



KANSAS CITY, MO. POLICE DEPARTMENT

PROCEDURAL INSTRUCTION

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SUBJECT

Call Prioritization

AMENDS

REFERENCE

Procedural Instruction – Patrol Procedures

RESCINDS

Procedural Instruction 06-12

I. PURPOSE

Due to the volume of calls requesting a police response, it is necessary to utilize a call screening method to more efficiently deploy police resources. The call prioritization system is designed to help provide sufficient patrol units to handle calls for service, particularly in emergency situations. This system will also provide officers more opportunities to problem solve and partner within the community.

II. POLICY

A. The department will provide police services which are appropriate to conditions.

B. Dispatched Personnel

1. Dispatched personnel will have the discretion upon responding to a call to utilize an alternative method to handle the call as outlined in this directive.
2. Officers will always have the discretion to request an assisting officer(s) if they believe the situation dictates the need for additional officers.

C. Field Supervisors

Field supervisors are responsible for the efficient utilization of patrol resources. A field supervisor may amend or discontinue the dispatching of police officers to an incident if that supervisor determines sending an officer on the call as dispatched would be an unnecessary use of patrol resources. The field supervisor will be responsible for informing the citizen of the decision not to have an officer respond.

D. Communications Unit Personnel

1. Communications Unit personnel will have the authority and responsibility to determine the processing methods for the various calls for service consistent with the guidelines of this directive. All of the call priorities can be either upgraded or downgraded, depending on the situation.

2. Calls for service will not be dispatched from patrol division stations, except during emergency situations. All calls must be forwarded to the Communications Unit for dispatching.
3. In order to uphold sector integrity, Communications Unit personnel will attempt to dispatch all calls for service within the respective sector. Priority 50 calls should be held until an officer responsible for that sector is able to respond to the call. If an officer is not available to answer a call within his/her sector in an allotted time (four hours), that call will be dispatched to other sectors for handling, unless the call meets the Telephone Dispatch Call (TDC) program criteria.

III. DEFINITIONS

- A. **Priority 10** - This category is broken down into four fields: 10, 11, 12, and 13. The 10, 11, 12, and 13 levels of priority will be classified as priority 10; however, the additional levels of priority will enable calls to be dispatched in order of seriousness.
 1. 10 - This call is for Assist the Officer only and will be dispatched without delay.
 2. 11 - A call which presents an extreme danger to human life. Examples of 11 calls include the following: shootings, cuttings, injury accidents, investigate the need for an ambulance, ambulance enroute, and explosions.
 3. 12 - A call which presents a known danger to human life. Examples of 12 calls include the following: any call where a weapon is involved, rape in progress, armed robbery in progress, and explosive devices.
 4. 13 - A call which presents a potential danger to human life. Examples of 13 calls include the following: disturbance – nature unknown, armed robbery just occurred, hold-up alarm, and natural disasters.
- B. **Priority 20** - A call where the potential for injuries to occur exists, but has not yet happened. Examples of priority 20 calls include the following: prowlers, burglaries in progress, bomb threats, disturbances, domestic violence assaults in progress or just occurred, etc. This priority will be used if any of the following conditions are reported to exist:
 1. Suspect at the scene or believed to be in the immediate vicinity.
 2. Incident of such magnitude that it should receive prompt attention.

3. Exigent circumstances other than those listed above which would cause the calltaker to believe a timely response is necessary.
- C. **Priority 30** – This category is broken down into two levels: 30 and 31. The 30 and 31 priority levels will be classified as priority 30; however, the two levels of priority will enable calls to be dispatched in order of seriousness.
1. 30 - A call which is non-life threatening, but requires a timely police response to preserve evidence in danger of being destroyed or becoming irretrievable, ensure the safety of the public, and/or prevent escape. Examples of priority 30 calls include: check the welfare, 911 hang-up calls from a residence or business, holding a person for shoplifting, etc.
 2. 31 – A call which is non-life threatening, but requires a timely police response where no evidence exists at the scene, or an exact location at the response address cannot be determined, e.g., 911 hang-ups from coin phones or cellular phones.
- D. **Priority 40** - A call in which a reasonable police response will not detract from the quality of police service. **Priority 40 calls do not present any immediate danger to human life.** Examples of priority 40 calls include: residential and non-residential burglaries, car prowlers, stealing that just occurred, intrusion alarms, non-injury accidents, suspicious activities, etc. Priority 40 calls which do not meet the TDC criteria will be dispatched when a division officer becomes available.
- E. **Priority 50** - A call in which a delayed response of police to the scene of the incident will not detract from the quality of investigation or service to the person or is a report classification code. Examples of priority 50 calls include: noise disturbances, assaults with no suspects present and no injuries to the victim (excluding domestic violence assaults) which require medical attention, etc. Priority 50 calls which do not meet the TDC criteria will be dispatched when division officers become available. These calls generally should not be dispatched outside of division boundaries.
- F. **Alternative Handling** - A call in which the absence of police at the scene of the incident will not detract from the quality of investigation or service to the person. Calls which do not specifically meet “Alternative Handling” requirements will be dispatched according to the established priority level for that call classification. Alternative handling may include walk-in, telephone reports, transfer to a Telephone Service Officer, or handling by a calltaker without initiating a police response. The following calls may be handled with an alternative method if there are no injuries, no investigation is required, and/or no suspects are present:

