Purpose: To ensure uniformity among telecommunicators with regard to information obtained, and passed on to officers or fire fighters, relative to any calls received for response.

Policy: All calls for service of either the Fire or Police Department will be handled in a professional, business like manner. All necessary information will be obtained from the caller and passed along to responding units. Of necessity, calls for service will be prioritized based on seriousness and urgency in accordance with established guidelines.

1. Prioritization of Calls.

A. Priority One (1)

A priority one (1) call is a call that is currently in progress. For example: Armed Robbery, Breaking and Entering, Assault, Prowler. ANY TYPE OF CALL THAT IS HAPPENING NOW IS A PRIORITY ONE.

B. Priority Two (2)

A priority two (2) call is a call of serious nature that has just occurred, BUT WARRANTS IMMEDIATE ATTENTION. For example: Accident with personal injury, Rape, Assault just occurred.

C. Priority Three (3)

A priority three (3) call is a call of serious nature that has already occurred AND there is no bodily injury or danger to anyone. For example: Housebreaking with no
suspects around, Property Damage, Stolen Auto taken previously. D. Priority
Four (4)

All other calls that are not of emergency nature, but warrant attention. For
example: Vandalism, General information calls.

E. The listed types of calls and priorities are not considered to be all inclusive. Some
matters must necessarily be left to the discretion and sound judgment of the
individual employee, using the guidelines of established policy and practice.

2 Vehicle Description.

A. The following format and order should be used when taking a description of a
vehicle from a complainant and also when dispatching the information.

B. Remember the word CYMBALS as the order for vehicle descriptions.

C COLOR: (two tone should be listed as red over white, blue over green,
etc.)

Y YEAR: You need not say "1979, 1991". All vehicles at this point in
time are in the 1900's, therefore, "'79, '91" will suffice.

M MAKE: This means the manufacturer, i.e. Ford, Chevrolet, Dodge,
Nissan, etc.

B BODY: This means more than just two door or four door. This also
means specific models such as Pinto, Maverick, Mustang,
LTD, 300 ZX, etc.

A ANY OTHER
INFORMATION: This includes any damage to the vehicle, mag wheels,
specific bumper stickers, whip antennas. Also
includes occupants (number, sex, race).

L LICENSE: This includes state and tag number. Always repeat tag
numbers TWICE.

S SERIAL NUMBER
VIN NUMBER: Needed particularly for stolen vehicles. Give to the
officer if he asks for it. This information can be obtained by running the license number.
3  Person Description.

The following format and order should be used for gaining a description of a person from a complainant and also in dispatching it to the units.

- **NAME** and any aliases (nicknames)
- **RACE** Black, White, or national origin
- **SEX** Male or Female
- **AGE** approximate
- **HEIGHT** in feet and inches. You may have to be approximate.
- **WEIGHT** in pounds. You may have to be approximate
- **BUILD** Fat, Stocky, Slender, Etc.
- **HAIR** Color and style
- **EYES** Color or unusual characteristics
- Any physical characteristics - Scars, Tattoos, Marks, Limps
- Clothing Description - starting at the top of the head and get color and style from hat down to shoes
- Any articles carried - Clothes, Books, WEAPONS

4  General Call Information.

A. All calls for service will require, at a minimum, the following information be entered into the CAD system:
   - Date and time of request
   - Name and address of complainant (if possible)
   - Type of incident
   - Location of incident
   - Time of dispatch
G.O. 91-1202/O-37

- Time of officer arrival
- Time of officer return to service
- Disposition or status of incident

B. The following pages contain guidelines for the types of relevant information to be obtained on specific types of calls and any appropriate special actions to be taken by the telecommunicator. These are listed in 10 code order and are not intended to be all inclusive, but merely as a solid guide.
Whenever an Armed Robbery or Armed Robbery in progress is reported, obtain the required information, alert the Supervisor so that he is aware, and clear the air for dissemination of the information to the officers in the field. The telecommunicator will then follow the procedures outlined in obtaining as much information as possible.

A. Location (business name, street, cross street, EXACT LOCATION)

B. Any injuries? Ambulance needed?

C. Number of suspects?

D. Travel?
   1. Mode of travel? (Car, Foot, etc.)
   2. Direction of travel? (East, West, etc.)

E. Description of suspect
   1. Name (if known)
   2. Race, Sex, Age
   3. Height, Weight, Hair, Eyes
   4. Clothing (as exact as possible)

F. Description of Vehicle *
   1. C - Color
   2. Y - Year
   3. M - Make
   4. B - Body Style includes Model
   5. A - Additional Information (damaged areas, etc.)
   6. L - License Number

* NOTE: E & F should be reversed if suspect left in a vehicle.

