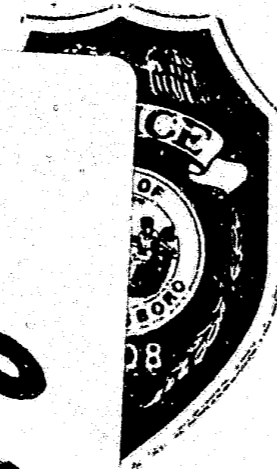


# Differential Police Response

a program of the National Institute of Justice

U. S. Department of Justice  
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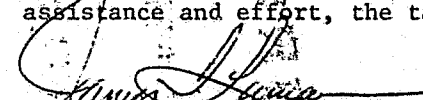
The production of this Differential Police Response document has been through a great deal of effort on the part of many Police and Communications Operations personnel. It is only appropriate that their efforts and assistance be acknowledged and thanks for their efforts given.

First of all, we feel that this document is an expansion of research efforts which have preceded the Differential Response Field Test. We owe a great debt to those agencies and persons involved in previous field tests and experiments. In addition, those agencies which have conducted similar efforts on their own have helped in our overall effort to prepare a comprehensive field test.

In the preparation of this program, we have had the unqualified support and assistance of Chief William E. Swing and Mr. Robert E. Marine, Jr., for that we are extremely grateful. Likewise the support and work of the Classification and Response Advisory Boards personnel proved to be truly beneficial. The membership of each board is listed following this statement -- thanks is given each member for their determined effort and result.

We wish to thank the National Institute of Justice; the Research Utilization Program Team; and the other two test sites -- Toledo, Ohio Police Division, and the Garden Grove, California Police Department -- for the opportunity to participate in this project.

Last, but far from least, I would like to express my personal thanks to the two people who have worked the hardest and most diligently on this effort -- Thomas A. Murphy, Jr., and W. R. Stafford, III, without their assistance and effort, the task would have been much more difficult.

  
James T. Euman, Lieutenant  
Project Director, DFR  
Greensboro Police Department

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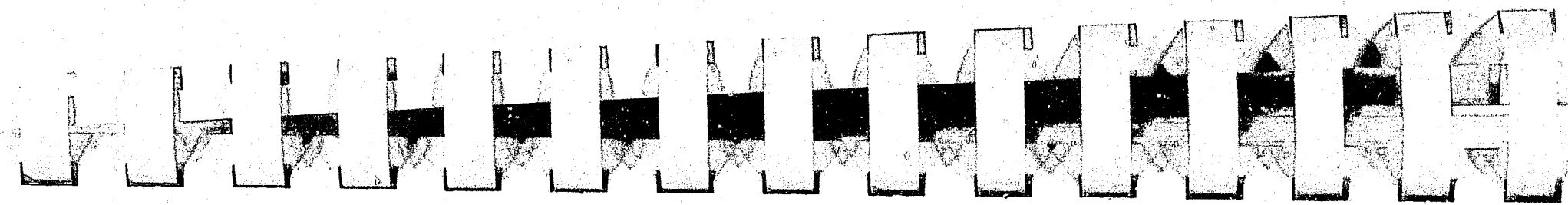
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CALL CLASSIFICATION ADVISORY BOARD  
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Sergeant F. F. Hundley, Field Operations Bureau  
Sergeant P. W. Spoon, Staff Duty/TRU  
Sergeant G. W. Wilson, Community Services  
Officer G. W. Cundiff, Field Operations Bureau  
Officer C. T. Knight, Field Operations Bureau  
Officer W. D. Watterson, Field Operations Bureau  
Officer P. Massaroni, Traffic Services  
Officer J. S. Henriksen, Staff Duty  
Detective L. F. Saul, Youth Division  
Mr. H. W. Holt, Identification Section  
Mr. G. R. Ballance, Records Division  
Mrs. J. E. Anderson, Community Services  
Mr. L. E. Freeland, Communications  
Mr. D. P. Maddox, Communications

RESPONSE ADVISORY BOARD  
7/08/82 - 9/23/82

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Sergeant H. L. Farlow, Field Operations Bureau  
Sergeant J. F. Fear, Criminal Investigations  
Sergeant P. W. Spoon, Staff Duty/TRU  
Sergeant W. D. Comer, Vice/Narcotics Division  
Officer C. T. Knight, Field Operations Bureau  
Officer A. R. Wood, Field Operations Bureau  
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Detective D. G. Bingman, Vice/Narcotics Division  
Detective L. F. Saul, Youth Division  
Mrs. J. E. Anderson, Community Services  
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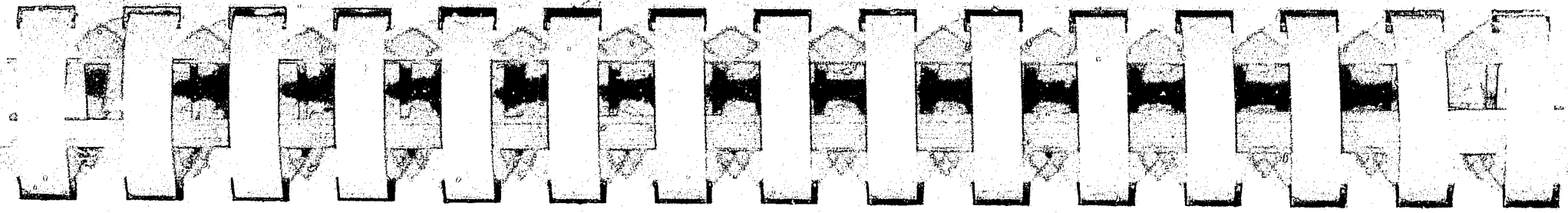


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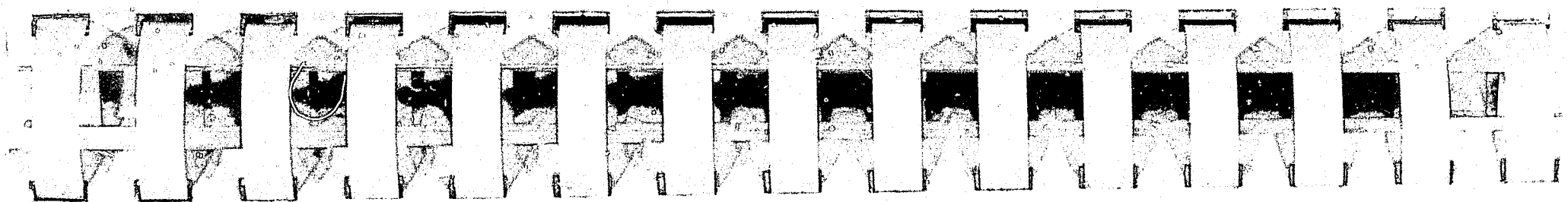
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DIFFERENTIAL POLICE RESPONSE

POLICY STATEMENT

The Greensboro Police Department recognizes its responsibility to provide effective police services for the citizens of Greensboro. Being cognizant of economic conditions and budget constraints, a program of alternative responses to citizen requests for police service has been developed. This will enable the Police Department to continue to provide the same high level of service in a more productive manner.

This alternative response program consists of various forms of mobile and non-mobile responses and utilizes sworn and/or non-sworn personnel. Mobile responses have been identified as emergency, immediate and delayed. Non-mobile responses include mail-in, walk-in, telephone and referrals. The use of this wide range of responses to citizen requests for service by the Greensboro Police Department will allow for the better management of police resources.

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## Introduction

Is there a more efficient and effective method of answering citizen-initiated calls for service? Several research efforts of the past few years indicate there is.

For many years, the responsiveness of a police agency has been measured in terms of response time. How quickly after a call is received that a patrol unit and officer arrive at the complainant's location. The theory being that citizen satisfaction is predicated on a rapid response to each and every call for service. However, what happens if a police department actually begins to manage its calls for service through use of alternate response techniques, i.e. delay response to non-critical calls for service, use non-sworn employees where there is no need for a sworn officer, use of telephone reporting, etc.? Several studies and their findings (Response Time Analysis; Police Response Time: Its Determinants and Effects; Improving Patrol Productivity; and Differential Police Response Strategies) indicate that citizen satisfaction with police service is not solely dependent on response time, but is a function of the perceived nature of their request and the expectation of the level of service promised or implied by a complaint operator.<sup>1</sup>

Some efforts have been made in the past to "prioritize" the response to calls for service. Even these efforts have been reliant on the traditional response of dispatching a patrol unit to each call; emergency calls first, but still dispatching a unit to all calls. With the increasing demand, the "priority" system has even been modified (in some cases) to an actual discontinuation of service delivery in some peripheral areas of the police field.

The Differential Police Response to Citizen-Initiated Calls for Service Field Test is an experiment in the overall improvement in the efficiency and effectiveness of a police department's patrol function. The effort of the experiment is to develop and implement a comprehensive system of alternative response techniques. The comprehensive nature of the DPR system actually increases a department's overall service delivery capability. Thus the overall productivity of the Police Department is improved through more efficient utilization of the Department's total resources.

Conducted under the guidance of the National Institute of Justice, the DPR experiment is being field tested in the Greensboro, N. C. Police Department; Toledo, Ohio Police Department; and the Garden Grove, California Police Department. In order to accomplish the goals of the project, each agency underwent a major planning effort to:

1. Change their Call Classification System,
2. Increase their Response capability,
3. Modify their Call Intake Procedure, and
4. Match their responses to the new classification system.

The information contained in this document is the result of the effort to find that more effective method of answering citizen-initiated calls for service; the Greensboro, N. C. Police Department Differential Police Response System. Each component of the system is explained within the succeeding pages and annexes.

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### Goals of the Differential Response Field Test<sup>2</sup>

As part of its research and development mandate, the National Institute of Justice designs field test programs based on research findings. The goal of this particular field test is to develop and assess the utility of a comprehensive differential response system for managing the calls for service function of police departments. The design consists of program elements that will be uniformly implemented in three city police departments in the 100,000 to 500,000 population range and evaluated by the National Institute. This test has three primary evaluation objectives:

- \* To assess the impact of a differential response system on police practices.
- \* To assess the impact of a differential response system on citizens.
- \* To assess the transferability of the program.

The National Institute of Justice has been actively involved in the search for ways to improve the efficiency of various aspects of traditional patrol practices, and has sponsored two previous field tests in related areas: The Managing Criminal Investigations Test sought to increase the efficiency of the investigation process by various techniques, including expanding patrol officer involvement in investigations. The Managing Patrol Operations Test sought to increase directed patrol activities by systematically matching deployment to workload conditions.

The field test experiences in both of these programs, along with the findings from other research efforts, provide varying levels of support for the utility of differential response systems involving call prioritization techniques and alternative response strategies as mechanisms for managing the calls for service demand, they also raise numerous questions for further research:

- \* First, the optimal use of alternative response techniques has not been demonstrated. While it has been suggested that as much as 55 percent of the calls for service can be handled by delayed mobile responses and 30 percent of the calls for service can be handled by various non-mobile responses, the available evaluations indicate that the percentage of calls for service handled by these responses is much lower.
- \* Second, it has yet to be determined what types of alternative response techniques are appropriate for what types of calls for service.
- \* Third, it is not clear what procedures are necessary to increase the use of alternative techniques. It has been pointed out that the call classification schemes which are based on existing signal codes do not provide sufficient information to determine the appropriate police response. Also, it appears that communications personnel are not adequately trained to use these simple call classification schemes, let alone more sophisticated models. Both of these factors may contribute to the under utilization of alternative response techniques.

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\* Fourth, in light of the limited use of comprehensive differential response systems, minimal attention has been focused on their impact on police patrol practices. Further, information is needed on the extent to which patrol resources devoted to responding to calls for service can be decreased and used for non-calls for service activities. Information is also needed on patrol officer acceptance of alternative responses.

\* Finally, the costs of implementing response techniques have not received adequate attention. While it has been suggested that alternative responses will be less costly than the traditional responses of sending out a mobile unit, the anticipated savings must be weighed against the costs of training communications personnel and other affected personnel in the new procedures, in assigning additional personnel to carry out the non-mobile techniques, and in terms of citizen attitudes and patrol officer acceptance of the new response techniques.

In order to carry out this research experiment, there are two primary action goals of the program to be field tested and several objectives with each goal.

The first goal is to increase the efficiency of the management of the calls for service function. Through the implementation of a comprehensive differential response system, it is expected that departments will be able to rapidly respond to the increasing number of critical or emergency calls for service and have sufficient uncommitted time to perform non-calls for service activities. The objectives associated with this goal are:

- \* To assure that calls for service of greater urgency receive priority treatment;
- \* To reduce the rate of non-critical calls for service handled by immediate mobile responses;
- \* To increase the rate of non-critical calls for service handled by delayed mobile responses;
- \* To increase the rate of non-critical calls for service handled by non-mobile responses; and
- \* To increase the amount of officer time available for non-calls for service activities.

The second goal of the program is to maintain or improve citizen satisfaction. In many departments, call intake personnel fail to provide sufficient information to citizens on the nature of the police response for their calls. Citizens are often not informed that their calls will be delayed, but rather promised a patrol car immediately, and are not informed of the length of time it will take a patrol unit to arrive. As part of this test program, communications personnel will receive training and supervision to ensure that citizens receive adequate explanations on the nature of the police response and to ensure that the designated response is delivered. It is anticipated that these activities will facilitate citizen satisfaction with the differential response program. Objectives associated with this goal are:

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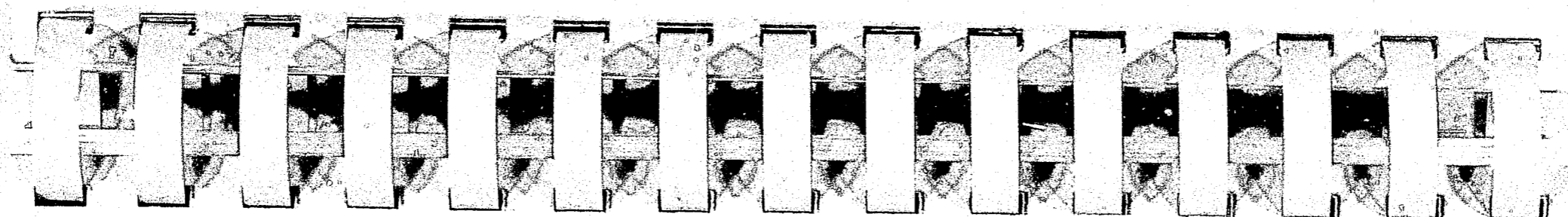
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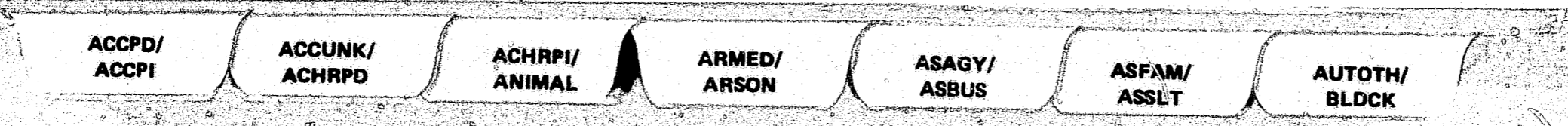
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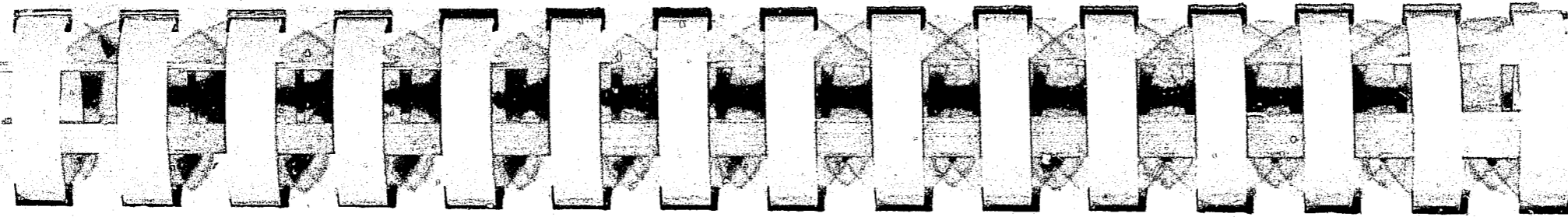




- \* To provide satisfactory explanations to citizens at call intake on the nature of police response to their calls; and
- \* To provide satisfactory responses to citizens for resolving their calls for service.

The Greensboro Police Department will engage in a variety of activities for the purposes of developing and implementing a differential response system. It is anticipated that the implementation of the differential response system will, with time, reduce the number of calls for service which are dispatched. As such, departments would have increased patrol resources which could be used for addressing crime and service-related problems. This freed up time could be used for various directed patrol options, including crime prevention activities, such as community education, security surveys, target hardening, and property marking techniques; crime deterrence activities, such as saturation patrol and field interrogation; criminal apprehension activities, including decoys and stakeouts and suspect identification; and involving patrol officers in the investigative process.





#### Development Process

The Differential Response System is composed of four (4) basic components:

1. Call Classification System
2. Alternative Responses
3. Call Intake Procedure
4. Matrix of Responses Matched to Class

Each component, while important, is not an end in itself. For the DPR System to be effective, each must mesh with the other for a total service delivery system.

Development of the Greensboro DPR model was completed through a great deal of effort. The classification system is a product of conformance, as nearly as possible, to the classification system provided as a model<sup>3</sup> and agreed to by the three (3) test sites; and a classification system developed by a task group of Police Department and Communications Operations personnel. The result is a system felt to be workable, appropriate and beneficial to the overall effort.

Once the "priority" of a call for service is determined through the use of the classification system, a response appropriate to the level of the call must be assigned. Prior to the DPR study, the Greensboro Police Department had utilized immediate dispatch of a patrol unit and the use of a Telephone Response Unit. In order to expand the alternative response availability, another task group composed of Police Department and Communications Operations personnel was used to recommend other possible response types. The efforts of this group resulted in the basic response definitions and the matching of recommended responses to classifications of calls and individual call types.

The overall matrix of the DPR system and the Call Intake Procedure were developed through a synthesis of the other components by the DPR staff. The Call Intake Procedure was developed through input surveys of patrol officers, detectives and Communications personnel as well as the previous procedure for determination of qualification for the Telephone Response Unit. The result was a specific set of information types to be obtained by a telecommunicator prior to the dispatch of a response unit. After a testing process of the procedure, modifications were made to more closely match the information necessary for each category of a call for service. The final call intake procedure is a collection of the traditional who, what, when and where considerations and questions pertinent to each nature of a call for service.

An addition was made to the Greensboro Computer Aided Dispatch new event entry format. Field 21 is the intake key for all calls for service. A five (5) digit field, the specific classification of each call type can be determined through the field coding which is the call intake procedure, and the previously developed classification system.