1. Stealing (Larceny)
 2. Property Damage
 3. Non-Injury Vehicular
 - a. Vehicles are drivable
 - b. No intoxicated drivers are involved
 - c. No third-party caller
 - d. Drivers produce license and insurance information
 4. Forgery
 5. Fraud or Attempted Fraud
 6. Non-Aggravated Assault (Does not include D.V., or assaults in-progress/just occurred, or where suspect information is available. Suspect information is defined as specific information that can help to identify the suspect, e.g., name, address, license number, etc.)
 7. Supplement to an original report
 8. Harassment/Threats
 9. Stolen Autos
 10. Robberies (reported after 4 hours)
 11. Identity Theft
- G. **No Response** – A request for which no response of a police officer will be made. The person will be told to respond to a patrol division, or will be referred to the appropriate agency.
- H. **Telephone Dispatch Calls (TDC)** – TDC are priority 40 and 50 calls that do not require an immediate officer response and the caller gives a contact name and telephone number. The TDC response allows the district officers and supervisors the ability to manage their own sector and improve communications between the district officers and members of the community, thereby enhancing customer service.

IV. PROCEDURE

This directive has been arranged in annexes for easy reference.

- ANNEX A Call Processing
- ANNEX B Recall of Personnel
- ANNEX C Telephone Dispatch Calls
- ANNEX D Call Classification Codes

James D. Corwin
Chief of Police

Adopted by the Board of Police Commissioners this _____ day of _____ 2009.

Mark C. Thompson
President

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CALL PROCESSING

Seven alternatives are available to Communications Unit personnel for processing calls for service, based upon the availability of personnel:

A. **Priority 10**

These calls will be dispatched immediately and officers will be dispatched code one.

B. **Priority 20**

An attempt to dispatch will be made within 2 minutes and officers will be dispatched code one, if the call is "in progress".

C. **Priority 30**

An attempt to dispatch will be made within 5 minutes.

D. **Priority 40**

These calls may be delayed by the dispatcher, but will be dispatched as soon as a police officer within the division of the call address becomes available. The on-duty Communications Unit Supervisor will determine if calls within this classification will be dispatched outside patrol division boundaries.

E. **Priority 50**

These calls will be dispatched when a police officer, responsible for the call within his/her respective sector, becomes available. Every attempt will be made to dispatch these calls within a four hour time period. For calls meeting the delayed response criteria, the calltaker will advise the caller that a delay of up to four hours is possible. If necessary, the dispatcher will attempt to recontact the caller and inform them of a longer delay. However, if an officer is not available- to answer a call within his/her sector in the allotted time, that call will be dispatched to other sectors for handling.

F. **TDC**

The calltaker will determine if the call meets the criteria for TDC. When it is determined the call meets the TDC criteria, the call will be forwarded to the dispatcher. These calls will be given to an officer as soon as reasonably possible, after receipt, and will not be held unnecessarily. These calls will be given to an officer in the sector where the call is located. The dispatcher will not hold an officer out of service on the TDC unless specifically requested. The dispatcher will update the CAD record when notified by the officer.

G. **Alternative Handling**

An alternative handling call may be processed in one of five ways:

1. Referral to a Patrol Division

There are calls in which a person may be required to respond to a patrol division to make a report. These calls are outlined in Section III, F, and the calltaker will advise the caller of this alternative procedure.