G. Make sure all information is disseminated to all units as soon as complete information is available.

H. Instruct the victim to secure the building. Tell the victim to return to the telephone after locking up.

I. Instruct the caller to ask customers and/or employees to stand in one place and not touch or handle anything.

J. Disconnect the call when the officer arrives at the scene, not before.
DECEASED PERSON
10 - 7

NOTE: You will probably encounter three predominate sources of information in reference to this type of call. Following is a listing of these.

AT HOME
A. Name and call-back number for complainant?
B. What relationship is the deceased to the person calling?
C. Has the deceased been ill or does there seem to be an indication of foul play?
D. Has an ambulance or coroner been called?

AT HOSPITAL
A. Name and call back number of the complainant (Usually hospital attendant).
B. Brought in by ambulance or citizen? - If citizen, who?
C. Attending doctor?
D. Who is the officer to see upon arrival at the hospital?

REPORT OF DECEASED PERSON IN VEHICLE, FIELD, ETC.
A. Name and call back number for complainant?
B. Who found the deceased?
C. Where was the deceased found?
D. Has an ambulance or coroner been called?
E. Was anyone seen leaving the area? If so, description of that person.
F. Advise the caller to stay away from the area and not touch anything.
FIGHT IN PROGRESS
10 - 10

A. Name and call-back number for complainant?

B. Incident location?

C. Fight involving weapons? If so, What kind? (Bottles, knives, guns, etc.)

D. Is anyone injured?

PROWLER
10 - 14

A. Name and call-back number for complainant?

B. Address of complainant? Incident location?
   1. Include further information to assist officers in locating the house, such as "red house, third house on right, gas light on front lawn."

C. Where is the prowler now? (side, front, rear of house)
   1. Was a person actually seen?
   2. General description of the person if seen?

D. Determine if the COMPLAINANT/VICTIM IS ARMED, and if so, advise them to put the weapon away PRIOR TO the officers' arrival. Keep complainant/victim on the line. BE SURE RESPONDING OFFICER(s) ARE ADVISED THAT THE COMPLAINANT/VICTIM IS ARMED!!

F. Advise complainant on the phone that the officer(s) will check their house and will THEN knock on their door to speak with them.

NOTE: If the prowler was, in fact, seen and is still in the area, this is a PRIORITY ONE (1) CALL.

- 6524 -
CIVIL DISTURBANCE / RIOT  
10 - 15 / 10 - 78

A. Name and call-back number for the complainant?
B. Location of the incident?
C. How many persons are involved?
D. What exactly are they doing?
E. Are the persons armed? If so, What type of weapon(s)?
F. Are the persons adults or juveniles?
G. Are there any apparent injuries?

DOMESTIC DISTURBANCE  
10 - 16

A. Name and call back number for complainant?
B. Incident location?
C. Does the complainant wish to see an officer? (if complainant's location and incident location differ)
D. Is disturbance still occurring?
E. Names of parties involved, if complainant knows.
F. Obtain any information pertinent to weapons being used during the domestic disturbance or availability of weapons if caller is a party to the domestic.
G. Obtain locations of all parties involved in the disturbance, if possible.
ABDUCTION / HOSTAGE SITUATION
10 - 26

A. Name and call-back number for complainant?

B. Where did the abduction take place?

C. Why?
   1. Family Fight
   2. Ex-Boyfriend/Spouse
   3. Mental Subject
   4. Armed Robbery
   5. Ransom

D. Number of suspects?

E. Suspect(s) Description(s)?
   1. Name
   2. Race, Sex, Age
   3. Height, Weight, Hair, Eyes
   4. Clothing

F. Number of victims?

G. Victim(s) Description(s)
   1. Name
   2. Race, Sex, Age
   3. Height, Weight, Hair, Eyes
   4. Clothing

H. Type of weapons subject has? (Pistol, shotgun, rifle, knife, etc.)

I. Are there any injuries?

J. Method and direction of travel if they left the scene?

K. Description of vehicle? "CYMBAL"

NOTE: The telecommunicator will immediately notify the duty supervisor of this type incident. The telecommunicator will further immediately notify the Command Staff immediately after officers have confirmed that an abduction or hostage situation is taking place.
MAN WITH A GUN
10 - 32