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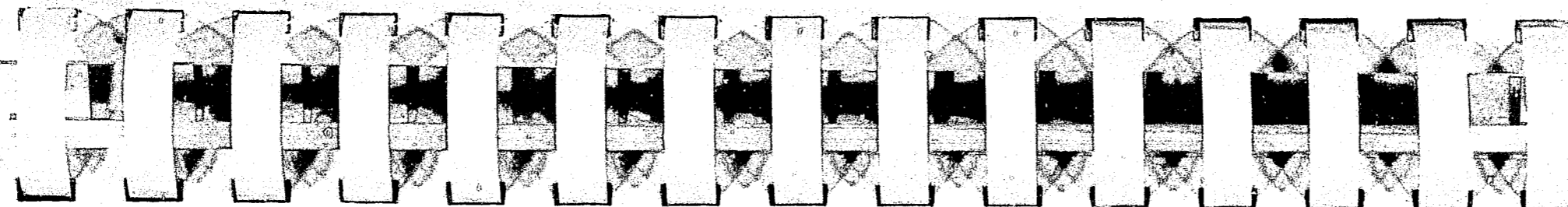
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The Greensboro Police Department Differential Response Matrix is a collection of: (1) the Call Classification System; (2) the Response types; and (3) the new Call Intake Procedure. While complicated looking, the operation of the matrix is more fully covered in the DPR User's Manual section of this document.

Overall, the development of the Greensboro DPR system has made great use of task group development, input from all areas affected by the operation of a DPR system, and adaptation of the other two (2) test site proposals and operations. The result has been the development of a total DPR system which meets the goal of reducing the calls for service workload of the patrol function without decreasing the service delivery capability of the Greensboro Police Department. Another benefit has been that the new system has not been created in a vacuum, allowing a tremendous amount of input from all levels of the department toward the common goal of improving the efficiency and effectiveness of the Greensboro Police Department.

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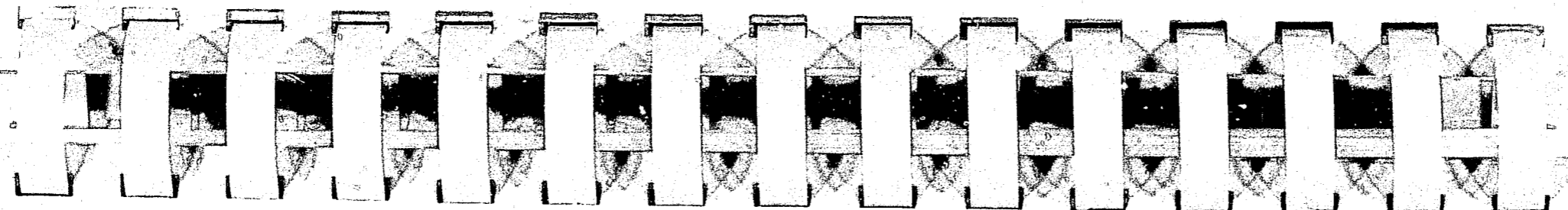
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### Call Classification System

A principal component of the Differential Response System, as in any prioritization effort, is the call classification scheme. The system must categorize each call for service along specified dimensions with sufficient precision to facilitate an appropriate response decision.<sup>4</sup> The more response alternatives available, the more precise the classification system must be to provide the appropriate response.

Within the Police Executive Research Forum publication Differential Police Response Strategies, the authors note:

Existing crime classification schemes, based on legal categories determined by state statute or local ordinance, provide little, if any, information about what actually occurs on the street, the only basis on which a dispatch should be made. The incident categories should give some idea of what is really happening, not what fits into a legal category.<sup>5</sup>

The classification system developed for use in the DPR Field Test was devised in an effort to avoid, where possible, legal definitions or terminology. Developed largely through the efforts of a group of persons from the Greensboro Police Department and Communications Operations Division, the result is a modified version of a system suggested by Mr. H. Merome Miron which parallels the study conducted by the Workshop in Political Theory and Policy Analysis in 1977.<sup>6</sup>

Classification definitions are included as well as individual call types in each classification category within the users section of this document.

#### CALL CLASSIFICATION DEFINITIONS

- I. PERSONAL INJURY - any incident in which personal injury is involved.
  - A. Criminal - Injuries sustained as a result of a criminal act.
  - B. Non-Criminal - Injuries sustained as a result of actions not involving criminal acts or traffic accidents.
  - C. Traffic - Injuries sustained as a result of an incident involving a motor vehicle or the violation of motor vehicle laws.
- II. PROPERTY DAMAGE/LOSS - any incident involving the loss of or damage to any property.
  - A. Criminal - Property damage or loss due to a criminal act.
  - B. Non-Criminal - Property damage or loss which is not a result of a criminal act or traffic incident.
  - C. Traffic - Property damage or loss due to an incident involving a motor vehicle or the violation of motor vehicle laws.

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- III. OTHER OCCURRENCES - incidents which come to the attention of police and generally do not involve property damage/loss or personal injury, but require more than merely service activity; they may or may not require law enforcement activity.
- A. Investigative - Incidents which cause the citizen concern and makes him feel that police should investigate the situation.
  - B. Suspicious Activity - Incidents causing citizens to be concerned, ill-at-ease or puzzled at what is going on.
  - C. Interpersonal Conflict - Situations involving a crisis or misunderstanding between two or more people which has not yet escalated to the point of causing injury to persons or property.
  - D. Public Nuisance - Incidents causing concern or annoyance to the citizen. Something upsetting the peace and tranquility of an area.
  - E. Public Morals - An affront to the legal standards of "right conduct."
  - F. Traffic - Incidents involving motor vehicles and the enforcement of motor vehicle laws.
- IV. SERVICE ACTIVITY - incidents generally requiring no law enforcement activity, and the primary pupose is for assistance or service.
- A. Assistance - Incidents in which the citizens request support or aid for any group or individual.
  - B. Dependent Person - Incidents involving persons generally regarded as being unable to completely care for themselves.
  - C. Information - Incidents in which the citizen merely provides information to or requests information from the Police Department.

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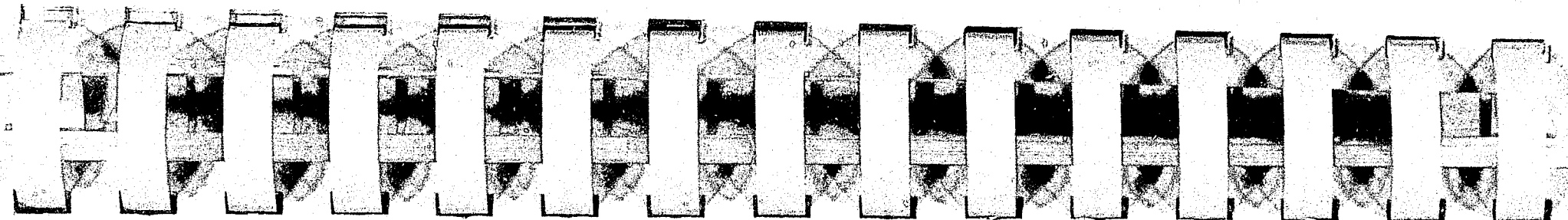
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Alternative Responses

The development of the DPR system is an effort to provide a comprehensive method for the effective management of the calls for service workload. As such alternatives to the traditional method of dispatching a patrol unit to all calls had to be developed. Prior to entering the DPR project, the Greensboro Police Department, as many others, utilized the services of a Telephone Response Unit to handle some calls which do not require the presence of an officer on the scene. Additional methods of service delivery were developed by an Advisory Board of Departmental personnel.

Since the new system was to involve virtually all phases of the Department's operation, the Advisory Board, as the Classification Board, was composed of persons from all areas of the Department. The purpose of the Advisory Board was to review each call type within the framework of the new classification system and recommend appropriate alternative responses. A listing of the responses recommended and their definitions is as follows:

Priority 0:

Events of this type will be handled by the Telecommunicator in the most expedient manner possible. Priority 0 calls will be dispatched to the first available unit. Events classified as Priority 0 are those situations that produce or are likely to produce serious bodily injury or death to any person. These incidents are those with major personal injury on the scene or where the potential exists for major injury or death. No event will automatically receive a Priority 0 except, "Emergency from MDT." Priority 0 will be reserved for use by the call taker when the characteristics of the event fit the definition of an emergency as described above. The call taker will advise the complainant that an officer will be dispatched immediately.

Priority 1:

Calls classified as Priority 1 will be dispatched to the first available Field Operations Bureau unit. Incidents requiring a Priority 1 response will include crimes which are in progress and present the potential for injury or property damage/loss; those situations in which the suspect is at the scene or in the area and will elude apprehension or create the potential for personal injury or property damage/loss if the police do not arrive rapidly; situations where crime scene protection is essential so that evidence will not be destroyed and where it would be destroyed or lost if an officer is not dispatched immediately; incidents where an officer is needed to secure and interview witnesses which would be lost if not contacted immediately; and when there is a need for crowd or traffic control and the failure to do so immediately would create the imminent potential for personal injury or property damage/loss. The call taker will advise the complainant that an officer will be dispatched immediately.

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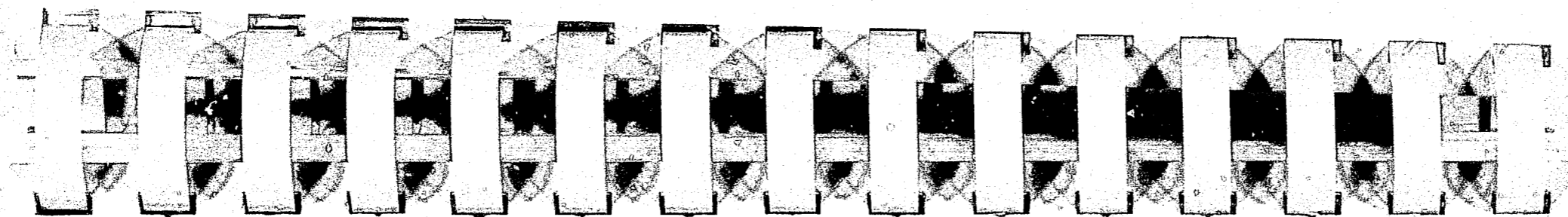
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Priority 2:

Calls receiving this priority will preferably be dispatched to the Field Operations Bureau unit assigned to the response zone in which the call is located. If that unit is not available, the call will be held for 30 minutes, or until the unit returns to service, whichever comes first. If after 30 minutes the unit is still unavailable the Telecommunicator may assign the call to a unit from an adjoining zone. The Telecommunicator must dispatch a unit in time so that its arrival at the scene is within one hour of the time the call was received in Communications. Incidents receiving this type of response are those which involve minor injuries which require no medical attention; incidents where there are injuries but in which the victim has been removed from the scene and is already receiving or has received medical attention by the time the call is received in Communications; incidents involving only property damage or loss; and any other situation where the immediate presence of a sworn police officer is not required; however, an officer going to the scene is desirable or necessary. The Telecommunicator will advise the complainant it may be up to one hour before the police arrive.

Priority 3:

Incidents of this type do not require the presence of a sworn officer to fulfill the complainant's request or needs. A civilian member of the Department may be dispatched to these incidents if the circumstances at the scene would pose no threat to the physical safety of the civilian member. These incidents are those of a service related nature, animal related calls, and "cold" crime calls where there is a need to process the scene for evidence. "Cold" calls are those incidents which are reported after such a significant period of time has elapsed since the occurrence that the presence of a police officer will have little or no effect or advantage. For purposes of definition, any call which occurred more than 30 minutes before the time the caller notified the police is considered a "cold" call. In those incidents in which evidence is present, an Evidence Specialist will be dispatched to the scene; and in addition to collecting evidence, the Evidence Specialist will make the preliminary investigation of the incident. Other civilians utilized to answer calls for service are Community Services Specialist and Animal Control Officers. If these individuals are out of service, the call will be held for 30 minutes or until the unit returns to service. If the appropriate civilian unit does not become available by the end of 30 minutes, the Telecommunicator may dispatch a sworn unit. The Telecommunicator must dispatch a unit in time so that its arrival at the scene is within one hour of the time the call was received in Communications. The Telecommunicator will advise the complainant what type of unit will be dispatched and that it may be up to one hour before the unit arrives.

Priority 4:

In incidents of this type, the needs of the citizen will be more appropriately met by divisions within the Police Department other than Field Operations. During the normal business day, the Telecommunicator will transfer the call to the appropriate unit or division. During non-business hours, the Telecommunicator will obtain the information necessary to complete the CAD screen and send the call to Staff Duty. The Staff Duty Officer will fill out a service/complaint request form and forward a copy of this document to the appropriate division. If however, the matter cannot wait until the next business day, an FOB unit will be dispatched Priority 2.

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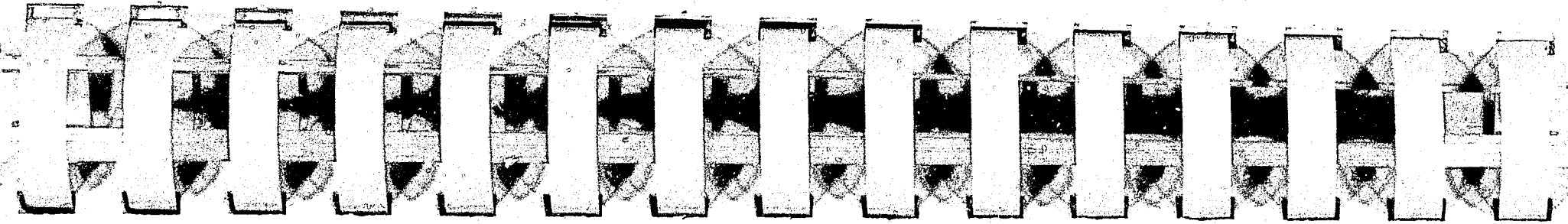
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The following criteria apply to Priority 5, Priority 6 and Priority 7. In order for a call to qualify for any of these priorities, it must pass the following criteria:

1. There is no injury at the scene
2. There is no imminent danger of injury at the scene
3. The event is not in progress and does not present the potential for person injury or property damage
4. The event has not just occurred to the point where a mobile response by Department personnel would be advantageous
5. There is no significant physical evidence at the scene
6. There are no suspects or witnesses to be interviewed

Priority 5:

Incidents of this type meet the criteria set out above and the caller has access to a Greensboro Police Department mail-in form. The Telecommunicator will direct the complainant to pick up a form, fill it out, and return it to the Police Department.

Priority 6:

Incidents receiving this priority are those which the Telecommunicator feels can best be handled by having the complainant come to the Police Department to have their needs met. These incidents meet the criteria as set out above and would generally be able to be handled by either mail-in or telephone; however, because of special circumstances or needs, it would be more appropriate to have the complainant come to the Police Department and speak directly with an officer or other Department member.

Priority 7:

Incidents of this type include any complaint or request which does not meet any of the mobile response criteria, thus making the dispatch of a Department representative unnecessary. These incidents are those which the Telecommunicator feels can best be handled by having the complainant speak with an officer on the telephone. These incidents will be handled by the Telephone Response Unit by a call-back within one hour of the time the complaint was received in Communications.

Priority 8:

Incidents qualifying for this response should not be disregarded or minimized in importance. This priority would apply to those calls received in which the Telecommunicator is able to provide information which is sufficient to satisfy the citizen's need and no further action is necessary or in which the Telecommunicator refers the complainant to an outside agency or other City department. Referrals shall be made to the most appropriate agency based on the Telecommunicator's understanding of the problem or situation. If the referral is to another City department and the call is received during non-business hours, the Telecommunicator will fill out a service/complaint request form and forward it to the appropriate department.

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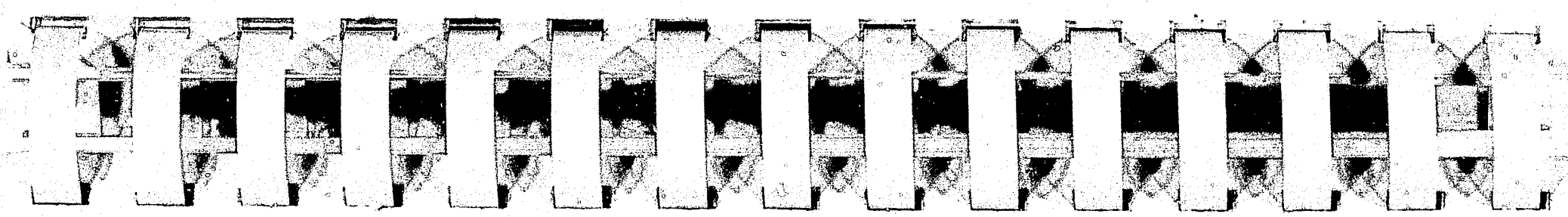
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As can readily be determined from the response definitions, the actual response selected is completely circumstantially based. Any call for service, in which circumstances dictate an immediate response by a patrol unit, will be dispatched immediately. This fact reiterates the necessity of the classification system together with the call intake procedure being precise enough to allow a call intake operator to make an appropriate response decision.

While the immediate dispatch capability is present at the call taker's discretion, the recommended dispatch is indicated in the charts in the DPR User's Manual. It should be pointed out that anytime a dispatch override is selected, the reasons for such override will be present in the Field 21 intake key format for review.

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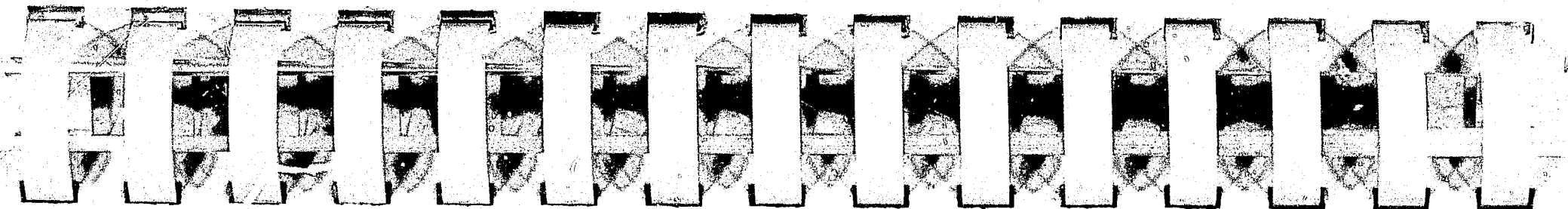
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Call Intake Procedure

The DPR Project Goal as related to the Call Intake Procedure is twofold. One is to provide information for response determination, and the second is to provide accurate data for the overall evaluation of the project. Both goals though simply stated proved to be major components in the development of the Differential Response Model used by Greensboro. Prior to the DPR Project, the Call Intake Procedure used in Greensboro was predicated on common facts for all dispatches. These common facts were gathered by the use of "Who, What, When, Where and How" questions. With the infusion of C.A.D. systems formatted screen, call takers were instructed to "complete the screen and dispatch the call". Therefore, from the onset, call intake as defined by DPR was incongruent to our traditional approach. The efforts put forth in Greensboro concentrated in two areas to accomplish our call intake procedure revision. Those were to structure call intake consideration to specific call types to determine response mode and provide a new entry field on the C.A.D. event format screen through which the information could be coded and retrieved for evaluation purposes.

