



POLICY AND PROCEDURE

NO.444

Priority Level Dispatching

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All Patrol personnel will call into service ASAP.

Traffic Division, Impact Division, and all Foot beats shall call into Communications and at a minimum scan Eastside or Westside for full tour of duty and will be available to respond to Emergencies.

IN PROGRESS STATUS:

Life threatening calls shall be dispatched as a general broadcast followed by the established procedures as described below:

URGENT PRIORITY:

Requires The Dispatching Of Two Officers:

1. Route Officers By Oscar Number
2. Sector Car By Oscar Number
3. Bike/Foot Patrol By Number
4. Area Car (East/West) By Oscar Number
5. Traffic Car By Traffic Number/Impact Personnel/Area Foot Beat
6. Sector Sergeant By Sierra Number
7. Opposite Area Car (East/West) By Oscar Number
8. General Broadcast Only When No Route Officers Are Available

HIGH PRIORITY:

Requires The Dispatching Of Two Officers:

1. Route Officer By Oscar Number
2. Sector Car By Oscar Number
3. Bike/Foot Patrol By Number
4. Area Car (East/West) By Oscar Number
5. Sector Sergeant By Sierra Number

- 1) All Urgent Priority and High Priority calls or past calls require a minimum of two officers.
- 2) Medium, Urgent and High Priority calls involving hostile complainants shall require two officers.
- 3) Questions about the assignment of a route car to a call shall be referred to the sector sergeant.
- 4) When area supervisors are notified that the established response time has been exceeded, he/she will assume the responsibility for the disposition of the calls and advise the dispatchers of the action to be taken.
- 5) **MULTIPLE UNIT NOTIFICATION:** when more than two units are dispatched to a call the sector sergeant shall be notified.
- 6) T-30 - If 30 minutes elapse from the time a unit is dispatched to a call, and the officers have not returned to service, the officers shall be contacted for a status check. If contact is not made, the sector sergeant shall be notified.
- 7) Administrative Channel - Routine non-emergency, requests for C.J.I.S. or warrant conformation information shall be made through the administrative channel.
- 8) Officers shall notify dispatch when returning to service - dispatch shall verbally acknowledge officer.
- 9) Communications will notify complainants with administrative routine and medium priorities that a 60 minute response is likely, ("We have an estimated 60 minute response time for your call") Communications will call back the complainant after 30 minutes with a response update.
- 10) With respect to calls involving violent crimes, the call taker shall maintain telephone communication with the complainant until the officer arrives.
- 11) Any report of a domestic dispute will not be recoded. Patrol Officer will inform dispatch of the disposition. A report shall be submitted on ALL calls dispatched as a domestic dispute.
- 12) The incident TYPE code refers to the subject matter of the incident, that is, to what the problem was about. The disposition, or "action taken", code indicates what was done by the officer(s), such as "Report taken", or "Assisted Party".

Type codes should be changed with the exception of a domestic dispute only when necessary to indicate the true nature of the call. (Example: An alarm which is actually a break-in should be changed to BED or BEC). When general assistance is rendered e.g. the disposition code should be "H" (Assisted Party) and the type code should reflect the subject of the call.

- 13) A general notification will be made for all first responder calls regardless of whether Fire or EMS is responding.
- 14) Call designation for uniform patrol:

OSCAR for the route officer

SIERRA for the Sergeant car number

LIMA for the Lieutenant car number

CHARLIE for the Captain car number

BIKE by number

FOOT by number

- 15) Police personnel have various duties and responsibilities when responding to fire scenes. The first priority is the personal safety of any occupants that still may be in harm's way, second would be public safety in general, and then traffic control.
- 16) When responding to the scene of an incident where FIRE and EMS may also be responding, the first officer at the scene will evaluate the situation and make a determination whether these agencies are needed, if they are needed then they should continue, and if they are not needed they will be backed off.
- 17) When officers respond to a dangerous situation or a past violent incident when appropriate the officer at the scene, and preferably a supervisor will notify all other first responders to stage at a nearby location and await further instruction.
- 18) Dispatching of Sector Sergeants/Supervisors:
 1. In addition to their duties a Sector Sergeant/Supervisor will be dispatched to all calls where more than two cruisers respond.
 2. Sergeant/Supervisor will be dispatched to all calls involving off duty personnel. It is the responsibility of the responding officer and communications personnel to notify a supervisor that an off duty officer is involved with any incident. The supervisor will respond to the scene and take responsibility for the situation.
 3. The supervisor dispatched to an incident involving an off duty officer or official should be of a higher rank than the involved officer. It will be the responsibility of this superior ranking official to take any police action if during the course of the investigation this is deemed necessary. In particular, if probable cause exists and an arrest is to be affected, this should be accomplished by a supervisory official at least one rank higher than the off-duty officer.
 4. Excluding circumstances which require simple approval, a Sergeant/Supervisor shall respond to the scene rather than lengthy discussion of the situation over the radio.
 5. It shall be the responsibility of the on duty dispatcher to notify the Official/Supervisor in charge in the event of two or more calls to the same location within a 24 hour period.
- 19) An operations supervisor will be notified and will respond to all pedestrian accidents. If Communications does not notify the supervisor it will be the responding officers responsibility to notify his supervisor. The Operations Supervisor will then notify Traffic Division. When Traffic Division is off duty, a determination will be made by the Operations supervisor if Traffic Division should be called in.
- 20) Any police officer who observes a situation whereby work being performed by Private Contractors, or by City Departments, upon a Public or Private Way in the City of Worcester, is or may create a dangerous or hazardous condition for vehicular or pedestrian traffic, the officer will take the following action to alleviate the problem:
 1. The Supervisor will be notified forthwith of the circumstances involved.
 2. The Officer will personally take the necessary steps to alleviate the hazard either by directing the traffic safely past the construction or by seeing to it that pedestrian traffic is escorted safely and expeditiously past the area.
 3. The Supervisor will investigate the situation and will notify the Commanding Officer.
 4. In the event an Off Duty Police Officer is required, the Paid Detail Section will be notified by the official investigating and steps will be taken to ensure that the situation is controlled until the arrival of the Off Duty Officer. After regular duty hours Operations and Service Division will assign personnel to the detail.
 5. At no time will a dangerous or hazardous situation be abandoned by the officer observing same without taking appropriate action as outlined above.

Policy updated 12/26/08 with the addition of Section #18 paragraph #3.

Per:

A handwritten signature in black ink, appearing to read "Gary J. Gemme". The signature is written in a cursive style with a prominent initial "G".

Gary J. Gemme
Chief of Police