

# Call Priorities

## Response

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# St Paul Police

- Known – National Recognition
- Leader in many groundbreaking programs (Mental Health Unit, Special Operations Unit, Canine Unit etc.)
- Highly trained Officers
- Long History of great community – police relationship (Police Explorers, PAL, Reserve Program, Safe Summer Nights, SRO, etc.)
- Continue tradition – “St Paul Way”

# Officers - Calls

- Marked Police Cars (Computers)
- Unmarked Police Cars (Computers) (Some do not)
- Computer Program Connected to RCC
- Calls in Pending que
- Assigned or Self Assigned
- Officers – Partners or Solo – Personal Preference and Staffing

# Heightened Response

- Scene safety
- Access the subjects and respond appropriately
- Mike Brown – Ferguson
- George Floyd – Minneapolis
- Dangers increased for all uniformed Police Officers Nationwide

# Officer James T. Sackett

Killed in the line of duty May 22<sup>nd</sup>, 1970

- Medical call about a woman in labor
- An ambulance (Stretcher cars) Station Wagons with Stretchers would have responded, none was available
- Shot in the chest by a sniper as he stood by the front door waiting to provide aid for a woman in labor

# Priority 1

- Officer down, injured, or needs immediate assistance in a critical situation
- Dispatched right away – takes precedence over all others

# Response

- Very Dangerous
- High Stress
- Driving Code 3 (Lights and Sirens)
- All Call (Everyone working on duty or off duty)

# Priority 2

- Any crime in progress.
- Activity which indicates a crime is about to be committed or has just been committed where suspects are in the area.
- Any matter which the caller reasonably indicates is of an urgent matter.
- Intrusion or robbery alarm.
- Any matter involving serious personal injury or imminent threat of serious injury.
- Emergency assistance required by the fire department (not DOAs)  
(Car accidents with injuries)
- Physical domestics
- Dispatched right away

# Response

- Dangerous
- Can be stressful
- A lot of unknowns because of first initial entry by Telecommunicators
- Majority of these calls unfold as Officers are responding
- Driving Code 3 (Lights and Sirens)
- 2 Officer response required or more

# Priority 3

- Domestic, neighbor trouble, etc., where no threat of personal safety exists.
- Suspicious people, vehicles, window peepers, prowlers, trespassers, exposers, etc.
- Traffic crashes, no personal injury.
- Assist the fire department with a DOA (Dead on Arrival)
- Fights, mutual affrays, without weapons.
- Assist any agency not amounting to priority 1 or priority 2. (Assist Other Agency)
- Report of a citizen holding a suspect not amounting to a priority 1 or 2, does not include shoplifters.
- Dispatched ASAP

# Response

- Most unknowns – Can go either way
- Heighted Stress
- Can drive routine or drive Code 3
- 2 Officer response at minimum

# Priority 4

- Offense reports where no suspect is present, and no personal threat exists.
- Assist citizen in non-emergency matter (Child custody disputes, Neighbor disputes, Civil disputes, Runaways, Frauds, etc.)
- Shoplifters being held by store security personnel.
- Drunk persons (DK), Person in Crisis (PIC), disorderly persons (DOC), not threatening physical harm.
- Dispatched when there is an available Officer

# Response

- Report calls
- Lessened stress
- Single Officer Response (or 2 Officer if it's a PIC, DOC, or DK)
- Can drive routine
- PIC, DOC or DK can turn into Priority 1, 2 or 3 quickly (Unpredictable behavior)
- Unknown Weapons (normally no pat downs for weapon occur)
- Single Officers on PIC, DOC or DK (Officer Presence) vs Double

# Priority 5

- Miscellaneous request for service.
- Barking dogs.
- Loud party.
- Loud radios, etc.
- Parking complaints.
- Dispatched when they can be

# Response

- Mostly less stress
- Not as heightened alert
- Single Officer Response
- Most calls – Fixed by making positive contacts or citations

# Priorities & Wait time

- Each Call – Unique – Can take hours to complete (evidence, pictures, Specialty unit response, multiple reports, tows, etc.)
- Reports (after calls, stack them, when available, etc.)
- 1 and 2 are dispatched right away – if no availability in that district, dispatch pulls from other districts to help (usually no delay)
- 3 are dispatched ASAP once Officers are available (time delay is usually short)
- 4 and 5 are dispatched when there are no higher priority calls in the pending que (significant wait time on busy days)

# Challenges for P4 and P5

- Online reporting – Language Barriers – Lack of Technology – Missed reporting of important incidents
- Incident – Escalates – Delayed Response
- P2 and P3 – May take up a lot of resources – Delayed Response – Pull Officers away from P4 and P5 calls
- Face to face
- Not having another Officer to assist if immediate help needed
- Busy Night – long response time (hours)

# Solutions

- Obvious (staffing)
- Continue making online reporting optional
- Virtual reporting? Facetime? Other programs?
- Language Lines to assist online reporting
- RCC mitigate calls (Juveniles not wanting to go to school, Lost items, No crime, etc.)
- Barking dogs – refer to animal control
- Parking Complaints – refer all to PEOs to follow-up when available
- Encourage business – handle low level thefts

# Questions

Thank you!!