The new Call Intake Procedure used in Greensboro has evolved into an extension of the range of information solicited from the citizen in order that call takers can adequately classify the call for service and select the appropriate response mode. This process culminated in the development of the Differential Response Manual which combined nature code, call type and base number consideration for recommended responses. The standardization of call intake resulted with the prioritization of the common factors used in our traditional approach to response to calls for service. The Call Intake Procedure will consist of using the common factors required for dispatch and applying the specific base number considerations by call type for dispatch prioritization. The call taker will be instructed to "complete the formatted screen, document base number considerations, and select the appropriate response to the call for service".

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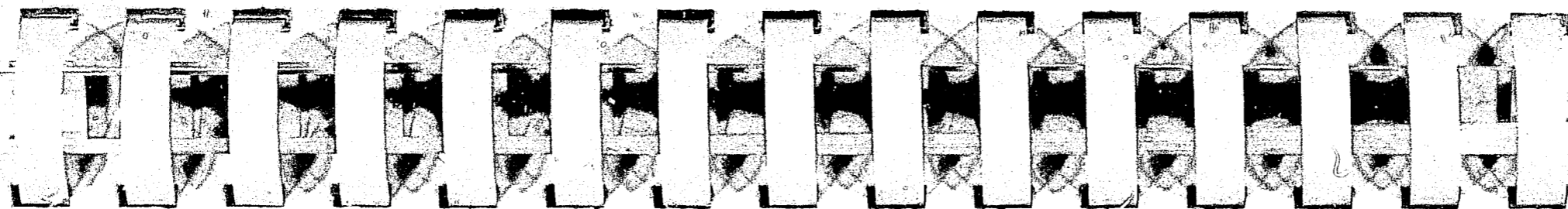
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GREENSBORO POLICE DEPARTMENT DIFFERENTIAL POLICE RESPONSE CALL INTAKE PROCEDURE

The Call Intake Procedure is used to assure the timely and appropriate response to all calls for service received by the Greensboro Police Department. It is important for all call takers to present a positive image of themselves and the Department because they are the first level of contact the caller has with services that we provide. The call taker should be courteous and attentive as the caller may provide information that will save questions later. To take command of the call and begin the prioritization process, all calls will be answered by stating, "Greensboro Police and Fire Emergency, is this an emergency call?" If multiple telephones are ringing, put non-emergency calls on hold and answer the next ringing line. The call intake procedure is classification driven, therefore each call type will have specific areas of consideration. The following components are used to classify, prioritize and evaluate the Greensboro Police Department Response Model.

- A. Classify Call (Purpose of Call)
  - What has occurred?
  - What service can be provided?
  - \* Where did event occur or is assistance needed?
- B. Time of Occurrence
  - When did the event occur?
  - When is the assistance needed?
- C. Injury/Damage/Loss Consideration
  - Has anyone been injured?
  - What is injured party's location?
  - Is there potential for injury?
  - Is there potential for property damage/loss?
  - Can you estimate the amount of damage?
- D. Police Activity Needed
  - Is the suspect at the scene or in the area?
  - Is there a hazard/nuisance present?
  - Is there any physical evidence to be collected?
  - Is there a need for crowd/traffic control?
  - Are witnesses present?
  - What other service can be provided?

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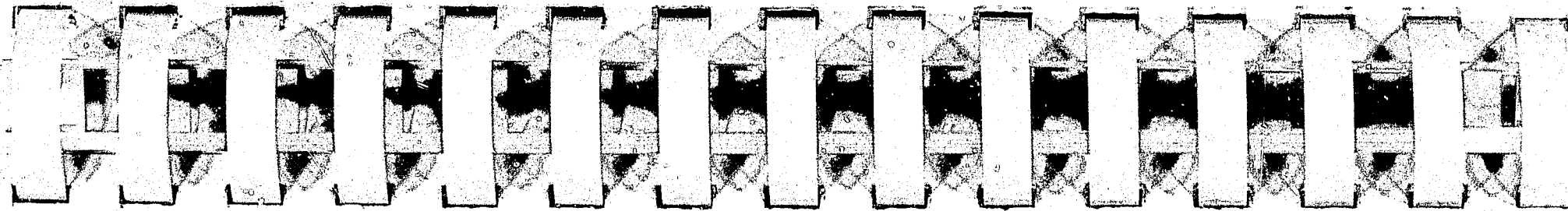
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E. Override Consideration

Are there circumstances present which the call taker feels would preclude the use of the recommended response?

Who is calling?

What is caller's location?

What is caller's telephone number?

\* This element, though not essential for the DPR model, is required for successful event entry.

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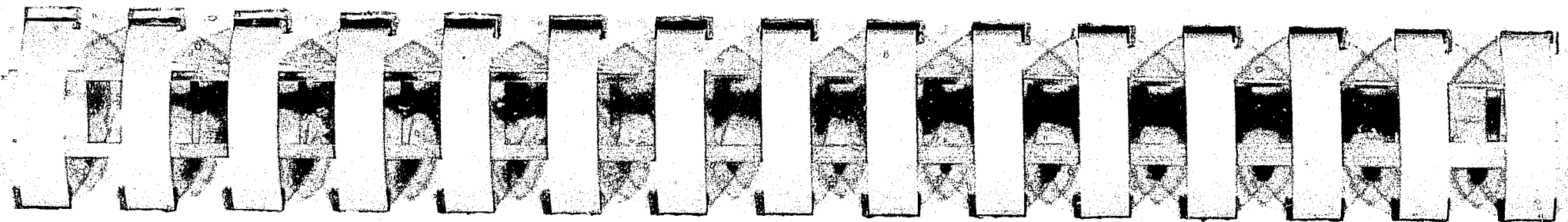
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Evaluation Issues

The Greensboro Police Department has cooperated with Research Management Associates (National Evaluator) in several areas of program planning. Such cooperation has been in the form of information provision on department calls for service; officer and telecommunicator survey; telephone surveys of citizens receiving department services; and process information from the project's initiation. Cooperation between the Department and the National Evaluator will continue until the close of project operations.

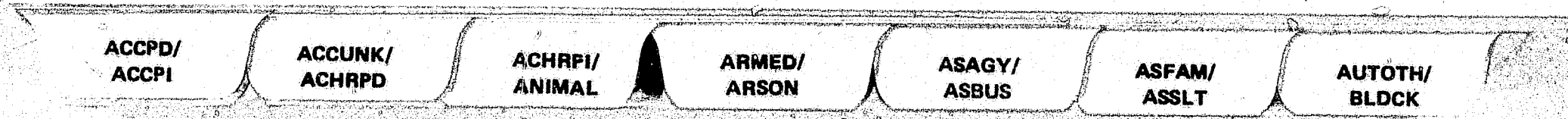
While there has been a good flow of information, there are some issues which need to be identified. Chief among these issues are: (1) the randomization of calls for service; and (2) agreement to provide evaluation data. Each issue will be dealt with in this section.

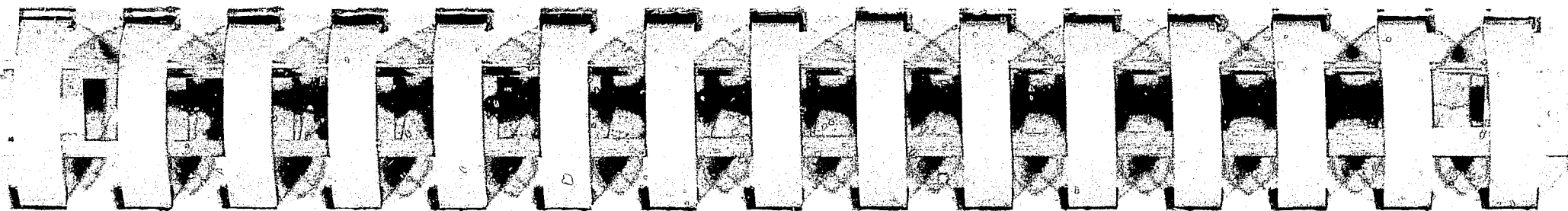
The project test design requires that the experimental procedure be applied to 50% of the in-coming non-critical calls for service. The randomization effort of the Greensboro Police Department will consist of training two (2) groups of telecommunicators in the experimental response procedures and two (2) groups will retain the presently used response procedures. Since the Greensboro Telecommunicators work 12-hour shifts, four (4) days on-duty and four (4) days off-duty, over a period of eight (8) days, approximately 50% of the calls for service during that period will be handled in the experimental mode.

Randomization from a purely clinical standpoint is relatively easy; however, randomization from an operational standpoint within the City of Greensboro Communications Operations Division and Police Department would be a difficult and perhaps detrimental process. As a result of a conference between the National Evaluation staff and the Greensboro Project staff, the process of splitting the communications groups was agreed upon. Dr. Thomas McEwen pointed out that while the process itself is not a randomization of effort, it would be acceptable due to operational constraints and recognition of many avoidable problems with a pure randomization process.

Another evaluation issue to be addressed is that of information provision. The Greensboro Police Department has agreed to provide a minimum of six (6) months of operational data to be evaluated. This means that the Police Department will continue to provide operational information until perhaps August of 1983. This is based upon an agreed upon implementation date in mid-January, 1983.

Another issue which must be addressed is that of a potential annexation of territory proposed by the City of Greensboro. While a specific date is not known at this time, the City of Greensboro has proposed to annex approximately 15 square miles of additional land and approximately 14,000 persons. Based upon an unspecified date and an unknown impact upon calls for service, the overall project effect cannot be determined at this time. It is entirely possible that annexation will not be an issue until after the Field Test has been completed; but, the possible annexation must be identified at this point as a potential evaluation problem.





DOCUMENTATIONS

- <sup>1</sup>Sumrall et al., Differential Police Response Strategies, Birmingham Police Department and Police Executive Research Forum, 1980, p.9.
- <sup>2</sup>The National Institute of Justice produced a Test Design for the guidance of the selected sites in their similar preparation of their individual DPR systems. This section is excerpted from the Test Design. Gardner et al., Differential Police Response to Calls for Service Test Design, National Institute of Justice, 1980.
- <sup>3</sup>During the planning of the DPR system, several conferences were held by the three (3) test sites and the project Technical Assistance Contractor, University Research Corporation. As a part of the planning effort a DPR Model was presented to each site by the project Team Leader, Mr. H. Jerome Miron. That model matched, almost exactly, the effort made by the Greensboro Project Staff. While the numbering system could not be adapted to the Greensboro Computer Aided Dispatch System because of programming constraints, that model was used in the development of the Greensboro system. Miron, H. Jerome. A Differential Police Response Model, Research Utilization Program, University Research Corporation, Copyright 1981.
- <sup>4</sup>Gardner et al., op.cit., p.15.
- <sup>5</sup>Sumrall et al., op.cit., p.7.
- <sup>6</sup>Scott, Eric J., Police Referral in Metropolitan Areas, Summary Report, Workshop in Political Theory and Policy Analysis and National Institute of Justice, 1981, pp. 13-15.
- <sup>7</sup>Sumrall et al., op.cit. pp. 23-28.
- <sup>8</sup>Gardner et al., op.cit. preface.

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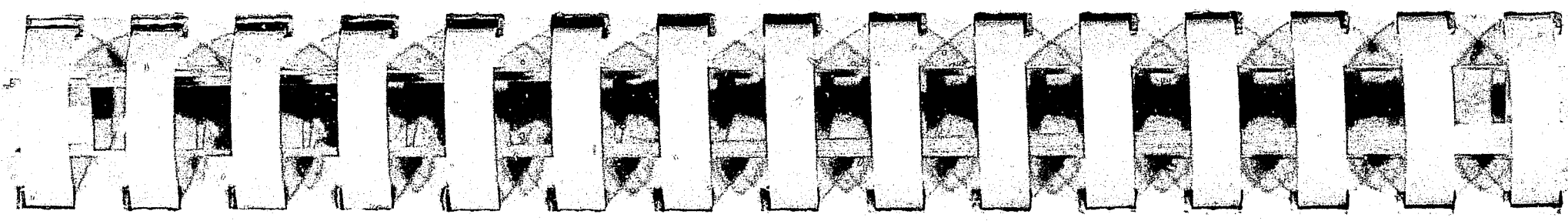
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- Scott, Eric J. Police Referral in Metropolitan Areas, Summary Report. Washington, D.C.: Workshop in Political Theory and Policy Analysis and, National Institute of Justice, 1981. (Grant #78-NI-AX-0020)
- Sumrall, Raymond O.; Roberts, Jane; and Farmer, Michael. Differential Police Response Strategies. Washington, D.C.: Birmingham Police Department and Police Executive Research Forum, 1980. (Grant #77-NI-99-0085)

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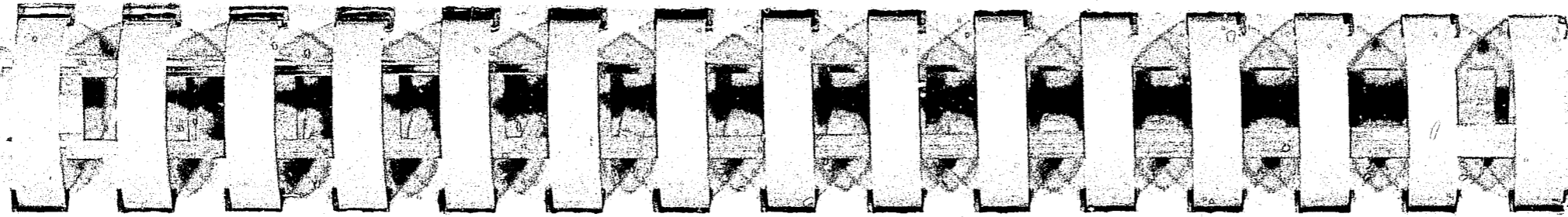
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# Differential Police Response

a program of the National Institute of Justice



U. S. Department of Justice  
National Institute of Justice



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GREENSBORO POLICE DEPARTMENT DIFFERENTIAL RESPONSE MODEL

RESPONSE PRIORITIES: 0-Emergency 1-Immediate 2-Delayed 3-Civilian 4-Inside Referral 5-Mail In 6-Walk In 7-Telephone 8-Outside Referral	0 PERSONAL INJURY			1 PROPERTY DAMAGE/LOSS			OTHER OCCURRENCES							SERVICE ACTIVITY						
	A.			B.			2	3	4	5	6	7	8	9						
	CRIMINAL	NON-CRIMINAL	TRAFFIC	CRIMINAL	NON-CRIMINAL	TRAFFIC	INVESTIGATIVE	SUSPICIOUS ACTIVITY	INTERPERSONAL CONFLICT	PUBLIC NUISANCE/DISORDER	PUBLIC MOBILS	TRAFFIC	ASSISTANCE	DEPENDENT PERSONS	INFORMATION					
	1 IN-PROGRESS	2 PROXIMATE	3 COLD	1 IN-PROGRESS	2 PROXIMATE	3 COLD	1 IN-PROGRESS	2 PROXIMATE	3 COLD	1 IN-PROGRESS	2 PROXIMATE	3 COLD	1 IN-PROGRESS	2 PROXIMATE	3 COLD	1 IN-PROGRESS	2 PROXIMATE	3 COLD	GIVE	NEED
<b>C. INJURY/DAMAGE/LOSS</b>																				
0- Unknown																				
1- Injury needs attention/injury at scene																				
2- Injury no attention/not at scene																				
3- Potential danger of injury/damage/loss																				
4- Property damage/loss greater than \$200																				
5- Property damage/loss less than \$200																				
6- Not considered																				
<b>D. POLICE ACTIVITY NEEDED</b>																				
0- Unknown/not applicable																				
1- Apprehension																				
2- Alleviation of hazard/nuisance																				
3- Protection of crime scene/evidence																				
4- Crowd or traffic regulation																				
5- Contact witness																				
6- Recover lost or stolen property																				
7- Non-enforcement service																				
8- Report																				
9- Information																				
<b>E. OVERRIDE</b>																				
0- None																				
1- Citizen demands																				
2- Call taker's discretion																				

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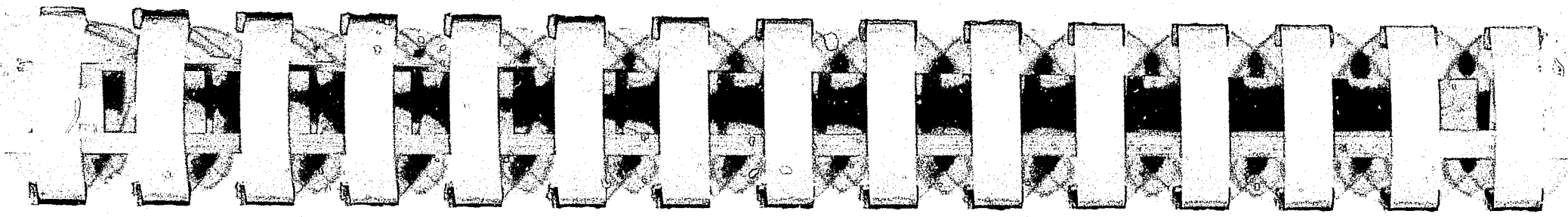
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GREENSBORO POLICE DEPARTMENT  
DIFFERENTIAL POLICE RESPONSE PROJECT  
RESPONSE DEFINITIONS

The purpose of the following is to establish definitions of the types of responses which will be assigned to calls for service through the use of the Differential Response Model. Each response to a citizen initiated call for service will be based upon the totality of the circumstances surrounding the event. This will include the specific nature of the event, time of its occurrence, the need for the presence of a sworn police officer, and the availability of a patrol unit to handle the call for service.

The response priorities are defined as follows:

Priority 0:

Events of this type will be handled by the Telecommunicator in the most expedient manner possible. Priority 0 calls will be dispatched to the first available unit. Events classified as Priority 0 are those situations that produce or are likely to produce serious bodily injury or death to any person. These incidents are those with major personal injury on the scene or where the potential exists for major injury or death. No event will automatically receive a Priority 0 except, "Emergency from MDT." Priority 0 will be reserved for use by the call taker when the characteristics of the event fit the definition of an emergency as described above. The call taker will advise the complainant that an officer will be dispatched immediately.

Priority 1:

Calls classified as Priority 1 will be dispatched to the first available Field Operations Bureau unit. Incidents requiring a Priority 1 response will include crimes which are in progress and present the potential for injury or property damage/loss; those situations in which the suspect is at the scene or in the area and will elude apprehension or create the potential for personal injury or property damage/loss if the police do not arrive rapidly; situations where crime scene protection is essential so that evidence will not be destroyed and where it would be destroyed or lost if an officer is not dispatched immediately; incidents where an officer is needed to secure and interview witnesses which would be lost if not contacted immediately; and when there is a need for crowd or traffic control and the failure to do so immediately would create the imminent potential for personal injury or property damage/loss. The call taker will advise the complainant that an officer will be dispatched immediately.

