Dispatch will assign more than one unit to respond to an emergency call for service. If an officer would like additional units to respond, this request shall be made over the radio.

Priority 1 calls will be broadcast to all units. Units will volunteer to respond, if that does not occur, the dispatcher shall advise the patrol supervisor who will assist in determining the appropriate units to send.

Priority 3 calls will generally be dispatched to two officers. Most priority 3 incidents will require information to be broadcast over the air with regular updates. However, if verbal communication would jeopardize the effectiveness or safety of an incident, a priority 3 call may be sent to the MDC. Dispatchers will advise "2P2, priority 3 call to your MDC". The reason for the no-verbal dispatch shall be noted in the call (i.e., "Call is located at an unlisted women's shelter – not for broadcast."). In addition to priority 3 calls, two officers will be sent for the following circumstances:

- Any priority 1 call

BOTHELL POLICE DEPARTMENT POLICY AND PROCEDURE MANUAL	NUMBER: BPD - 112	PAGE 4 of 5
SUBJECT: RESPONSE TO EMERGENCY AND NON-EMERGENCY CALLS		EFFECTIVE DATE: 11/1/2023

- An officer advises they are on field sobriety tests ("FSTs" or "Fields")
- An officer with a felony or misdemeanor warrant subject
- An officer with an officer safety (ocean) subject
- An officer with a stolen vehicle/article/firearm
- An officer advising that they have a vehicle failing to yield
- An officer calls out in a fight, on foot/vehicle pursuit, with shots fired, with a subject at gunpoint/taser point/proned out, or otherwise indicating a need for emergency backup
- Alarm calls

The Shift Supervisor/Sergeants has ultimate authority as to the number of units assigned to a particular call.

112.6 INITIATING CODE/EMERGENCY RESPONSE

If an officer believes a code/emergency response to any call is appropriate, the officer shall immediately notify dispatch that they are responding. Radio traffic should be minimized and officers can assign themselves to the call using their MDC. The Shift Supervisor/Sergeant is ultimately responsible for making the final determination on the number of units needed or required in a code response.

112.7 RESPONSIBILITIES OF RESPONDING OFFICER(S)

Officers shall exercise sound judgment and care with due regard for life and property when responding to an emergency call. Officers shall reduce speed at all street intersections to such a degree that they shall have complete control of the vehicle.

The decision to continue a code/emergency response is at the discretion of the officer. If, in the officer's judgment, the roadway conditions or traffic congestion does not permit such a response without unreasonable risk, the officer may elect to respond to the call without the use of emergency lights and siren at the legal speed limit. An officer shall also discontinue the code/emergency response when directed by a supervisor.

112.8 COMMUNICATIONS RESPONSIBILITIES

When an officer requests emergency assistance, dispatch shall:

- Attempt to assign the closest available unit to the location requiring assistance.
- Confirm the location of the requesting officer for responding units.
- Notify and coordinate allied emergency services (e.g., fire and ambulance).

BOTHELL POLICE DEPARTMENT POLICY AND PROCEDURE MANUAL	NUMBER: BPD - 112	PAGE 5 of 5
SUBJECT: RESPONSE TO EMERGENCY AND NON-EMERGENCY CALLS		EFFECTIVE DATE: 11/1/2023

- d) As soon as practicable, insure the Shift Supervisor/Sergeant is aware of the request.
- e) Continue to obtain and broadcast information as necessary concerning the response and monitor the situation until it is stabilized or terminated.
- f) Control all radio communications during the emergency and coordinate assistance under the direction of the Shift Supervisor/Sergeant.

112.9 SUPERVISORY RESPONSIBILITIES

It is the responsibility of the Shift Supervisor/Sergeant to monitor and supervise all emergency responses. The Field Supervisor/Sergeant shall verify the following:

- a) The proper response has been initiated.
- b) No more than those units reasonably necessary under the circumstances are involved in the response.
- c) Affected outside jurisdictions are being notified as practical.

The Shift Supervisor/Sergeant may terminate and assert control by directing units into or out of the response as necessary. If, in the Shift Supervisor's/Sergeant's judgment, the circumstances require additional units to be assigned a code /emergency response, the Shift Supervisor/Sergeant may do so.

It is the Shift Supervisor's/Sergeant's responsibility to terminate a code/emergency response that, in his/her judgment is inappropriate.

When making the decision to authorize an code/emergency response, the Shift Supervisor/Sergeant should consider the following:

- a) The type of call.
- b) The necessity of a timely response.
- c) Traffic and roadway conditions.
- d) The location of the responding units.

112.10 FAILURE OF EMERGENCY EQUIPMENT

If the emergency equipment on the vehicle should fail to operate, the officer must terminate the code/emergency response and respond accordingly. In all cases, the officer shall notify the Shift Supervisor/Sergeant or Dispatch of the equipment failure so that another unit may be assigned to the emergency response.