2. Referral to Another Agency

Communications Unit personnel will refer callers requesting non-police service to the appropriate agency.

3. Telephone Service Officers

Telephone Service Officers will assist calltakers with the handling and processing of calls for service. This will help reduce police response to calls by providing callers with needed information and taking reports by telephone, when appropriate.

4. Phone-In Report

There are calls in which a person may be required to telephone a patrol division to make a phone-in report. The calltaker will advise the caller of this alternative procedure.

5. Informational Broadcast

When appropriate, Communications Unit personnel will initiate informational broadcasts to field personnel, e.g., traffic violator information, suspicious car and occupants gone, or residence checks made by bondsmen.

RECALL OF PERSONNEL

Call prioritization allows structured alternative patrol strategies while maintaining the capability for timely response to calls for service. It is expected that occasionally an unforeseen call-for-service demand may seriously reduce police response capability. Therefore, it is important that there is continuous supervisory monitoring by field and Communications Unit personnel. When necessary, personnel should be recalled from strategic assignments (surveillance, target area and proactive assignments) to handle calls for service.

- A. The Communications Unit Supervisor will have the responsibility to contact the Assistant Division Commander or his/her designee and request that officers on alternative activities be made available to calls for service.
- B. Field commanders and supervisors will retain the responsibility and authority to determine the priority in which personnel involved in alternative activities will be subject to being recalled and assigned to handle calls for service.

TELEPHONE DISPATCH CALLS

- A. The officer will:
1. Record details of the TDC on their Daily Activity Log, Form 112 P.D., including the time the information was received as well as the incident number.
 2. Contact the calling party, within fifteen minutes of receiving the call, and determine if a response is necessary.
 3. Notify the caller of a delay, if applicable.
 4. Notify dispatchers when they are enroute to handle a TDC.
 5. Record what action was taken regarding the TDC on their Daily Activity Log, Form 112 P.D.
 6. Contact the dispatcher and advise them of the incident number, pertinent details and what action was taken for CAD update, e.g., report taken, scheduled appointment for another time.
- B. Officers will handle all dispatched TDC's within their tour of duty or notify a supervisor.

CALL CLASSIFICATION CODES

The following call classifications and codes have been broken down to familiarize officers with the different types of calls classifications, call codes, and priority levels:

The code "ROC" refers to report only code, and the code "N/A" refers to calls which are handled by the Telephone Service Officers. Asterisks reveal alternative handling calls which may be walked-in, phoned-in, or a direct transfer to TSO. All alternative handling calls can be upgraded to a higher priority with an officer sent, if necessary.

Calls that will be dispatched as "Code 1 Response" are annotated with two asterisks (**) beside the priority number.

CALL CODE NUMBER	CALL CLASSIFICATION TYPE	PRIORITY OF CALLS	NUMBER OF OFFICERS DISPATCHED
0101	Dead Body	20	1 + Sgt.
0102	Suicide	30	1
0103	Murder	ROC	ROC
0104	Manslaughter	ROC	ROC
0201	Rape (Previously Occurred)	30	1
	In Progress	12 (**)	2
	Just Occurred	20	2
0202	Sodomy (Previously Occurred)	30	1
	In Progress	12 (**)	2
	Just Occurred	20	2
0203	Indecent Exposure Involving a Child	50* 40	ROC 1
0204	Other Sex Offense	50*	ROC
0205	Sexual Assault	50	ROC
0206	Sexual Misconduct	50	ROC
0207	Sexual Abuse	50	ROC
0208	Incest	50	ROC
0301	Armed Robbery	50*	2
	In Progress	12 (**)	1
	Just Occurred	13 (**)	
0302	Strong Arm Robbery	50*	2
	In Progress	20 (**)	1
	Just Occurred	30	
0401	Shooting	11 (**)	2