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Priority 2:

Calls receiving this priority will preferably be dispatched to the Field Operations Bureau unit assigned to the response zone in which the call is located. If that unit is not available, the call will be held for 30 minutes, or until the unit returns to service whichever comes first. If after 30 minutes the unit is still unavailable the Telecommunicator may assign the call to a unit from an adjoining zone. The Telecommunicator must dispatch a unit in time so that its arrival at the scene is within one hour of the time the call was received in Communications. Incidents receiving this type of response are those which involve minor injuries which require no medical attention; incidents where there are injuries but in which the victim has been removed from the scene and is already receiving or has received medical attention by the time the call is received in Communications; incidents involving only property damage or loss; and any other situation where the immediate presence of a sworn police officer is not required; however, an officer going to the scene is desirable or necessary. The Telecommunicator will advise the complainant it may be up to one hour before the police arrive.

Priority 3:

Incidents of this type do not require the presence of a sworn officer to fulfill the complainant's request or needs. A civilian member of the Department may be dispatched to these incidents if the circumstances at the scene would pose no threat to the physical safety of the civilian member. These incidents are those of a service related nature, animal related calls, and "cold" crime calls where there is a need to process the scene for evidence. "Cold" calls are those incidents which are reported after such a significant period of time has elapsed since the occurrence that the presence of a police officer will have little or no effect or advantage. For purposes of definition, any call which occurred more than 30 minutes before the time the caller notified the police is considered a "cold" call. In those incidents in which evidence is present, an Evidence Specialist will be dispatched to the scene; and in addition to collecting the evidence, the Evidence Specialist will make the preliminary investigation of the incident. Other civilians utilized to answer calls for service are Community Services Specialists and Animal Control Officers. If these individuals are out of service, the call will be held for 30 minutes or until the unit returns to service. If the appropriate civilian unit does not become available by the end of 30 minutes, the Telecommunicator may dispatch a sworn unit. The Telecommunicator must dispatch a unit in time so that its arrival at the scene is within one hour of the time the call was received in Communications. The Telecommunicator will advise the complainant what type of unit will be dispatched and that it may be up to one hour before the unit arrives.

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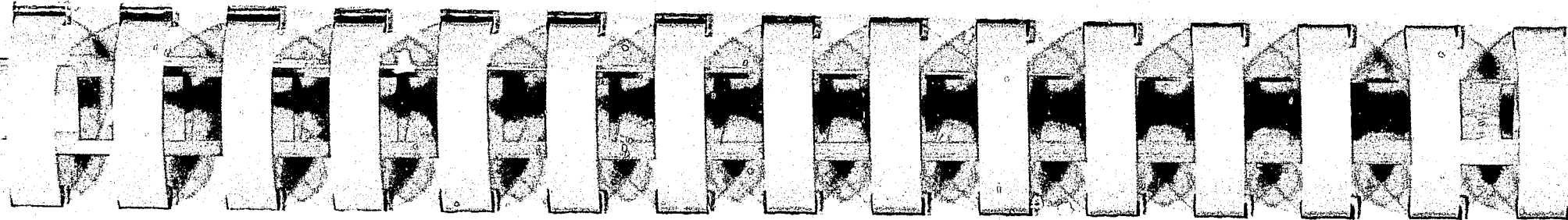
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Priority 4:

In incidents of this type, the needs of the citizen will be more appropriately met by divisions within the Police Department other than Field Operations. During the normal business day, the Telecommunicator will transfer the call to the appropriate unit or division. During non-business hours, the Telecommunicator will obtain the information necessary to complete the CAD screen and send the call to Staff Duty. The Staff Duty Officer will fill out a service/complaint request form and forward a copy of this document to the appropriate division. If however, the matter cannot wait until the next business day, an FOB unit will be dispatched Priority 2.

The following criteria apply to Priority 5, Priority 6 and Priority 7. In order for a call to qualify for any of these three priorities, it must pass the following criteria:

1. There is no injury at the scene
2. There is no imminent danger of injury at the scene
3. The event is not in progress and does not present the potential for personal injury or property damage
4. The event has not just occurred to the point where a mobile response by Department personnel would be advantageous
5. There is no significant physical evidence at the scene
6. There are no suspects or witnesses to be interviewed

Priority 5:

Incidents of this type meet the criteria set out above and the caller has access to a Greensboro Police Department mail-in form. The Telecommunicator will direct the complainant to pick up a form, fill it out, and return it to the Police Department.

Priority 6:

Incidents receiving this priority are those which the Telecommunicator feels can best be handled by having the complainant come to the Police Department to have their needs met. These incidents meet the criteria as set out above and would generally be able to be handled by either mail-in or telephone; however, because of special circumstances or needs, it would be more appropriate to have the complainant come to the Police Department and speak directly with an officer or other Department member.

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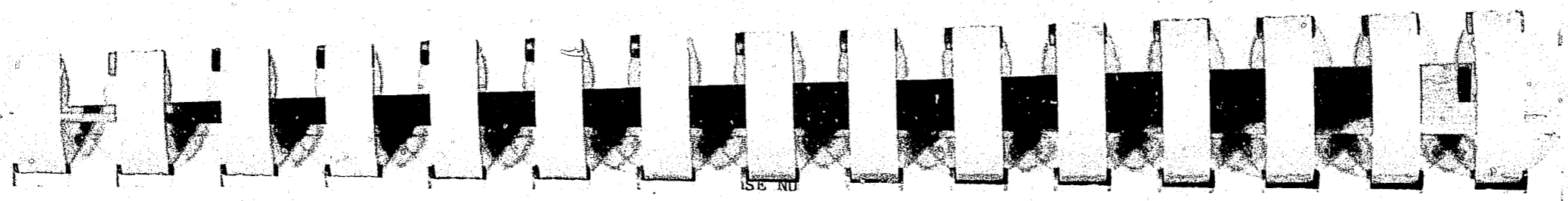
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**Priority 7:**

Incidents of this type include any complaint or request which does not meet any of the mobile response criteria, thus making the dispatch of a Department representative unnecessary. These incidents are those which the Telecommunicator feels can best be handled by having the complainant speak with an officer on the telephone. These incidents will be handled by the Telephone Response Unit by a call-back within one hour of the time the complaint was received in Communications.

**Priority 8:**

Incidents qualifying for this response should not be disregarded or minimized in importance. This priority would apply to those calls received in which the Telecommunicator is able to provide information which is sufficient to satisfy the citizen's need and no further action is necessary or in which the Telecommunicator refers the complainant to an outside agency or other City department. Referrals shall be made to the most appropriate agency based on the Telecommunicator's understanding of the problem or situation. If the referral is to another City department and the call is received during non-business hours, the Telecommunicator will fill out a service/complaint request form and forward it to the appropriate department.

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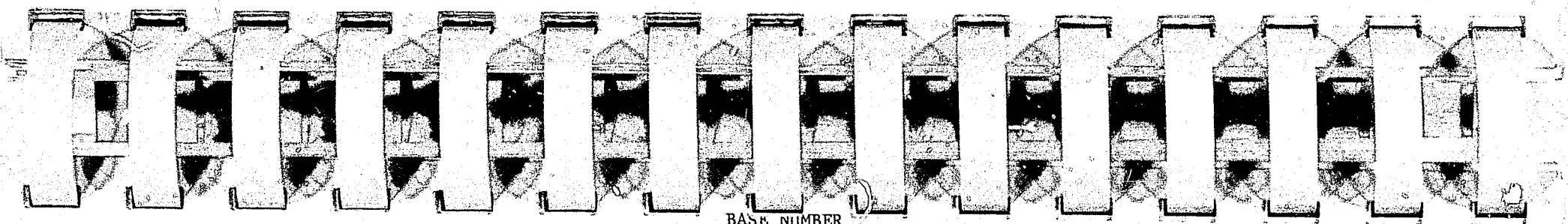
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BASE NUMBER  
FIELD 21 INTAKE KEY

- A. Purpose of Call
  - 0. Personal Injury
  - 1. Property damage/property loss
  - 2. Investigative
  - 3. Suspicious Activity
  - 4. Interpersonal Conflict
  - 5. Public Nuisance
  - 6. Public Morals
  - 7. Traffic
  - 8. Assistance
  - 9. Dependent Person
  
- B. Time
  - 1. In progress
  - 2. Occurred/needed within 30 minutes
  - 3. Occurred/needed greater than 30 minutes
  
- C. Injury/Damage/Loss
  - 0. Unknown
  - 1. Injury needs attention/injury at scene
  - 2. Injury needs no attention/injured party not at scene
  - 3. Imminent or potential danger of injury/damage/loss
  - 4. Property damage/loss greater than \$200
  - 5. Property damage/loss less than \$200
  - 6. Not considered/none
  
- D. Police Activity Needed
  - 0. Unknown/Not applicable
  - 1. Apprehension
  - 2. Alleviation of hazard/nuisance
  - 3. Protection of crime scene/collection of evidence
  - 4. Crowd or traffic regulation
  - 5. Contact witness
  - 6. Recover lost or stolen property
  - 7. Non-enforcement service
  - 8. Report
  - 9. Information
  
- E. Override
  - 0. None
  - 1. Citizen demands
  - 2. Call taker's discretion

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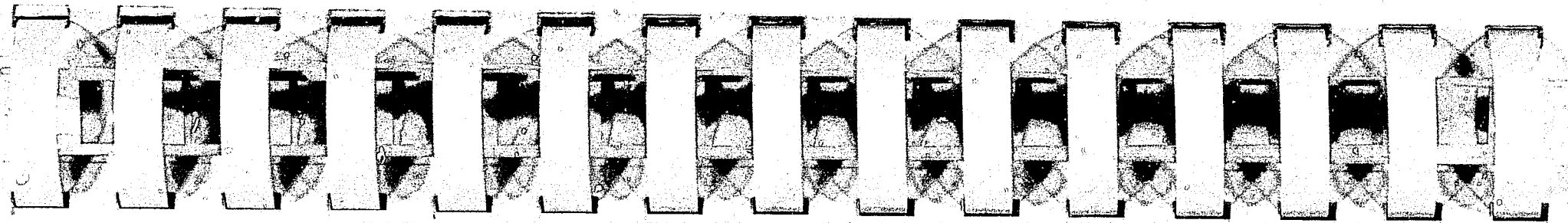
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NATURE OF EVENT	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
CALL TYPES - LISTED AND GROUPED ACCORDING TO SIMILAR RESPONSES	BASE NUMBERS							
*THESE NUMBERS IDENTIFY THE CONSIDERATIONS USED IN THE DETERMINATION OF RESPONSE AS INDICATED IN THE FIELD 21 INTAKE KEY AND ARE LISTED IN THE COLUMN INDICATING THE SUGGESTED POLICE RESPONSE INDICATOR (PRI).								

CONSIDERATIONS

- THINGS TO BE CONSIDERED IN THE DETERMINATION OF THE PROPER RESPONSE.

NOTE:

- SPECIFIC INSTRUCTIONS TO THE TELECOMMUNICATOR ON HOW TO HANDLE PARTICULAR SITUATIONS

ADDITIONAL INFORMATION

- INFORMATION THAT OFFICERS FEEL IS BENEFICIAL WHEN ANSWERING CALLS OF A PARTICULAR NATURE.

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ACCUNK/  
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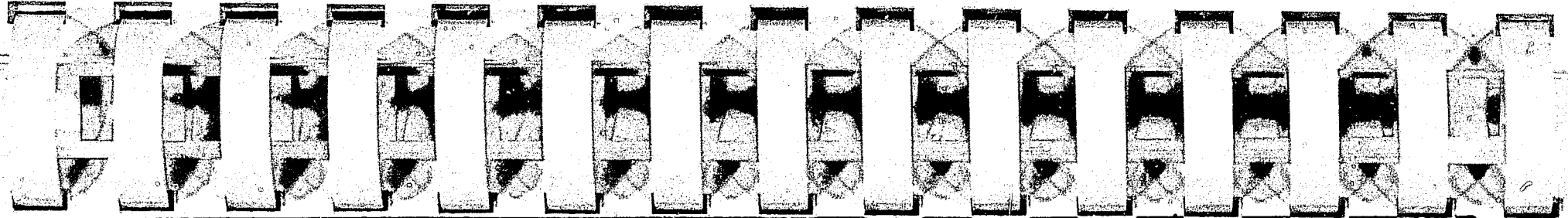
ACHRPI/  
ANIMAL

ARMED/  
ARSON

ASAGY/  
ASBUS

ASFAM/  
ASSLT

AUTOH/  
BLDCK



<u>ACCPI</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
TRAFFIC ACCIDENT INVOLVING PERSONAL INJURY	02140 02240 02120 02220	02280 03280						

CONSIDERATIONS

- IS THERE INJURY ON THE SCENE THAT NEEDS ATTENTION?
- ARE VEHICLES IN ROADWAY CREATING A HAZARD?
- IS THERE A NEED FOR TRAFFIC CONTROL OR REGULATION?

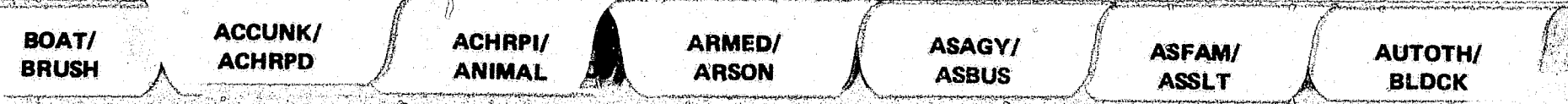
ADDITIONAL INFORMATION

- NUMBER OF VEHICLES INVOLVED
- DESCRIPTION OF VEHICLES
- PRECISE LOCATION

NOTE:

- ALL PERSONAL INJURY ACCIDENTS REGARDLESS OF EXTENT OF INJURY OR DAMAGE TO VEHICLES ARE REQUIRED BY STATE LAW TO BE REPORTED.

PS - Pol - 458 - 2581





<u>ACCUNK</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
TRAFFIC ACCIDENT PRESENCE OF INJURY UNKNOWN OR NOT CONFIRMED	02000							

CONSIDERATIONS

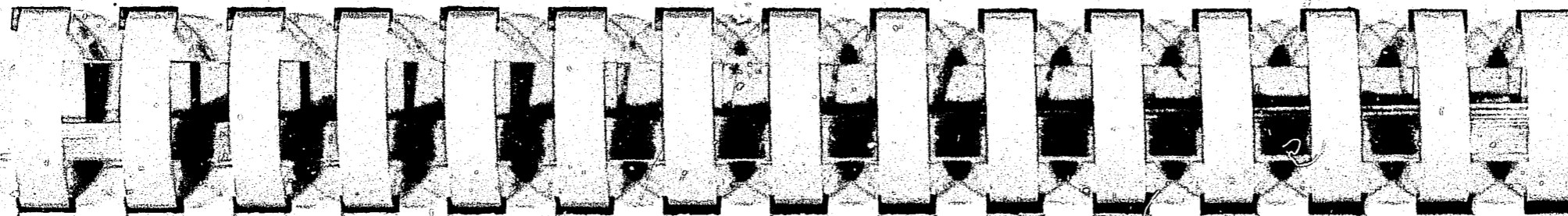
- POSSIBILITY OF PERSONAL INJURY?

NOTE:

- THE CALLER'S INABILITY TO CONFIRM OR DENY THE PRESENCE OF PERSONAL INJURY CREATES THE NEED FOR AN IMMEDIATE RESPONSE.

ADDITIONAL INFORMATION

- NUMBER OF VEHICLES INVOLVED
- DESCRIPTION OF VEHICLES
- PRECISE LOCATION





<u>ACHRPD</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
TRAFFIC ACCIDENT HIT AND RUN PROPERTY DAMAGE ONLY	12610 12340 13340 12320 13320	12630 13630				12680 13680		

CONSIDERATIONS

- IS SUSPECT IN THE AREA?
- ARE THERE VEHICLES IN THE ROADWAY CREATING A HAZARD?
- IS THERE A NEED FOR TRAFFIC CONTROL?
- IS THERE EVIDENCE TO BE COLLECTED?
- IS THERE ANY NEED FOR POLICE SERVICE OTHER THAN REPORT?
- WHEN DID THE EVENT OCCUR?

ADDITIONAL INFORMATION

- NUMBER OF VEHICLES INVOLVED
- DESCRIPTION OF VEHICLES
- SUSPECT DESCRIPTION AND DIRECTION OF TRAVEL
- PRECISE LOCATION

NOTE:

ALL HIT-AND-RUN ACCIDENTS ARE REQUIRED TO BE REPORTED. IF THERE ARE NO OTHER CONSIDERATIONS EXCEPT THE REPORT: THE INDIVIDUAL SHOULD BE INSTRUCTED TO COME TO THE POLICE DEPARTMENT BETWEEN THE HOURS OF 0800 - 1700 AND CONTACT ACCIDENT FOLLOW-UP. IF THESE TIMES ARE NOT CONVENIENT, THEY MAY BE DIRECTED TO THE STAFF DUTY OFFICE AT ANY OTHER TIME OF DAY.

PS - Pol - 456 - 2581

BOAT/  
BRUSH

BURG/  
BURGLAR

ACHRPI/  
ANIMAL

ARMED/  
ARSON

ASAGY/  
ASBUS

ASFAM/  
ASSLT

AUTOTH/  
BLDCK

<u>ACHRPI</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
TRAFFIC ACCIDENT HIT AND RUN PERSONAL INJURY	02110 02140 02210 02240 02120 02220 03120 03140 03220 03240	02230 03230				02280 03280		

CONSIDERATIONS

- IS THE SUSPECT IN THE AREA?
- IS THERE INJURY AT THE SCENE THAT NEEDS ATTENTION?
- ARE THERE VEHICLES IN ROADWAY CREATING A HAZARD?
- IS THERE A NEED FOR TRAFFIC CONTROL?
- IS THERE EVIDENCE TO BE COLLECTED?
- IS THERE ANY OTHER NEED FOR POLICE SERVICE OTHER THAN REPORT?
- WHEN DID THE EVENT OCCUR?

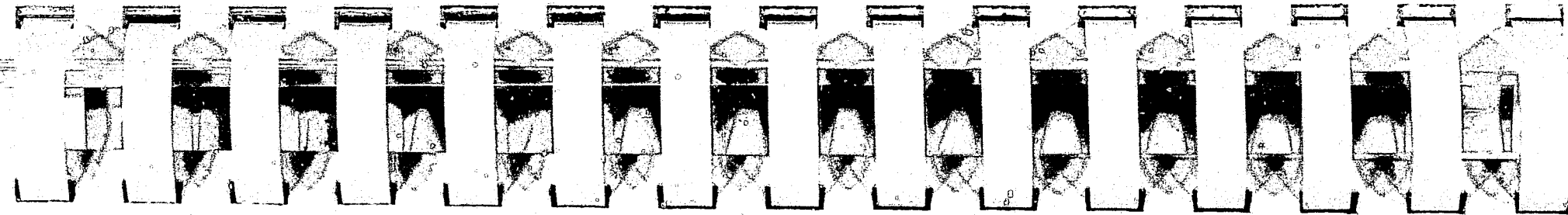
ADDITIONAL INFORMATION

- NUMBER OF VEHICLES INVOLVED
- DESCRIPTION OF VEHICLES
- SUSPECT DESCRIPTION AND DIRECTION OF TRAVEL
- PRECISE LOCATION

NOTE:

- ALL HIT AND RUN ACCIDENTS ARE REQUIRED TO BE REPORTED. IF THERE ARE NO OTHER CONSIDERATIONS EXCEPT THE REPORT: THE INDIVIDUAL SHOULD BE INSTRUCTED TO COME TO THE POLICE DEPARTMENT BETWEEN THE HOURS OF 0800 - 1700 AND CONTACT ACCIDENT FOLLOW UP. IF THESE TIMES ARE NOT CONVENIENT, THEY MAY BE DIRECTED TO THE STAFF DUTY OFFICE AT ANY OTHER TIME OF DAY.