A. Name and call-back number for the complainant?
B. Incident location?
C. Name of person with the weapon, if known.
D. What type of weapon is it? (Pistol, shotgun, rifle, etc.)
E. Is the person threatening anyone, if so, who?
F. Exact location of the person at the incident location. Is he/she inside the building, in front door, at a window, on the lawn, in a vehicle? "CYMBAL"
G. Description of the person with the weapon.
1. Name
2. Race, Sex, Age
3. Height, Weight, Hair, Eyes
4. Clothing

BURGLARY IN PROGRESS
10 - 34 / 10 - 31

A. Name and call-back number for complainant?
B. Location of the incident?
C. How many suspects, if known?
D. Where are the suspects now?
   1. If inside the building, where was their point of entry?
   2. What part of the building are the suspects in now?
   3. Are any suspects acting as look-out? Where are they?
   4. Description of the suspect(s).
      a. Name
b. Race, Sex, Age

c. Height, Weight, Hair, Eyes

d. Clothing

D. Any unusual vehicles near the scene? Description? "CYMBAL"

E. Keep the caller on the phone until the first officer arrives, in order to obtain any changes in the situation.

NOTE: In Progress calls are PRIORITY ONE CALLS.

AUTO BREAK IN
10 - 35

IN PROGRESS

A. Name and call-back number for the complainant?

B. Incident location? (Exact location of vehicle if in a parking lot.)

C. Description of the Vehicle? "CYMBAL"

D. Number of suspects?

E. Description of suspect(s)?
   1. Name
   2. Race, Sex, Age
   3. Height, Weight, Hair, Eyes
   4. Clothing

REPORTED AFTER THE OCCURRENCE

A. Name and call-back number for the complainant?

B. Address for the officer to respond to in order to speak with the complainant?

C. When did the incident occur?

D. Where did the incident take place?

E. Has the vehicle been moved from where the incident took place?
SUSPICIOUS PERSON
10 - 40

A. Name and call-back number for complainant?

B. Where is the person?

C. What is suspicious about the person?
   1. Loitering in the area, or near a business, near residence?
   2. Approaching unoccupied homes or businesses?
   3. Repeatedly entering businesses without making a purchase?
   4. Asking unusual questions pertaining to persons or businesses?

D. Description of the person?
   1. Name
   2. Race, Sex, Age
   3. Height, Weight, Hair, Eyes
   4. Clothing

E. Any Vehicles? If so, description? "CYMBAL"

F. Does the complainant wish to see an officer at their address?

SUSPICIOUS VEHICLE
10 - 44

A. Name and call-back number for the complainant?

B. Where is the vehicle now?

C. What is suspicious about the vehicle?
   1. Parked with the motor running?
   2. Continuously making rounds in the neighborhood?
   3. Parked with occupant(s) watching house or business?

D. Description of the vehicle? "CYMBAL"

E. Number of occupants?

F. Description of occupants?
   1. Name
2. Race, Sex, Age  
3. Height, Weight, Hair, Eyes  
4. Clothing  

G. Does the complainant wish to see an officer at their address?  

ASSAULT  
10 - 48  

A. Name and call-back number for the complainant?  
B. Incident location?  
C. Is the assault in progress?  
D. Are there any injuries? Is Ambulance needed?  
E. Number of victims?  
F. Victim(s) description?  
   1. Name  
   2. Race, Sex, Age  
   3. Height, Weight, Hair, Eyes  
   4. Clothing  
G. Number of suspects?  
H. Suspect(s) description?  
   1. Name  
   2. Race, Sex, Age  
   3. Height, Weight, Hair, Eyes  
   4. Clothing  
I. Type of weapon used, if any?  
J. Are the suspect(s) still on the scene?  
K. If the suspect(s) have left the scene  
   1. Mode of travel  
   2. Direction of travel  
   3. Vehicle description "CYMBAL"  

NOTE: Priority Two unless the assault is in progress or there are serious injuries reported.
AUTOMOBILE ACCIDENT
10 - 50

AUTOMOBILE ACCIDENT WITH INJURIES
10 - 52

HIT AND RUN AUTO ACCIDENT
10 - 57

AUTO PEDESTRIAN ACCIDENT
CODE (SIGNAL) 40

A. Name and call-back number for the complainant?
B. Are there any injuries?
   1. Number of injuries?
   2. Ambulance needed?
C. Incident location?
D. Number of vehicles involved?
E. Is the road blocked? Is any special equipment needed?
F. If hit and run, description of suspect vehicle? "CYMBAL"
G. Direction of travel?
H. Are witnesses still on the scene?