CALL CODE NUMBER	CALL CLASSIFICATION TYPE	PRIORITY OF CALLS	NUMBER OF OFFICERS DISPATCHED
0402	Cutting	11 (**)	2
0403	Domestic Violence Assault (In Progress) (Reported after 4 hours and suspect is not At scene) Just Occurred	20 (**) 50* 20	2 1 2
0404	Other Assault (In Progress) (May be walked in if reported after 4 hour and the suspect is not at scene)	20 (**) 50*	2 1
0501	Residence Burglary (In Progress) Residence Burglary	20 (**) 40*	2 1
0502	Non-Residence Burglary (In Progress) Non –Residence Burglary	20 (**) 40*	2 1
0503	Possession of Burglary Tools	50*	ROC
0601	Stealing (Just Occurred)	50*	ROC
0602	Stealing (Suspect in Custody)	30	2
0604	Identity Theft	50*	ROC
0701	Stolen Auto	50*	1
0702	Recovered Stolen Auto	50*	1
0703	Attempt to Locate Auto	50*	1
0801	Animal Bite	40	1
0802	Harassment/Threats	50*	1
0803	Recovered Property	50	1
0804	Property Damage	50	1
0805	Open Door or Window	50	ROC
0806	Check the Welfare Check the Welfare Suicidal Party	30 20	1 2

CALL CODE NUMBER	CALL CLASSIFICATION TYPE	PRIORITY OF CALLS	NUMBER OF OFFICERS DISPATCHED
0807	Disoriented Person	30	1
0808	Animal Incident	40	1
0809	Other (specify)	50	1
0810	Police Equipment Damage	50	ROC
0901	Intoxicated Party Down	30	2
0902	Intoxicated Person Admitting Report	50	ROC
1001	Disturbance (In Progress)	20 (**)	2
1001W	Disturbance - Weapon	12 (**)	2
1002	Nature Unknown	13 (**)	2
1002W	Nature Unknown - Weapon	12 (**)	2
1003	Disturbance EDP (In Progress)	20 (**)	2
1003W	Disturbance EDP - Weapon	12 (**)	2
1004	Disturbance Noise	50	1
1005	Disturbance Tavern (In Progress)	20 (**)	3
1005W	Disturbance Tavern - Weapon	12 (**)	3
1006	Disturbance Non-Pay (In Progress)	20 (**)	2
1007	Disturbance Outside (In Progress)	20 (**)	2
1007W	Disturbance Outside – Weapon	12 (**)	2
1008	9-1-1 Hang-up Inside	30	2
1009	9-1-1 Hang-up Outside	31	1
1010	9-1-1 Hang-up Wireless	31	1
1101	Assist the officer	10 (**)	3 + Sgt.

CALL CODE NUMBER	CALL CLASSIFICATION TYPE	PRIORITY OF CALLS	NUMBER OF OFFICERS DISPATCHED
1201	Handle Traffic	40	1
1202	Check Lights/Barricade	40	1
1203	Obstruction in Road	40	1
1204	Illegally Parked Car	50	1
1205	Abandoned Car	50	1
1206	Stranded Motorist	40	1
1207	High Water	40	1
1208	Wires Down	20	1
1209	Escort	40	1
1210	Hazard	50	ROC
1211	Tow Authorization	50	ROC
1301	Non-Injury Accident	40	1
1302	Injury Accident	11 (**)	1
1303	Fatality Accident	50	ROC
1401	Hold-up Alarm	13 (**)	2
1402	Intrusion Alarm Daylight	40	1
	Dusk to Dawn	40	2
1402P	Intrusion Alarm Surveillance	31	2
1403	Outside Alarm	40	2
1404	Other Alarm Report (In Progress)	20 (**)	2
1405	Bank Line Trouble Alarm	30	2
1406	Weather Related Alarm	50	0
1407	Suspended/Revoked Alarm	50	0

CALL CODE NUMBER	CALL CLASSIFICATION TYPE	PRIORITY OF CALLS	NUMBER OF OFFICERS DISPATCHED
1408	Cancelled Alarm	50	0
1501	Telephone Call	40	1
1502	Training/Sector Meeting	40	1
1503	Station or Headquarters	40	1
1504	Meet the Officer	20	1
1505	Garage	40	1
1506	Radio Repair	40	1
1507	R-Call	40	1
1508	E-Call	40	1
1509	Court	40	1
1510	Prisoner Transfer	50	1
1511	Administrative Transfer	50	1
1512	Station-Desk Assignment	40	1
1601	Suspicious Person	40	2
1601W	Suspicious Person – Weapon	12 (**)	2
1602	Prowler (In Progress)	20 (**)	2
1602W	Prowler – Weapon	12 (**)	2
1603	Car Prowlers	40	2
1604	Suspicious Car & Occupant	40	2
1604W	Suspicious Car & Occupant – Weapon	11 (**)	2
1605	Suspicious Drug Activity	40	2
1606	Suspicious Prostitution Activity	40	1