	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>ANIMAL</u> ANIMAL BITE DOG BITE			52180 52280 53180 53280				52180 52280 53180 53280	
INJURED ANIMAL VICIOUS ANIMAL			51320					
STRAY ANIMAL PICK UP ANIMAL			51670 52670 53670	51670 52670 53670				

NOTE:

- FOR DOG OR OTHER ANIMAL BITES, DISPATCH ANIMAL CONTROL OFFICER. IF THEY ARE NOT WORKING, TELEPHONE RESPONSE WILL HANDLE THE CALL.
- FOR INJURED OR VICIOUS ANIMALS, DISPATCH ANIMAL CONTROL. IF THEY ARE NOT WORKING, DISPATCH AN FOB UNIT.
- FOR STRAY ANIMALS OR PICK UP ANIMAL, DISPATCH ANIMAL CONTROL. IF THEY ARE NOT WORKING, FILL OUT SERVICE/COMPLAINT REQUEST FORM AND FORWARD TO ANIMAL CONTROL SUPERVISOR.

PS - Pol - 456 - 2581

BOAT/  
BRUSH

BURG/  
BURGAL

CHMEMG/CHMFIR  
CHMSPL/CODVIO

ARMED/  
ARSON

ASAGY/  
ASBUS

ASFAM/  
ASSLT

AUTOTH/  
BLDCK

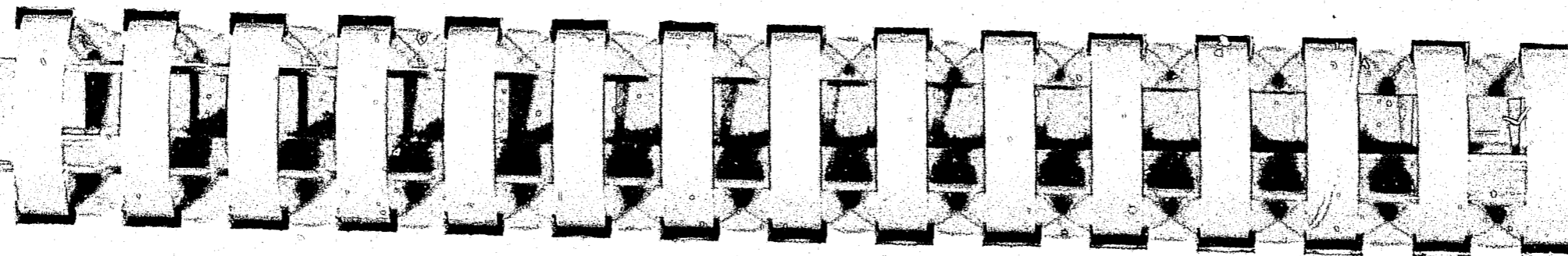
<u>ARMED</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
BARRICADED SUBJECT CARRYING CONCEALED WEAPON	21320 21310							
MAN WITH GUN/KNIFE	21320 21310	22320						

CONSIDERATIONS

- IS THERE POTENTIAL FOR INJURY?
- IS SUSPECT AT THE SCENE?
- IS EVENT IN PROGRESS?

ADDITIONAL INFORMATION

- WHAT TYPE WEAPON
- SUSPECT DESCRIPTION
- IF SUSPECT HAS LEFT SCENE, WHAT MEANS OF TRAVEL AND WHAT DIRECTION OF TRAVEL





	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
ARSON								
ARSON	11310 12610							13680

CONSIDERATIONS

- IS SUSPECT AT SCENE OR IN AREA?
- IS THE CRIME IN PROGRESS OR HAS IT JUST OCCURRED?

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- SUSPECT'S MEANS AND DIRECTION OF TRAVEL

NOTE:

- IF THE EVENT IS NOT IN PROGRESS, HAS NOT JUST OCCURRED, OR THE SUSPECT IS NOT AT THE SCENE, THE CALL IS REFERRED TO THE FIRE DEPARTMENT. IF THE FIRE DEPARTMENT REQUESTS POLICE ASSISTANCE, THEN UNITS WILL BE DISPATCHED. UNLESS IT IS AN IMMEDIATE NEED, FOB WILL NOT BE DISPATCHED. FOR INVESTIGATIVE ASSISTANCE, THE FIRE DEPARTMENT WILL CONTACT CID.

PS - Pol - 456 - 2581

BOAT/  
BRUSH

BURG/  
BURGAL

CHMEMG/CHMFIR  
CHMSPL/CODVIO

CUT/  
DISCHG

ASAGY/  
ASBUS

ASFAM/  
ASSLT

AUTOTH/  
BLDCK

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>ASAGY</u> ASSIST AMBULANCE ASSIST FIRE DEPARTMENT ASSIST RESCUE UNIT BLOOD RELAY SICK CALL	81370 81640							
ASSIST OTHER LAW ENFORCEMENT AGENCY	81370 81670	82670 83670						
CHECK OPEN HYDRANT								81690

CONSIDERATIONS

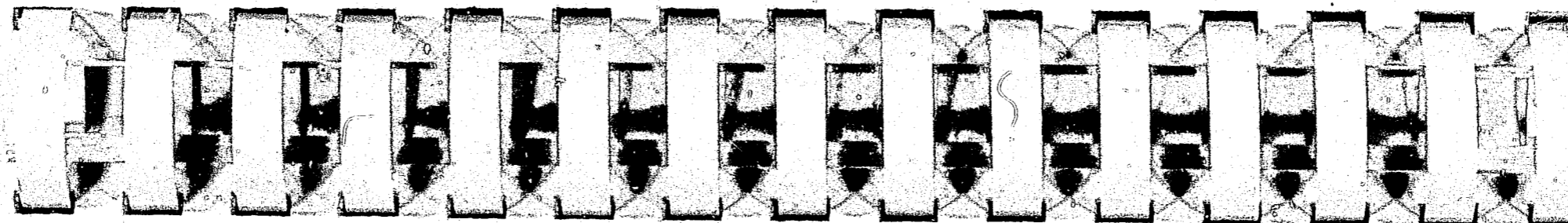
- IS THERE POTENTIAL FOR INJURY IF POLICE DO NOT RESPOND?
- IS THERE A NEED FOR CROWD OR TRAFFIC REGULATION?
- WHEN IS THE ASSISTANCE NEEDED?

NOTE:

- POLICE UNITS WILL NOT ROUTINELY BE DISPATCHED TO RESPOND WITH OTHER AGENCIES UNLESS THAT RESPONSE IS SPECIFICALLY REQUESTED.
- CALLS ABOUT OPEN HYDRANTS WILL BE REFERRED TO THE FIRE DEPARTMENT OR TO WATER AND SEWER.

ADDITIONAL INFORMATION

- PRECISE LOCATION





ASBUS	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
MALFUNCTION OF BUSINESS EQUIPMENT		81370						81670
VERIFY FALSE ALARM VERIFY TEST ALARM		81370						

CONSIDERATIONS

- IS THERE A POTENTIAL FOR PROPERTY DAMAGE/LOSS?

NOTE:

- IF THERE IS NO POTENTIAL FOR PROPERTY DAMAGE/LOSS, THE CALL SHOULD BE REFERRED TO A PRIVATE FIRM ABLE TO HELP WITH THE PROBLEM.

ADDITIONAL INFORMATION

- PRECISE LOCATION

PS - Pol - 458 - 2581

BOAT/  
BRUSH

BURG/  
BURGAL

CHMEMG/CHMFIR  
CHMSPL/CODVIO

CUT/  
DISCHG

DISORD/  
DOM

ASFAM/  
ASSLT

AUTOTH/  
BLDCK



<u>ASFAM</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
ABANDONED CHILD	81370			83670				83670
ASSIST INDIVIDUAL ENTERING MOTOR VEHICLE OR RESIDENCE								81690
ATTEMPT TO CONTACT DELIVER MESSAGE CHECK CONDITION OF PERSON			82670 83670				82670 83670	
FOUND CHILD			81670	81670				
HOME FIRE ALARM MALFUNCTION								83670

NOTE:

- FOR ABANDONED CHILD IF THERE IS THE POTENTIAL FOR INJURY, DISPATCH UNIT IMMEDIATELY. IF THERE IS NO POTENTIAL FOR INJURY, GIVE TO YOUTH DIVISION OR REFER TO DEPARTMENT OF SOCIAL SERVICES.
- INDIVIDUALS REQUESTING ASSISTANCE ENTERING MOTOR VEHICLE OR RESIDENCE SHOULD BE REFERRED TO LOCKSMITH.
- WHEN ATTEMPTING TO CONTACT, DELIVERING MESSAGE, OR CHECKING CONDITION OF PERSON, FIRST HAVE TRU/SDO ATTEMPT BY TELEPHONE; SECOND, DISPATCH COMMUNITY SERVICES SPECIALIST OR OTHER CIVILIAN: AS A LAST RESORT, DISPATCH FOB PRIORITY 2.
- FOR FOUND CHILD, DISPATCH YOUTH DIVISION OR COMMUNITY SERVICES; AS A LAST RESORT, SEND FOB PRIORITY 2.
- ON HOME FIRE ALARM MALFUNCTIONS, DO NOT DISPATCH POLICE. DISPATCH FIRE DEPARTMENT.

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>ASSLT</u>								
ASSAULT	01310 02010 02110 02210						02280 03280	02290 03290
DOMESTIC ASSAULT								
ASSAULT ON JUVENILE	01310 02010 02110 02210			02270 03270			02280 03280	
MURDER	01110 02110 03110							
SHOOTING INTO OCCUPIED BUILDING OR MOTOR VEHICLE	02010		03630				03680	

CONSIDERATIONS

- WHEN DID THE EVENT OCCUR?
- IS THERE INJURY ON THE SCENE THAT NEEDS ATTENTION?
- IS THE SUSPECT AT SCENE OR IN AREA?

ADDITIONAL INFORMATION

- DOES VICTIM KNOW SUSPECT?
- SUSPECT'S DESCRIPTION
- IS SUSPECT ARMED AND IF SO, WHAT TYPE OF WEAPON?
- WHAT WAS SUSPECT'S MEANS AND DIRECTION OF TRAVEL?

NOTE:

- REFERRALS FOR ASSAULTS AND DOMESTIC ASSAULTS CAN BE MADE TO MAGISTRATE, WOMEN'S AID, OR FOCUS.
- ASSAULT ON JUVENILES WHICH RECEIVE PRIORITY 4 WILL BE REFERRED TO YOUTH DIVISION.
- SHOOTING INTO OCCUPIED BUILDING OR MOTOR VEHICLE WHICH RECEIVE PRIORITY 3 WILL BE DISPATCHED TO A LAB UNIT.

PS - Pol - 4F6 - 2581

BOAT/  
BRUSH

BURG/  
BURGAL

CHMEMG/CHMFIR  
CHMSPL/CODVIO

CUT/  
DISCHG

DISORD/  
DOM

DRUNK/  
DUMPST/ELEINV

AUTOTH/  
BLDCK

<u>AUTO TH</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
AUTO THEFT	11610						12680 13680	

CONSIDERATIONS

- IS THE EVENT IN PROGRESS?
- IS SUSPECT AT SCENE?

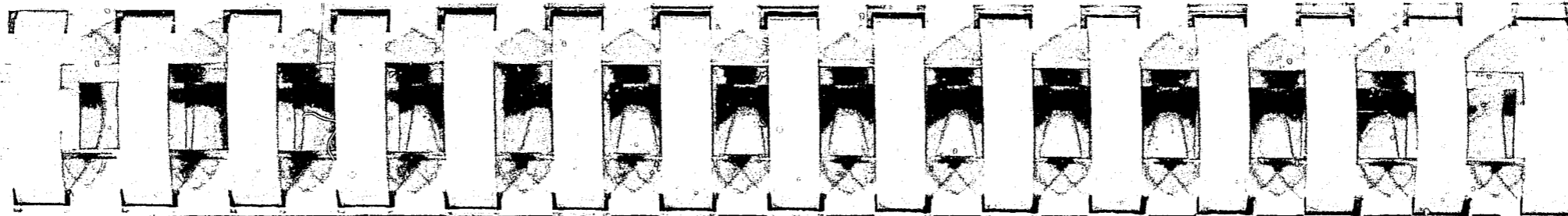
ADDITIONAL INFORMATION

- VEHICLE DESCRIPTION
- LAST KNOWN DIRECTION OF TRAVEL
- SUSPECT DESCRIPTION

NOTE:

- IF, IN PROGRESS, DISPATCH IMMEDIATELY.
- IF NOT IN PROGRESS BUT JUST OCCURRED, TELECOMMUNICATOR WILL TAKE INFORMATION TO BROADCAST ALERT AND GIVE CALL TO TRU.
- ON "COLD" CALL, GIVE TO TRU.





	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>BLDCK</u> CHECK PROPERTY SECURE KEEP CHECK BY		22370		23370				
OPEN DOOR/WINDOW		21370						

CONSIDERATION

- POTENTIAL FOR PROPERTY DAMAGE/LOSS

NOTE:

- IF REQUEST IS FOR AN ONGOING SERVICE (SUCH AS RESIDENCE OBSERVATION), IT WILL RECEIVE A PRIORITY 4 AND BE SENT TO RECORDS DIVISION OR CRIME PREVENTION.

PS - Pol - 456 - 2581

BOAT/  
BRUSH

BURG/  
BURGAL

CHMEMG/CHMFIR  
CHMSPL/CODVIO

CUT/  
DISCHG

DISORD/  
DOM

DRUNK/  
DUMPST/ELEINV

ESCORT/  
EXPLOS

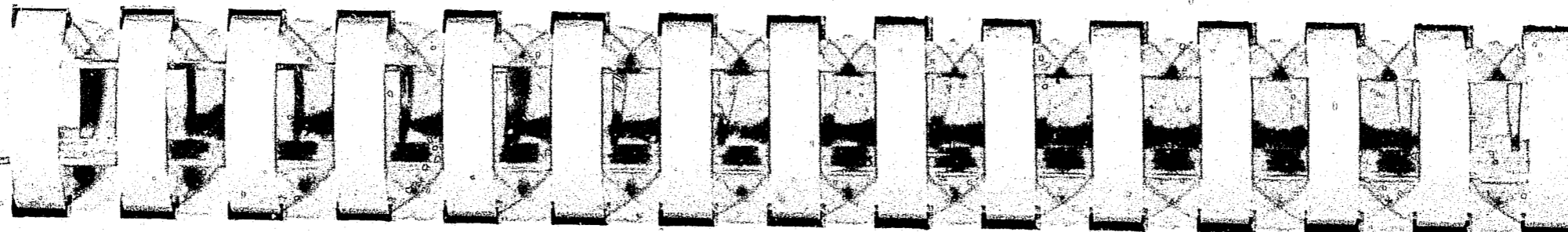
<u>BOAT</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
BOAT CRASH/FIRE	02170							

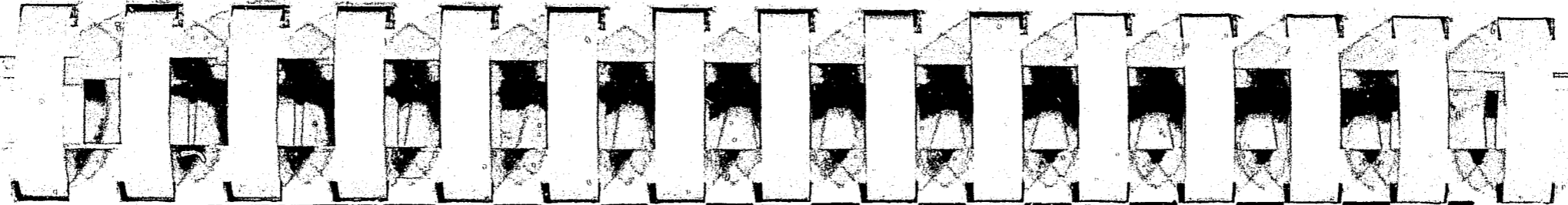
CONSIDERATION

- IS THERE INJURY AT THE SCENE THAT NEEDS ATTENTION?

ADDITIONAL INFORMATION

- HOW MANY VICTIMS?





	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>BRUSH</u>  BRUSH FIRE GRASS FIRE LEAF FIRE TREE FIRE WOODS FIRE	11641							

NOTE:

- NO POLICE RESPONSE UNLESS SPECIFICALLY REQUESTED BY FIRE DEPARTMENT.

PS - Pol - 456 - 2581

FIGHT/FIRAPT/  
FIREAL/FIRES

BURG/  
BURGAL

CHMEMG/CHMFIR  
CHMSPL/CODVIO

CUT/  
DISCHG

DISORD/  
DOM

DRUNK/  
DUMPST/ELEINV

ESCORT/  
EXPLOS

<u>BURG</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
BURGLARY	11310 12610		13630				13680	
B&E OF AUTO	11610 12610		12630 13630				13680	

CONSIDERATIONS

- IS THERE A POTENTIAL FOR INJURY/DAMAGE/LOSS?
- IS SUSPECT AT SCENE OR IN AREA?
- IS THERE PHYSICAL EVIDENCE TO BE COLLECTED?
- CAN THE EVIDENCE BE SECURED AND COLLECTED LATER?
- WHEN DID THE EVENT OCCUR?

ADDITIONAL INFORMATION

- SUSPECT DESCRIPTION
- SUSPECT'S MEANS AND DIRECTION OF TRAVEL
- WAS SUSPECT ARMED?
- POINT OF ENTRY

NOTE:

- DISPATCH LAB PERSONNEL ON PRIORITY 3 CALLS. THEY WILL HANDLE PRELIMINARY INVESTIGATION AND THE COLLECTION OF EVIDENCE. THESE ARE CALLS WHERE THE ONLY CONSIDERATION IS THE COLLECTION OF EVIDENCE.