INTOXICATED DRIVER
10 - 55

A. Name and call-back number for the complainant?
B. Where was the vehicle last seen? (NOTE: With car telephones, occasionally the
   complainant will be in a vehicle following the intoxicated driver.)
C. Direction of travel?
D. Description of the vehicle? "CYMBAL"
E. When was the vehicle last seen? (See note at B)

F. Number of Occupants?

G. If the vehicle is being followed, description of the vehicle complainant in?

H. Description of driver, if available?

   1. Name
   2. Race, Sex, Age
   3. Height, Weight, Hair, Eyes
   4. Clothing

**INTOXICATED PEDESTRIAN**

10 - 56

A. Name and call back number for complainant?

B. Where was the person last seen?

C. When was the person last seen?

D. Direction of travel?

E. Description of suspect?

   1. Name
   2. Race, Sex, Age
   3. Height, Weight, Hair, Eyes
   4. Clothing

**MISSING PERSON / LOST CHILD**

10 - 62

**NOTE:**

On all missing persons under ten (10) years of age, extremely senile, or mentally retarded, an immediate search should be conducted. These are considered emergency type situations.

A. Name and call-back number of complainant?

B. Relationship of the complainant to the missing person?

C. How long has the person been missing? Have any attempts been made by family to find the person?
D. Does the complainant know where the person might possibly be and why? For example: Juvenile disappears after family fight.

E. Description of missing person?

1. Name
2. Race, Sex, Age
3. Height, Weight, Hair, Eyes
4. Clothing
5. Any items which the person might be carrying? (School books, purse, clothes)

F. When was the person last seen?

G. Where was the person last seen?

**INDECENT EXPOSURE**

10 - 75

A. Name and call-back number for the complainant?

B. Incident location?

C. Is the suspect still at the incident location? If not, method of leaving the scene and direction of travel?

D. Description of suspect?

1. Name
2. Race, Sex, Age
3. Height, Weight, Hair, Eyes
4. Clothing

E. When did incident occur?

F. Description of vehicle? "CYMBAL"
RAPE / CRIMINAL SEXUAL CONDUCT
10 - 82

A. Name and call-back number of complainant?

B. Name and location of victim, if not the same?

C. Is an ambulance needed?

D. Is the suspect still at the scene or in the area?

E. Description of the suspect?
   1. Name
   2. Race, Sex, Age
   3. Height, Weight, Hair, Eyes
   4. Clothing

F. Direction and mode of travel?

G. Vehicle description? "CYMBAL"

H. Try to keep victim on the phone until the officer arrives. Advise the victim NOT to bathe or change clothes.

MENTAL SUBJECT
10 - 96

A. Name and call-back number for the complainant?

B. Incident location?

C. Is the subject armed? With what? (gun, knife, stick, etc.)

D. Is the subject violent?
   1. Homicidal?
   2. Suicidal?

E. Is the subject still at the scene?

F. Description of the subject?
   1. Name
   2. Race, Sex, Age

- 6534 -
3. Height, Weight, Hair, Eyes
4. Clothing

G. If the subject left the scene, how and which direction?

H. Vehicle description? "CYMBAL"

I. Has the subject been previously committed?
   1. When?
   2. Why?
   3. Released?
   4. Walked away?
   5. Escaped?
   6. Is Subject on any Medication?

J. What acts is the mental subject involved in at this time?

STOLEN VEHICLE
10 - 99

IF JUST OCCURRED IN THE LAST FEW MINUTES

A. Name and call-back number for the complainant?

B. Where was vehicle taken from?

C. When was the vehicle taken?

D. Determine if the caller knows WHO took his/her vehicle?
   1. Could someone have used the vehicle without the owner's permission?
   2. Who has keys to the vehicle?
   3. Are there any overdue payments on the vehicle? (Vehicle could have been repossessed)
   4. Was anyone seen in or around the vehicle at the time of the theft?

E. Description of the vehicle? "CYMBAL"

F. Vehicle will be entered into NCIC and the information immediately broadcast to field officers. A BOLO teletype will be sent to all other law enforcement agencies within the state. The printed teletype will be placed on the Administrative Log for dissemination to each team at the beginning of subsequent shifts.

G. All BOLO Transmissions received from other agencies will be immediately broadcast to field officers. The printed teletype will be placed on the Administrative Log for dissemination to each team at the beginning of subsequent shifts.