CALL CODE NUMBER	CALL CLASSIFICATION TYPE	PRIORITY OF CALLS	NUMBER OF OFFICERS DISPATCHED
1607	Suspicious Object/Package	20	1
1701	Investigate Need for Ambulance	12 (**)	1
1702	Ambulance Enroute	13 (**)	1
1801	Fire	20	1
1802	Explosion	12 (**)	2
1803	Meet the Fire Department	40	1
1804	Bomb Threat	20	1 + Sgt.
1805	Explosive Device	12 (**)	1 + Sgt.
1806	Other Disaster	13 (**)	2
1807	Arson	50	ROC
1808	Burning or Exploding	50	ROC
1809	False Bomb Report	50	ROC
1901	Lost or Found Juvenile	30	1
1902	Disperse Group	40	1
1903	Information on Juvenile	50*	1
1904	Holding Juvenile	40	1
1905	Fireworks Juvenile	40	1
1906	Juvenile Apprehension	50	ROC
1907	Juvenile Interrogation	50	ROC
1908	Missing or Run Away	50	ROC
1909	Abandonment of Child	50	ROC

CALL CODE NUMBER	CALL CLASSIFICATION TYPE	PRIORITY OF CALLS	NUMBER OF OFFICERS DISPATCHED
1910	Abuse of Child	50	ROC
1911	Endangering Welfare of Child	50	ROC
1912	Interference with Custody	50	ROC
2001	Traffic Violation	40	Broadcast
2001S	Traffic Violation Self Initiated	30	1
2002	Proactive Assignment	30	1
2003	Building Check/Listing	40	1
2004	Car Check	30	1
2005	Foot Patrol	30	1
2006	Warrant Check – Party Wanted	30	2
2006P	Bonding Co – Party Wanted	40	Broadcast
2007	Car Chase	30	1
2009	Pedestrian Check	30	1
2010	Foot Chase	30	1
2011	Residence Check	40	1
2012	Other Self Initiated	40	1
2013	Misc. Citizen Contact	40	1
2014	Follow Up	40	1
2101	Alcohol Influence Rpt.	50	ROC
2102	Casualty	50	ROC
2103	Confiscated Firearm	50	ROC

CALL CODE NUMBER	CALL CLASSIFICATION TYPE	PRIORITY OF CALLS	NUMBER OF OFFICERS DISPATCHED
2104	Discharge of Firearm	50	ROC
2105	Field Interview Form	50	ROC
2106	Loss	50	ROC
2107	Misc. Investigation	50	ROC
2108	Missing Person	30	1 + Sgt.
2109	Outside Correspondence	50	ROC
2110	Warrant Arrest	50	ROC
2111	Other Report	50	ROC
2112	Mental Health Admit Rpt.	50	ROC
2113	Crisis Intervention Report	50	ROC
2201	Concealing an Offense	50	ROC
2202	Escape From Confinement	50	ROC
2208	Fraudulent Attempt to Obtain Controlled substances	50	ROC
2209	Gambling	50	ROC
2210	Kidnapping	50	ROC
2211	Passing Bad Checks	50	ROC
2212	Possession of a Controlled Substance	50	ROC
2213	Resist/Interfere w/Arrest	50	ROC
2214	Tampering	50	ROC
2215	Adult Abuse Report	50	ROC
2216	Other Crime Report (specify)	50	ROC
2301	Civil Issues	50	ROC

CALL CODE NUMBER	CALL CLASSIFICATION TYPE	PRIORITY OF CALLS	NUMBER OF OFFICERS DISPATCHED
2302	Narcotics/Drugs	50	N/A
2303	Traffic	50	N/A
2304	Law/Ordinance Inquiries	50	N/A
2305	Domestic Violence/Abuse	50	N/A
2306	Vice Issues	50	N/A
2307	Suspicious Activity/Behavior	50	N/A
2308	Safety/Crime Prevention	50	N/A
2309	Juvenile Issues	50	N/A
2310	Other/Miscellaneous	50	N/A
2401	Neighborhood Meeting	50	1
2402	Gathering Information	50	1
2403	Area Canvass	50	1
2404	Observation/Surveillance	50	1
2405	Conferral/Mediation	50	1
2406	Mentoring/Networking	50	1
2407	Environmental Disorder	50	1