**CONTINUED**

**1 OF 3**





<u>BURGAL</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
BURGLARY ALARM	31310							

PS - Pol - 456 - 2501

FIGHT/FIRAPT/  
FIREAL/FIRES

FIRNOR/FIRVE  
FRAUD

CHMEMG/CHMFIR  
CHMSPL/CODVIO

CUT/  
DISCHG

DISORD/  
DOM

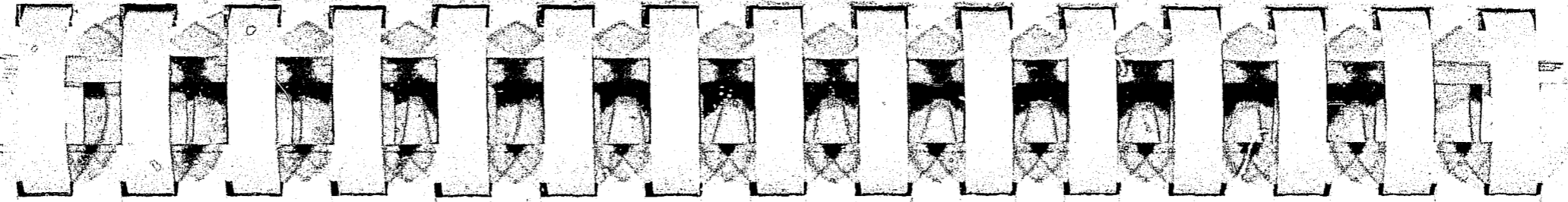
DRUNK/  
DUMPST/ELEINV

ESCORT/  
EXPLOS

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>CHEMEMG, CHMFIR, CHMSPL</u>  CHEMICAL EMERGENCY CHEMICAL INVESTIGATOR HAZARDOUS MATERIAL CHEMICAL FIRE SPILL/LEAK IGNITION CHECK GAS LEAK CHEMICAL SPILL OIL SPILL SPILL/LEAK NO IGNITION WASH DOWN GAS	11641							

NOTE:

- NO POLICE RESPONSE UNLESS SPECIFICALLY REQUESTED BY FIRE DEPARTMENT.



CODVIO	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
ILLEGAL BURNING MISCELLANEOUS CODE VIOLATION	11641							

NOTE:

- NO POLICE RESPONSE UNLESS SPECIFICALLY REQUESTED BY FIRE DEPARTMENT.

PS - Pol - 456 - 2581

FIGHT/FIRAPT/  
FIREAL/FIRES

FIRNOR/FIRVEH/  
FRAUD

GAMB/  
HARAS

CUT/  
DISCHG

DISORD/  
DOM

DRUNK/  
DUMPST/ELEINV

ESCORT/  
EXPLOS

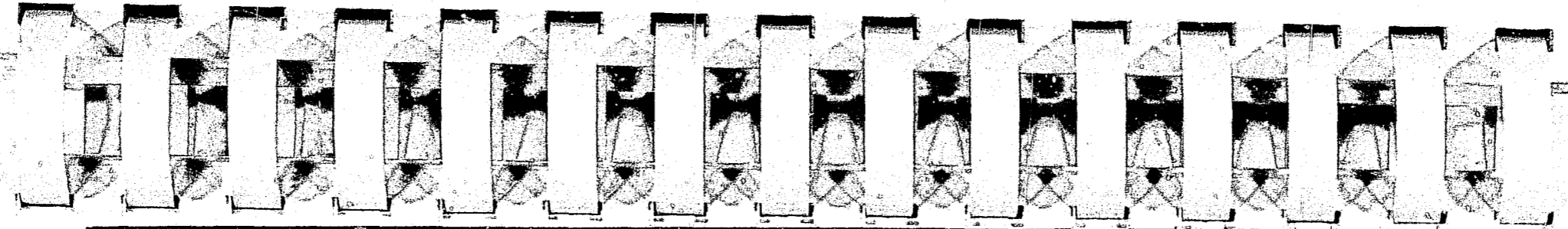
	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>CUT</u>  CUTTING STABBING	01310 02010 02110 02210						02280 03280	

CONSIDERATIONS

- IS EVENT IN PROGRESS?
- IS THERE INJURY ON THE SCENE THAT NEEDS ATTENTION?
- IS THE SUSPECT AT THE SCENE?

ADDITIONAL INFORMATION

- SUSPECT DESCRIPTION
- WHAT TYPE OF WEAPON?
- SUSPECT'S DIRECTION OF TRAVEL



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
DISCHG								
DISCHARGING FIREARMS	21320							23690
SHOTS FIRED	22610							

CONSIDERATIONS

- IS EVENT IN PROGRESS?
- IS THERE POTENTIAL FOR INJURY?
- IS THE SUSPECT AT THE SCENE?

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- WHAT TYPE OF WEAPON?
- DIRECTION OF TRAVEL

NOTE:

- IF EVENT OCCURRED MORE THAN 30 MINUTES AGO AND SUSPECT IS NOT AT THE SCENE, COMPLAINANT SHOULD BE REFERRED TO THE MAGISTRATE TO TAKE OUT A WARRANT.

PS - Pol - 456 - 2581

FIGHT/FIRAPT/  
FIREAL/FIRES

FIRNOR/FIRVEH/  
FRAUD

GAMB/  
HARAS

HAZOCC/  
INDCON

DISORD/  
DOM

DRUNK/  
DUMPST/ELEINV

ESCORT/  
EXPLOS

<u>DISORD</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
DISTURBANCE NEIGHBORHOOD DISPUTE PUBLIC DISORDER SUBJECT CAUSING DISTURBANCE	51320 52320			53670				52690 53690
LITTERING	51610						52680 53680	52690
TROUBLE WITH CUSTOMER TROUBLE WITH FARE TROUBLE WITH JUVENILE	51320	52320		53690				53690

CONSIDERATIONS

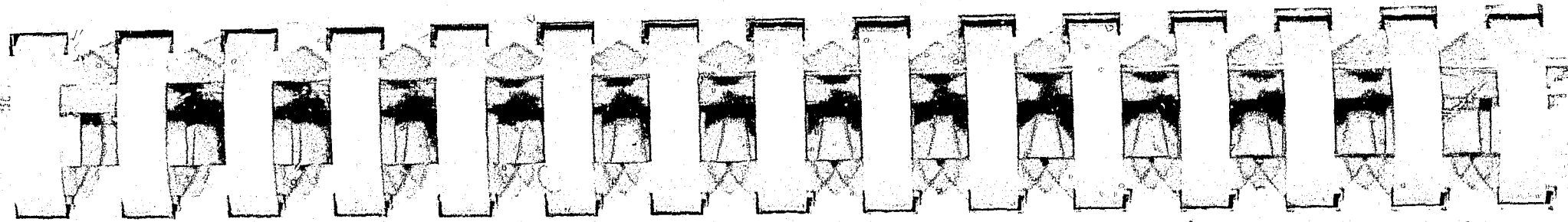
- IS EVENT IN PROGRESS?
- IS THERE A POTENTIAL FOR INJURY/DAMAGE/LOSS?
- IS THE SUSPECT AT THE SCENE?

ADDITIONAL INFORMATION

- IS SUSPECT ARMED?
- SUSPECT DESCRIPTION
- NUMBER OF PARTIES INVOLVED

NOTE:

- PRIORITY 4 RESPONSE HANDLED BY COMMUNITY SERVICES OR YOUTH DIVISION. PRIORITY 8 WILL BE REFERRED TO MAGISTRATE, LANDLORD, GREENSBORO HOUSING AUTHORITY, DISPUTE CENTER, CITY SANITATION (FOR LITTERING), SMALL CLAIMS COURT, URBAN MINISTRY, DEPARTMENT OF SOCIAL SERVICES.



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
DOM								
BIGAMY							41680	41690
CHILD ABUSE	41310 42310			43680				43690
DOMESTIC ARGUMENT	41370						41680	42690 43690

CONSIDERATIONS

- WHEN DID EVENT OCCUR?
- IS THERE A POTENTIAL FOR INJURY?
- ARE BOTH PARTIES PRESENT?

ADDITIONAL INFORMATION

- ARE PARTICIPANTS ARMED?
- HOW MANY PARTICIPANTS ARE PRESENT?

NOTE:

- PRIORITY 4 HANDLED BY YOUTH DIVISION.
- PRIORITY 8 HANDLED BY DEPARTMENT OF SOCIAL SERVICES, PRIVATE ATTORNEY, MAGISTRATE, TURNING POINT, FOCUS, AND WOMEN'S AID.
- DOMESTIC ARGUMENTS CAN BE HANDLED BY TRU IF THERE IS NO POTENTIAL FOR INJURY. USUALLY IF ONLY ONE PARTICIPANT IS PRESENT.

PS - Pol - 456 - 2581

**FIGHT/FIRAPT/  
FIREAL/FIRES**
**FIRNOR/FIRVEH/  
FRAUD**
**GAMB/  
HARAS**
**HAZOCC/  
INDCON**
**INFOG/INFON/  
KIDNAP**
**DRUNK/  
DUMPST/ELEINV**
**ESCORT/  
EXPLOS**

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
DRUNK								
DRUNK	91370	91670						91690 92690 93690

CONSIDERATIONS

- POTENTIAL FOR INJURY

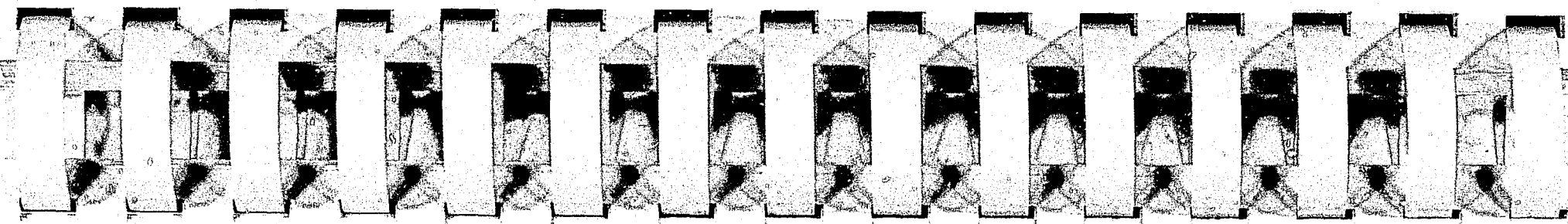
NOTE:

- PRIORITY 8 REFERRED TO ALCOHOLICS ANONYMOUS, ARC, CRAWFORD CENTER, OR MENTAL HEALTH.

ADDITIONAL INFORMATION

- SUSPECT DESCRIPTION
- PRECISE LOCATION





	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
DUMPST ELEINV								
DUMPSTER FIRE	11641							
ELECTRICAL INVESTIGATION								
HOT WATER HEATER INVESTIGATION								

NOTE:

- NO POLICE RESPONSE UNLESS SPECIFICALLY REQUESTED BY THE FIRE DEPARTMENT.

PS - Pol - 456 - 2581



<u>ESCORT</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
GENERAL ESCORT HOUSE ESCORT PARADE FUNERAL ESCORT				82670 83670				
ESCORT TO BANK								82690 83690

NOTE:

- PRIORITY 4 RESPONSE WILL BE REFERRED TO TRAFFIC SERVICES DIVISION.
- REQUESTS FOR BANK ESCORTS WILL BE REFERRED TO PRIVATE SECURITY COMPANIES.



<u>EXPLOS</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
EXPLOSION	12070							

CONSIDERATIONS

- IS THERE INJURY AT THE SCENE THAT NEEDS ATTENTION?

ADDITIONAL INFORMATION

- HOW MANY VICTIMS?

PS - Poi - 456 - 2581

**FIGHT/FIRAPT/  
FIREAL/FIRES**

**FIRNOR/FIRVEH/  
FRAUD**

**GAMB/  
HARAS**

**HAZOCC/  
INDCON**

**INFOG/INFON/  
KIDNAP**

**LARC/  
LIQUOR**

**LNEDWN/  
MENTAL**

<u>FIGHT</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
FIGHT	41310							

CONSIDERATION

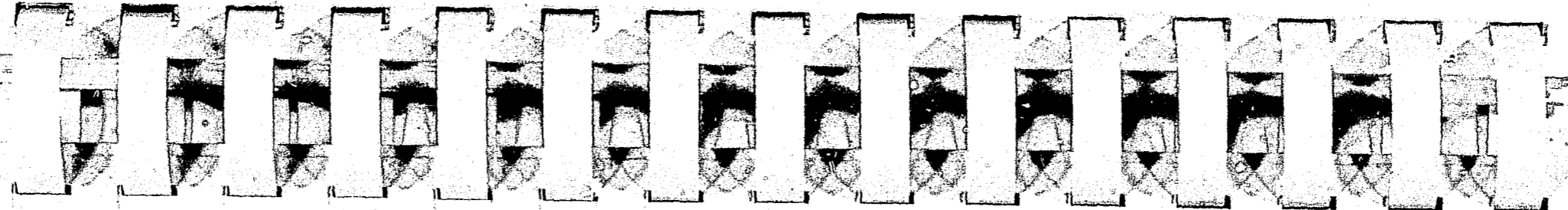
- IS EVENT IN PROGRESS?

NOTE:

- IF NOT IN PROGRESS, SEE ASSLT FOR RESPONSE DETERMINATION CONSIDERATIONS.

ADDITIONAL INFORMATION

- ARE SUBJECTS ARMED?  
- HOW MANY SUBJECTS ARE INVOLVED?



<u>FIRAPT, FIREAL, FIRES</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
APARTMENT FIRE STRUCTURE FIRE, APARTMENT FIRE ALARM SPRINKLER ALARM WATER FLOW ALARM CHIMNEY FIRE FOOD ON STOVE FURNACE FIRE GREASE FIRE HEATING SYSTEM FIRE HOUSE FIRE KITCHEN FIRE MATTRESS FIRE OVEN FIRE STRUCTURE FIRE, RESIDENCE STOVE FIRE	11641							

NOTE:

- NO POLICE RESPONSE UNLESS SPECIFICALLY REQUESTED BY FIRE DEPARTMENT.

PS - Pol - 456 - 2581

MISRUN/  
NARC

FIRNOR/FIRVEH/  
FRAUD

GAMB/  
HARAS

HAZOCC/  
INDCON

INFOG/INFON/  
KIDNAP

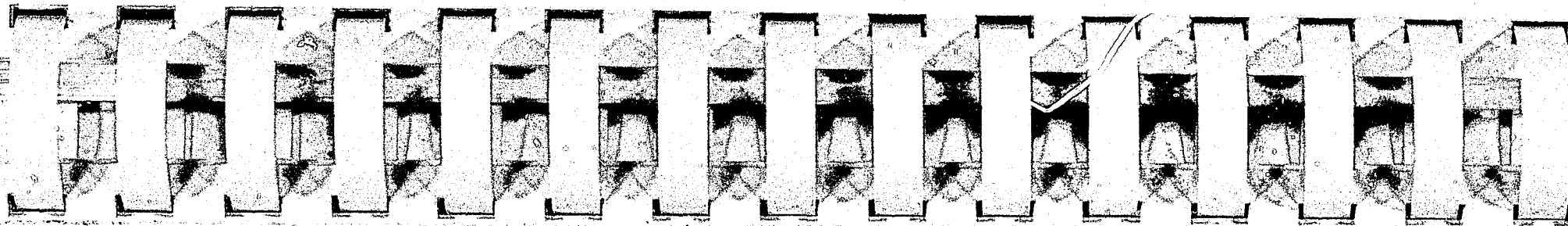
LARC/  
LIQUOR

LNEDWN/  
MENTAL

FIRNOR, FIRVEH	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
GARAGE FIRE STRUCTURE FIRE, NON-RESIDENCE CAR FIRE LAWNMOWER FIRE TRUCK FIRE VEHICLE FIRE	11641							

NOTE:

- NO POLICE RESPONSE UNLESS SPECIFICALLY REQUESTED BY FIRE DEPARTMENT.



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>FRAUD</u>								
BEAT BOARD/FOOD/TAXI BILL	11610 12610						12680 13680	12690 13690
FALSE PRETENSE								
FLIM FLAM FORGERY USE OF STOLEN CREDIT CARD								
WORTHLESS CHECK								12690 13690

CONSIDERATIONS

- IS EVENT IN PROGRESS OR JUST OCCURRED?
- IS SUSPECT AT THE SCENE OR IN AREA?

ADDITIONAL INFORMATION

- SUSPECT DESCRIPTION
- SUSPECT'S DIRECTION OF TRAVEL AND MEANS OF TRANSPORTATION

NOTE:

- IF THE EVENT IS NOT IN PROGRESS OR IF SUSPECT IS NOT IN AREA, REFER TO TRU FOR REPORT OR TO MAGISTRATE TO OBTAIN WARRANT.
- IF THERE IS EVIDENCE, COMPLAINANT SHOULD BE ADVISED TO HOLD IT. C.I.D. INVESTIGATOR WILL PICK UP EVIDENCE AT A LATER TIME.

PS - Pol - 456 - 2581

MISRUN/  
NARC

NOISE/  
NVACC

GAMB/  
HARAS

HAZOCC/  
INDCON

INFOG/INFON/  
KIDNAP

LARC/  
LIQUOR

LNEDWN/  
MENTAL

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>GAMB</u>								
GAMBLING LAW		61610		61680 62680 63680				
VIOLATION OF GAMBLING LAW								

CONSIDERATIONS

- ARE PARTICIPANTS AT THE SCENE?
- WHEN DID EVENT OCCUR?

NOTE:

- PRIORITY 4 REFERRED TO VICE DIVISION.

ADDITIONAL INFORMATION

- NUMBER OF SUBJECTS INVOLVED?
- DESCRIPTION OF SUSPECTS





	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
HARAS HARASSMENT		51620		52620 53620			52680 53680	52690 53690

CONSIDERATIONS

- IS EVENT IN PROGRESS?
- IS SUSPECT AT SCENE OR IN AREA?

NOTE:

- PRIORITY 4 REFERRED TO COMMUNITY SERVICES.
- PRIORITY 8 REFERRED TO MAGISTRATE, PRIVATE ATTORNEY.

PS - Pol - 456 - 2581

MISRUN/  
NARC

NOISE/  
NVACC

PAPER/  
PARKVI

HAZOCC/  
INDCON

INFOG/INFON/  
KIDNAP

LARC/  
LIQUOR

LNEDWN/  
MENTAL

<u>HAZOCC</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
FLOODING	21370							
OTHER HAZARD								

CONSIDERATIONS

- IS THERE POTENTIAL FOR INJURY/DAMAGE/LOSS?

<u>INDCON</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
CRIME AGAINST NATURE	61310	62610		63680			63680	
FORNICATION AND ADULTRY POSSESSION OF OBSCENE MATERIAL SEDUCTION				62680 63680				
INCEST INDECENT LIBERTIES		62610		63680			63680	63690
INDECENT EXPOSURE	61610	62610					62680 63680	
OBSCENE PHONE CALLS							62680 63680	62690 63690
PEEPING TOM	61610	62610					62680 63680	
STREAKER/MOONER	61610						62680 63680	

CONSIDERATIONS

- IS THERE POTENTIAL FOR INJURY?
- IS SUSPECT AT SCENE OR IN AREA?
- IS THE EVENT IN PROGRESS?

NOTE:

- PRIORITY 4 REFERRED TO C.I.D., VICE, OR YOUTH DEPENDING ON CRIME.
- PRIORITY 8 REFERRED TO DEPARTMENT OF SOCIAL SERVICES FAMILY COUNSELING FOR INCEST OR INDECENT LIBERTIES AND TO TELEPHONE COMPANY FOR PHONE CALLS.

ADDITIONAL INFORMATION

- SUSPECT DESCRIPTION
- SUSPECT'S MEANS AND DIRECTION OF TRAVEL

PS - Pol - 456 - 2581

MISRUN/  
NARC

NOISE/  
NVACC

PAPER/  
PARKVI

PARTY/  
PLANE

INFOG/INFON/  
KIDNAP

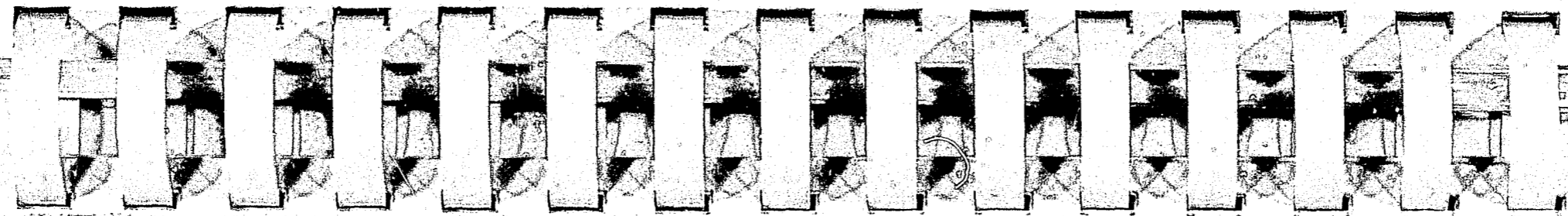
LARC/  
LIQUOR

LNEDWN/  
MENTAL

<u>INFOG, INFON</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
								81690

NOTE:

- THESE ARE CALLS WHICH DO NOT FIT A SPECIFIC NATURE AND WHICH THE TELECOMMUNICATOR IS ABLE TO PROVIDE INFORMATION SUFFICIENT TO SATISFY THE CITIZEN'S NEED AND NO FURTHER ACTION IS NECESSARY. CALL WILL BE GIVEN A PRIORITY 8 AND SENT TO F-5 POSITION TO BE CLEARED FROM SYSTEM.



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>KIDNAP</u>								
ABDUCTION	01310							
HOSTAGE SITUATION	02310							
KIDNAPPING	03310							

CONSIDERATIONS

- IS EVENT IN PROGRESS?
- IS THERE POTENTIAL FOR INJURY?

ADDITIONAL INFORMATION

- SUSPECT'S IDENTIFY, IF KNOWN.
- SUSPECT'S DESCRIPTION
- TYPE OF WEAPON INVOLVED
- MEANS AND DIRECTION OF TRAVEL
- VICTIM'S NAME AND DESCRIPTION

PS - Pol - 456 - 2581

MISRUN/  
NARC

NOISE/  
NVACC

PAPER/  
PARKVI

PARTY/  
PLANE

PROPL/  
PROPR

LARC/  
LIQUOR

LNEDWN/  
MENTAL

<u>LARC</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
LARCENY LARCENY FROM AUTO LARCENY, AUTO ACCESSORIES LARCENY FROM BUILDING	11610 12610	12630	13630		12680 13680		12680 13680	
EMBEZZLEMENT				12680 13680			12680 13680	
LARCENY OF GAS							12680 13680	
PICK POCKET PURSE SNATCHING	12610	12630	13630				12680 13680	

CONSIDERATIONS

- WHEN DID EVENT OCCUR?
- IS SUSPECT AT THE SCENE OR IN THE AREA?
- IS THERE EVIDENCE TO BE COLLECTED?

NOTE:

- FOR PRIORITY 3, DISPATCH LAB PERSONNEL TO COLLECT EVIDENCE AND TAKE REPORT.
- FOR PRIORITY 4, REFER TO C.I.D.

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- SUSPECT'S DIRECTION AND MEANS OF TRAVEL

<u>LIQUOR</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
LIQUOR LAW VIOLATION ILLEGAL CONSUMPTION JUVENILES CONSUMING ALCOHOL ILLEGAL POSSESSION ILLEGAL TRANSPORTATION		61610 62610		62680 63680				

CONSIDERATIONS

- IS SUSPECT AT SCENE OR IN AREA?
- WHEN DID EVENT OCCUR?

NOTE:

- PRIORITY 4 REFERRED TO VICE DIVISION UNLESS INCIDENT INVOLVES JUVENILES; THEN REFER TO YOUTH DIVISION.

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- VEHICLE'S DESCRIPTION

PS - Pol - 456 - 2581

MISRUN/  
NARC

NOISE/  
NVACC

PAPER/  
PARKVI

PARTY/  
PLANE

PROPL/  
PROPR

RAPE/  
REFUSE

LNEDWN/  
MENTAL

LNEDWN	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
LINES DOWN POLE FIRE POWERLINE DOWN UTILITY POLE FIRE WIRES DOWN	11641							

NOTES:

- NO RESPONSE UNLESS SPECIFICALLY REQUESTED BY FIRE DEPARTMENT OR DUKE POWER FOR ASSISTANCE WITH TRAFFIC PROBLEMS.



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>MENTAL</u>								
MENTAL SUBJECT	91370	92670						92690 93690
MENTAL HEALTH CALL								

CONSIDERATIONS

- IS THERE POTENTIAL FOR INJURY?
- IS THE EVENT IN PROGRESS?

NOTE:

- PRIORITY 2 APPLIES TO CALLS FROM JUDICIAL HOSPITALIZATION TO PICK UP COMMITMENT PAPERS.
- PRIORITY 8 REFERRED TO MENTAL HEALTH, JUDICIAL HOSPITALIZATION OR MAGISTRATE.

ADDITIONAL INFORMATION

- SUBJECT'S DESCRIPTION
- IS SUBJECT ARMED?

PS - Pol - 456 - 2581

MISRUN/  
NARC

NOISE/  
NVACC

PAPER/  
PARKVI

PARTY/  
PLANE

PROPL/  
PROPR

RAPE/  
REFUSE

RESCUE/  
ROB

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
MISRUN								
LOST CHILD			91370				91680	
MISSING PERSON								
RUNAWAY								

CONSIDERATIONS

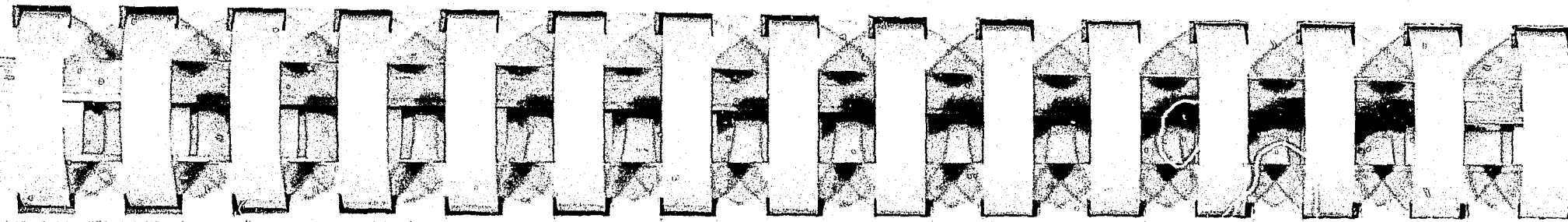
- IS THERE POTENTIAL FOR INJURY (CHILD UNDER AGE OF 12, ELDERLY SUBJECT, MENTAL PATIENTS OR SUBJECTS, OR ANY OTHER UNUSUAL CIRCUMSTANCES)?

NOTES:

- ALL ARE CONSIDERED IN PROGRESS.
- IF NO POTENTIAL FOR INJURY AS DESCRIBED ABOVE, REFER TO TRU.
- IF POTENTIAL FOR INJURY, DISPATCH TO COMMUNITY SERVICES IF POSSIBLE.
- IF NO ONE IN COMMUNITY SERVICES ARE AVAILABLE, DISPATCH FOB.

ADDITIONAL INFORMATION

- SUBJECT'S DESCRIPTION



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>NARC</u> NARCOTIC VIOLATION POSSESSION OF CONTROLLED SUBSTANCE SELLING DRUGS USE OF CONTROLLED SUBSTANCE VIOLATION OF NARCOTIC LAW				61610 62610 63610 62680 63680				

NOTE:

- DISPATCH OR REFER TO VICE/NARCOTICS DIVISION. IF, HOWEVER, THE TELECOMMUNICATOR FEELS THERE IS A NEED FOR A MOBILE RESPONSE AND VICE/NARCOTICS IS NOT AVAILABLE, A FOB UNIT MAY BE DISPATCHED.

PS - Pol - 456 - 2531

ROBAL/  
SHOT

NOISE/  
NVACC

PAPER/  
PARKVI

PARTY/  
PLANE

PROPL/  
PROPR

RAPE/  
REFUSE

RESCUE/  
ROB

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>NOISE</u>								
BARKING DOG				52620 53620			51620	51690 52690 53690
FIREWORKS		51620		52690 53690				52690 53690
JUVENILES ON MINIBIKE		51620		52620 53620				
LOUD MUSIC		51620		52620 53620			51620	52690 53690
NOISE DISTURBANCE								

NOTE:

- ON IN PROGRESS BARKING DOG CALL, REFER TO TELEPHONE RESPONSE. BY CHECKING CROSS REFERENCE, THEY WILL CALL THE DOG'S OWNER AND ATTEMPT TO CORRECT THE PROBLEM. IF UNABLE TO CONTACT ANYONE, THE CALL WILL BE SENT BACK TO COMMUNICATIONS FOR DISPATCH. COMMUNICATIONS WILL DISPATCH ANIMAL CONTROL, COMMUNITY SERVICES, OR FOB (IN THAT ORDER OF PREFERENCE). IF NOT IN PROGRESS, REFER TO ANIMAL CONTROL, COMMUNITY SERVICES, OR MAGISTRATE (FOR WARRANT).
- FIREWORKS PRIORITY 4, REFER TO YOUTH DIVISION OR COMMUNITY SERVICES. PRIORITY 8 TO MAGISTRATE.
- JUVENILES ON MINIBIKE, PRIORITY 4, REFERRED TO YOUTH DIVISION OR COMMUNITY SERVICES.
- ON LOUD MUSIC OR NOISE DISTURBANCES, CALL WILL BE SENT TO TRU FOR AN ATTEMPT TO CONTACT BY PHONE. IF UNABLE TO CONTACT BY PHONE, DISPATCH FOB UNIT.

NVACC	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
HOME ACCIDENT OCCUPATIONAL ACCIDENT PUBLIC ACCIDENT	01641							
TRAIN WRECK	02170							

**NOTE:**

- NO RESPONSE ON HOME, OCCUPATIONAL, OR PUBLIC ACCIDENTS UNLESS SPECIFICALLY REQUESTED BY EMERGENCY MEDICAL SERVICES.

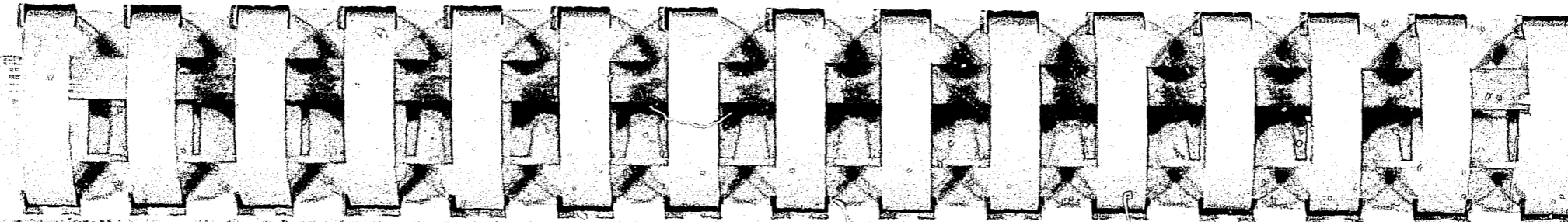
PS - Pol - 456 - 2581

ROBAL/ SHOT	SMOKER/ SUACT	PAPER/ PARKVI	PARTY/ PLANE	PROPL/ PROPR	RAPE/ REFUSE	RESCUE/ ROB
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PAPER	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
LEGAL PAPER		82610 83610		82690 83690				

NOTE:

- PRIORITY 2 IS FOR CALLS REQUESTING SERVICE OF A LEGAL PAPER.
- PRIORITY 4 ARE THOSE CALLS IN WHICH PERSON WANTS INFORMATION REGARDING A LEGAL PAPER. THEY WILL BE TRANSFERRED TO THE WARRANT SQUAD OR RECORDS DIVISION.



<u>PARKVI</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
ABANDONED AUTO								71620
PARKING VIOLATION		71620	71620	71620				

NOTE:

- ABANDONED AUTO REFERRED TO BUILDING CODE ENFORCEMENT.
- PARKING VIOLATION DISPATCHED TO PARKING ENFORCEMENT OFFICER, COMMUNITY SERVICES SPECIALIST, OR FOB UNIT (PREFERABLY IN THAT ORDER).

PS - Pol - 456 - 2581

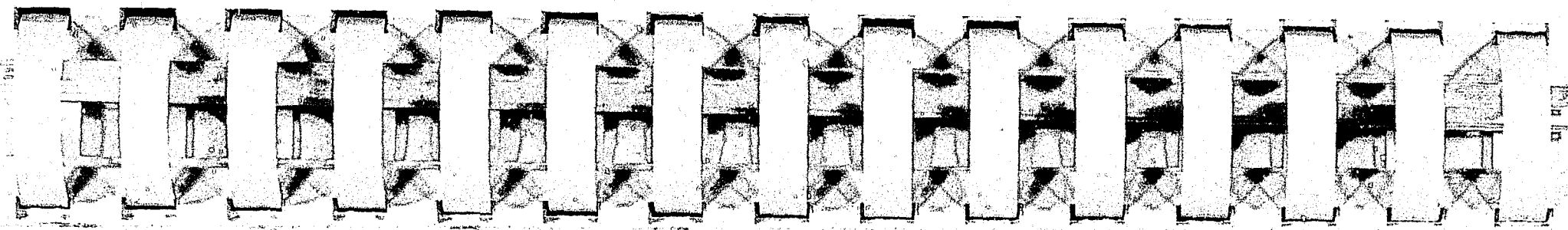


<u>PARTY</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
LOUD PARTY		51620		52690 53690			51620	52690 53690

NOTE:

- IN PROGRESS CALLS SHOULD FIRST BE SENT TO TRU FOR ATTEMPT TO CONTACT BY TELEPHONE. IF UNABLE TO CONTACT, DISPATCH FOB UNIT - PRIORITY 2.
- PRIORITY 4 USED FOR CONTINUAL PROBLEMS. SENT TO COMMUNITY SERVICES.
- PRIORITY 8 REFERRED TO MAGISTRATE OR SUBJECT'S LANDLORD.
- ON CALLS IN WHICH COMPLAINANT REFUSES TO GIVE NAME; COMMUNICATIONS WILL DISPATCH (INCLUDING TRU) TWICE. AFTER SECOND DISPATCH, NO FURTHER UNITS WILL BE DISPATCHED UNLESS COMPLAINANT IS WILLING TO TALK TO OFFICER.





	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>PLANE</u> PLANE CRASH/FIRE	02170							

CONSIDERATIONS

- INJURY ON THE SCENE THAT NEEDS ATTENTION

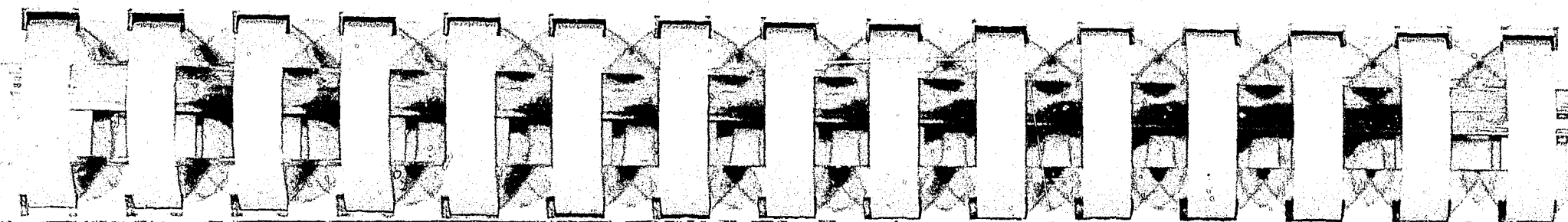
ADDITIONAL INFORMATION

- NUMBER OF VICTIMS

PS - Pol - 456 - 2581

ROBAL/ SHOT	SMOKER/ SUACT	SUBDWN/ SUICID	SUSUB/ SUEH	PROPL/ PROPR	RAPE/ REFUSE	RESCUE/ ROB
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	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>PROPL</u> LOST PROPERTY							12680 13680	



<u>PROPR</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
PROPERTY RECOVERED FOUND PROPERTY FOUND BIKE			22630 23630 22660 23660			22660 23660		

NOTE:

- IF COMPLAINANT IS WILLING TO COME TO THE STATION TO TURN ITEM IN; COMMUNICATIONS SHOULD DIRECT THEM TO TAKE THE ITEM TO TRU/SDO.
- IF MOBILE RESPONSE IS NECESSARY TO PROCESS ITEMS FOR EVIDENCE OR TO COLLECT IT, DISPATCH EVIDENCE SPECIALIST OR COMMUNITY SERVICES.

PS - Pol - 456 - 2581

ROBAL/  
SHOT

SMOKER/  
SUACT

SUBDWN/  
SUICID

SUSUB/  
SUEH

TAMPER/

RAPE/

RESCUE/

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>RAPE</u>								
ATTEMPT RAPE	01310						03280	03290
RAPE	02110							
	02210							

CONSIDERATIONS

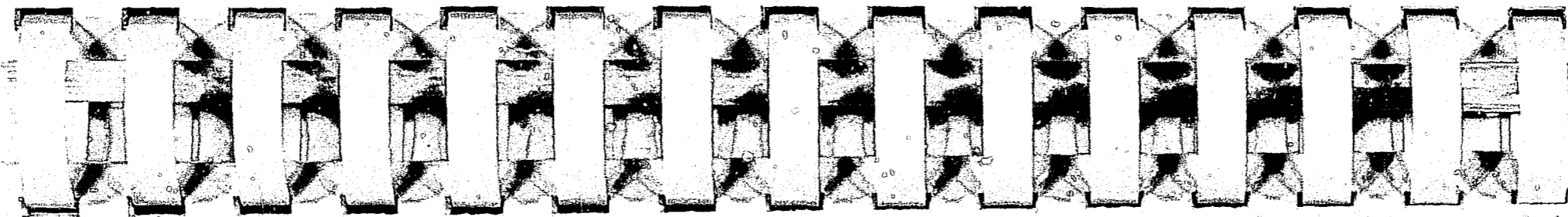
- WHEN DID EVENT OCCUR?
- IS THERE INJURY?
- IS SUSPECT AT SCENE OR IN AREA?

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- WAS SUSPECT ARMED
- SUSPECT'S DIRECTION AND MEANS OF TRAVEL

NOTE:

- PRIORITY 8 ARE THOSE INCIDENTS IN WHICH VICTIM DOES NOT DESIRE POLICE INVOLVEMENT; HOWEVER IS SEEKING INFORMATION OR ASSISTANCE; SHOULD BE REFERRED TO RAPE LINE OR MENTAL HEALTH.



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>REFUSE</u> RUBBISH FIRE TRASH FIRE	11641							

NOTE:

- NO POLICE RESPONSE UNLESS SPECIFICALLY REQUESTED BY FIRE DEPARTMENT.

PS - Pol - 456 - 2581

ROBAL/  
SHOT

SMOKER/  
SUACT

SUBDWN/  
SUICID

SUSUB/  
SUEH

TAMPER/  
THREAT

TRFAS/  
TRFCOM

RESCUE/  
ROB

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>RESCUE</u> DROWNING HEART ATTACK POISONING SEIZURE UNCONSCIOUS SUBJECT	01370 02170							

CONSIDERATIONS

- IS THERE POTENTIAL FOR INJURY?
- IS THERE MAJOR INJURY ON THE SCENE THAT NEEDS ATTENTION?

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>ROB</u> ARMED ROBBERY STRONG ARM ROBBERY	11310 12610		13630				13680	
BANK ROBBERY	11310 12610							

CONSIDERATIONS

- WHEN DID EVENT OCCUR?
- IS THERE A POTENTIAL FOR INJURY?
- IS SUSPECT AT SCENE OR IN AREA?
- IS THERE EVIDENCE ON THE SCENE?

NOTE:

- ON BANK ROBBERY, DISPATCH FOB UNIT TO THE SCENE TO SECURE SCENE; ADDITIONAL FOB UNITS TO THE AREA TO SEARCH FOR SUSPECT; CID DISPATCHED TO SCENE TO HANDLE INVESTIGATION.

ADDITIONAL INFORMATION

- SUSPECT DESCRIPTION
- WAS SUSPECT ARMED
- SUSPECT'S DIRECTION AND MEANS OF TRAVEL

PS - Pol - 456 - 2581

ROBAL/  
SHOT

SMOKER/  
SUACT

SUBDWN/  
SUICID

SUSUB/  
SUEH

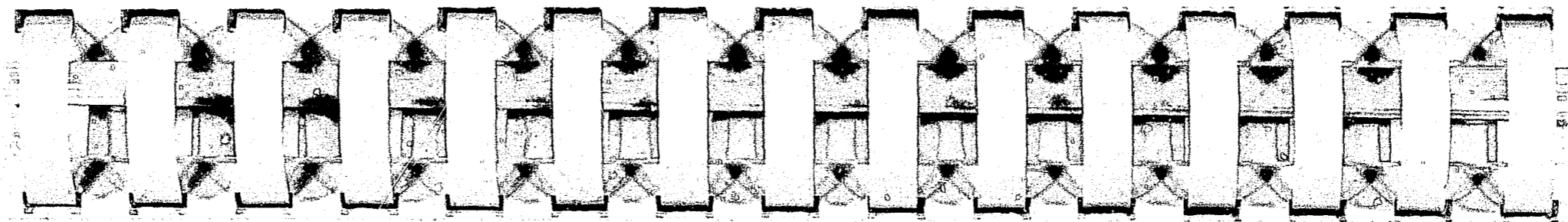
TAMPER/  
THREAT

TRFAS/  
TRFCOM

TRFHAZ/  
TRSP

<u>ROBAL</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
HOLDUP ALARM ROBBERY ALARM	31310							





	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>SHOT</u> SHOOTING	01110 02110	02280 03280					03280	

CONSIDERATIONS

- WHEN DID EVENT OCCUR?
- IS THERE INJURY ON THE SCENE THAT NEEDS ATTENTION?
- IS SUSPECT AT SCENE OR IN AREA?

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- TYPE OF WEAPON
- SUSPECT'S MEANS AND DIRECTION OF TRAVEL

PS - Pol - 456 - 2581

UNKN/ VAND	SMOKER/ SUACT	SUBDWN/ SUICID	SUSUB/ SUEH	TAMPER/ THREAT	TRFAS/ TRFCOM	TRFHAZ/ TRSP
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	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>SMOKER</u> ODOR INVESTIGATION SMOKE/ODOR REMOVAL	11641							

NOTE:

- NO POLICE RESPONSE UNLESS SPECIFICALLY REQUESTED BY FIRE DEPARTMENT.

SUACT	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
CONSPIRACY				31680			31680	
PEDDLING WITHOUT LICENSE SOLICITING		31620 32620						33690
PROWLER	31310	32620						
SUBJECT KNOCKING ON DOOR		31620 32620						
SUBJECT SCREAMING	31320							

CONSIDERATIONS

- WHEN DID EVENT OCCUR?
- IS THERE POTENTIAL FOR PERSONAL INJURY OR PROPERTY DAMAGE?
- IS SUSPECT AT SCENE OR IN AREA?

NOTE:

- PRIORITY 4 CONSPIRACY REFERRED TO CID.
- PRIORITY 8 SOLICITING REFERRED TO BETTER BUSINESS BUREAU OR CHAMBER OF COMMERCE.

ADDITIONAL INFORMATION

- SUSPECT DESCRIPTION
- IS SUBJECT ARMED?
- SUSPECT'S MEANS AND DIRECTION OF TRAVEL

PS - Pol - 456 - 2581

UNKN/  
VAND

VICE/  
WTREVC

SUBDWN/  
SUICID

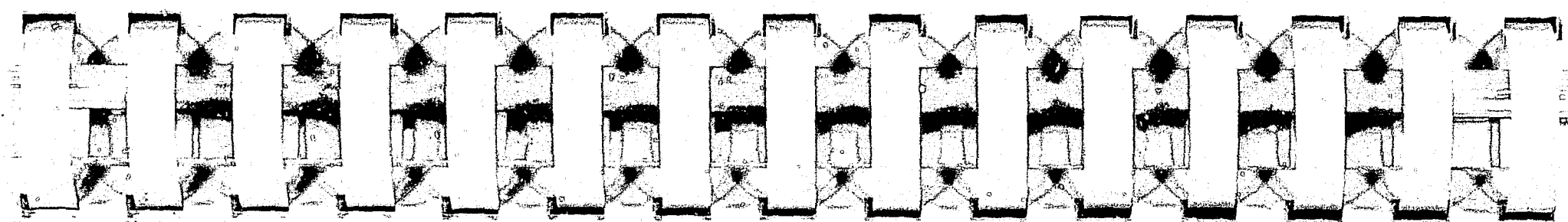
SUSUB/  
SUEH

TAMPER/  
THREAT

TRFAS/  
TRFCOM

TRFHAZ/  
TRSP

<u>SUBDWN</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
DOA FOUND BODY	22180 23180							
SUBJECT DOWN SUBJECT SLUMPED OVER WHEEL	21370							



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>SUICID</u> ATTEMPT SUICIDE OVERDOSE	01380 02380 03380							03690
SUICIDE	02180 03180							

NOTE:

- PRIORITY 8 REFERRED TO MENTAL HEALTH OR CRISIS CONTROL.

PS - Pol - 458 - 2581

UNKN/  
VAND

VICE/  
WTREVC

SUSUB/  
SUEH

TAMPER/  
THREAT

TRFAS/  
TRFCOM

TRFHAZ/  
TRSP

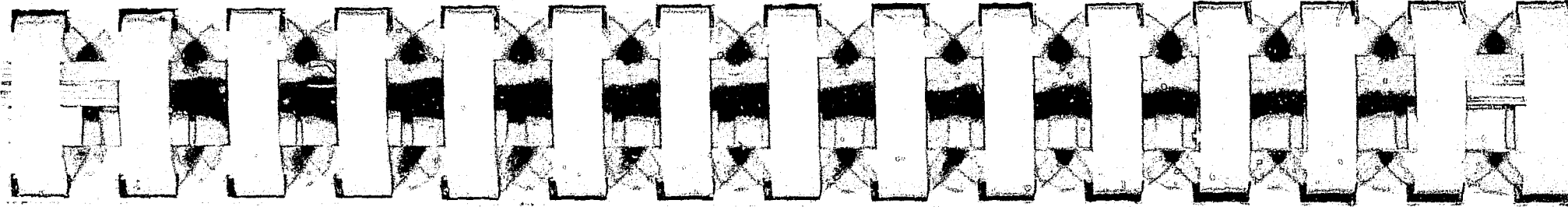
<u>SUSUB</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
IMPERSONATING A POLICE OFFICER	31610 31310	32610					33680	
LOITERING		31620 32620						
SUSPICIOUS SUBJECT	31600 31300	32600					33680	

CONSIDERATIONS

- IS SUSPECT AT SCENE OR IN AREA?
- WHEN DID EVENT OCCUR?
- IS THERE POTENTIAL FOR INJURY/DAMAGE/LOSS?

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- IS SUSPECT ARMED?
- SUSPECT'S MEANS AND DIRECTION OF TRAVEL



<u>SUVEH</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
SUSPICIOUS VEHICLE	31600	32600					33680	

CONSIDERATIONS

- IS SUSPECT AT SCENE OR IN AREA?
- WHEN DID EVENT OCCUR?
- IS THERE POTENTIAL FOR INJURY/DAMAGE/LOSS?

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- IS SUSPECT ARMED?
- VEHICLE DESCRIPTION AND DIRECTION OF TRAVEL

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UNKN/  
VAND

VICE/  
WTREVC

TAMPER/  
THREAT

TRFAS/  
TRFCOM

TRFHAZ/  
TRSP

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>TAMPER</u> TAMPER WITH MOTOR VEHICLE/PROPERTY	11310	12610	13630				12680 13680	

CONSIDERATIONS

- IS SUSPECT AT SCENE OR IN AREA?
- WHEN DID EVENT OCCUR?
- IS THERE EVIDENCE TO BE COLLECTED?

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- IS SUSPECT ARMED?
- DIRECTION AND MEANS OF TRAVEL

NOTE:

- PRIORITY 3 RESPONSE ARE FOR THOSE IN WHICH THERE IS EVIDENCE TO BE COLLECTED. EVIDENCE SPECIALIST DISPATCHED TO MAKE INVESTIGATION AND COLLECT THE EVIDENCE.





**CONTINUED**

**2 OF 3**



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>THREAT</u>								
BLACKMAIL				41680			41680	
BOMB THREAT	41320 42320							
THREATS	41310	42310					43680	42690 43690
THREATENING PHONE CALLS							42680 43680	42690 43690

CONSIDERATIONS

- IS SUSPECT AT SCENE OR IN AREA?
- WHEN DID EVENT OCCUR?
- IS THERE POTENTIAL FOR INJURY OR DAMAGE?

NOTE:

- PRIORITY 4 REFERRED TO CID.
- PRIORITY 8 REFERRED TO MAGISTRATE OR SOUTHERN BELL SECURITY.

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- IS SUSPECT ARMED
- WHAT TIME IS BOMB SUPPOSED TO GO OFF

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VAND

VICE/  
WTREVC

TRFAS/  
TRFCOM

TRFHAZ/  
TRSP

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>TRFAS</u>								
ASSIST MOTORIST STRANDED MOTORIST			81370	81370				81670
CHECK TRAFFIC FLOW		81340						
VERIFY TRAILER LICENSE								81670
VERIFY WARNING TICKET						81670		

CONSIDERATIONS

- WHEN IS ASSISTANCE NEEDED?
- IS THERE A TRAFFIC HAZARD?

NOTE:

- ON ASSIST OR STRANDED MOTORIST CALLS, DISPATCH CIVILIAN (COMMUNITY SERVICES, ANIMAL CONTROL, LAB) PERSONNEL, PARKING ENFORCEMENT OFFICERS OR TRAFFIC ENFORCEMENT OFFICERS. AS A LAST RESORT, DISPATCH FOB UNIT.
- ON REQUESTS TO VERIFY TRAILER LICENSE, THE TELECOMMUNICATOR SHOULD REFER THE COMPLAINANT TO THE STATE HIGHWAY PATROL.
- ON REQUEST TO VERIFY GREENSBORO POLICE DEPARTMENT WARNING TICKET, THE TELECOMMUNICATOR SHOULD ADVISE COMPLAINANT TO COME TO THE POLICE DEPARTMENT BETWEEN 0800 - 1700 HOURS AND GO TO THE DISTRICT COORDINATORS OFFICE.

ADDITIONAL INFORMATION

- VEHICLE DESCRIPTION

	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>TRFCOM</u> CARELESS AND RECKLESS DRIVING DUI	71310 72310			73620				
SCHOOL BUS VIOLATION				72680 73680				

CONSIDERATIONS

- WHEN DID EVENT OCCUR?
- IS SUSPECT AT SCENE OR IN AREA?
- IS THERE A POTENTIAL FOR INJURY OR PROPERTY DAMAGE?

NOTE:

- PRIORITY 4 REFERRED TO TRAFFIC SERVICES DIVISION.

ADDITIONAL INFORMATION

- VEHICLE DESCRIPTION
- DIRECTION OF TRAVEL

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TRSP

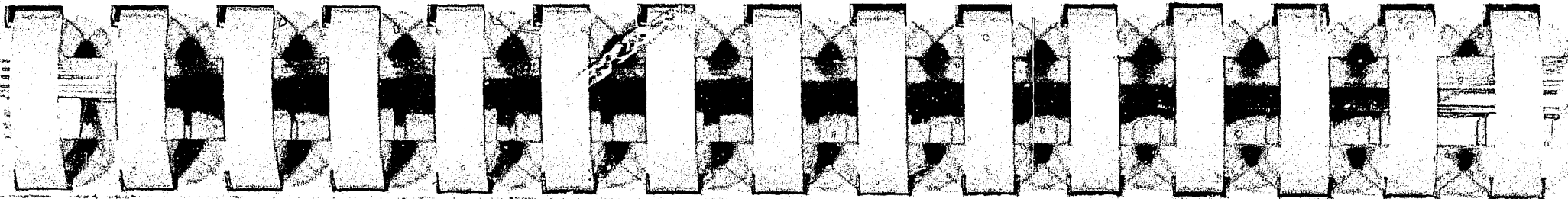
<u>TRFHAZ</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
OBSTACLE IN STREET DEBRIS IN THE ROAD MISSING MANHOLE COVER PEDESTRIAN IN ROAD			71320	71320				
JUVENILES PLAYING IN STREET		71320	73620	73620				
DIRECT TRAFFIC				72640 73640				
TRAFFIC LIGHT OUT		71320 71340						71690
WORKING SCHOOL CROSSING			71670	71670				

CONSIDERATIONS

- WHEN DID EVENT OCCUR?
- IS THERE POTENTIAL FOR PERSONAL INJURY OR PROPERTY DAMAGE?

NOTE:

- FOR OBSTACLE IN STREET, DEBRIS IN ROAD, ETC.; PRIORITY 3 DISPATCHED TO COMMUNITY SERVICES, ANIMAL CONTROL OR LAB PERSONNEL; PRIORITY 4 DISPATCHED TO TRAFFIC SERVICES. IF NONE OF THESE ARE AVAILABLE, DISPATCH FOB.
- JUVENILES IN STREET; PRIORITY 3 TO COMMUNITY SERVICES; PRIORITY 4 TO YOUTH DIVISION.
- FOR LAST 3 CALL TYPES; PRIORITY 3 TO COMMUNITY SERVICES; PRIORITY 4 TO TRAFFIC SERVICES; PRIORITY 8 TO DUKE POWER OR TRAFFIC ENGINEERS.



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
TRSP TRESPASSER  SUBJECT IN CONDEMNED HOUSE	41320	41620						42690 43690

CONSIDERATIONS

- WHEN DID EVENT OCCUR?
- IS THERE POTENTIAL FOR INJURY OR DAMAGE?
- IS SUSPECT AT SCENE?

NOTE:

- PRIORITY 8 REFERRED TO MAGISTRATE FOR TRESPASSER AND TO BUILDING INSPECTOR OR PROPERTY OWNER FOR SUBJECT IN CONDEMNED HOUSE.

ADDITIONAL INFORMATION

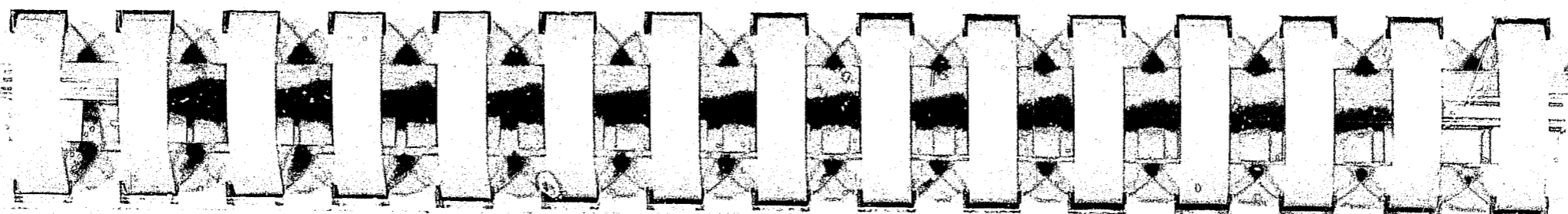
- HOW MANY SUBJECTS INVOLVED

PS - Pol - 453 - 2681

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VAND

VICE/  
WTREVC

<u>UNKN</u>	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
	01000							



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>VAND</u> MALICIOUS DAMAGE  MALICIOUS MISCHIEF VANDALISM	11310 11610 12610		12630 13630				12680 13680	

CONSIDERATIONS

- WHEN DID EVENT OCCUR?
- IS THERE POTENTIAL FOR DAMAGE?
- IS SUSPECT AT SCENE OR IN AREA?

NOTE:

- PRIORITY 3; DISPATCH EVIDENCE SPECIALIST TO COLLECT EVIDENCE AND MAKE PRELIMINARY INVESTIGATION.

ADDITIONAL INFORMATION

- SUSPECT'S DESCRIPTION
- IS SUSPECT ARMED
- SUSPECT'S MEANS AND DIRECTION OF TRAVEL

PS - Pol - 456 - 2581

VICE/  
WTREVC



	PRI 1	PRI 2	PRI 3	PRI 4	PRI 5	PRI 6	PRI 7	PRI 8
<u>VICE</u> BUGGERY  KEEPING A BAWDY HOUSE PROSTITUTION				61610 62610 63680				

NOTE:

- REFER ALL TO VICE/NARCOTICS DIVISION.

**END**