

## **Police Call Priority Definitions**

The following is a list of the Calls for Service priority rankings and a brief explanation of how it is applied to each of the calls represented on the Annual Response Times and the Percentage Distribution of Calls for Service by Priority annual reports.

**PRIORITY 1:** Emergency call which requires immediate response and there is reason to believe that an immediate threat to life exists.

**PRIORITY 2:** Emergency call which requires immediate response and there exists an immediate and substantial risk of major property loss or damage.

**PRIORITY 3:** Crimes in progress that require an immediate response but present no significant threat of serious physical injury or major property damage or any active incident or activity that could be classified as a possible crime or potential threat to life or property.

**PRIORITY 4:** Requests for police response which do not require an immediate response but there exists a likelihood that an officer's investigation will lead to the apprehension of a suspect based on suspect information or physical evidence.

**PRIORITY 5:** Request for service where the officer's primary function will be fact-finding, reporting, or rendering assistance.

**PRIORITY 6:** Officer initiated activity from the field.

**PRIORITY 7:** Calls relayed to Public Works.

**PRIORITY 8:** Calls relayed to Traffic Enforcement Unit, Community Service Officers or Parking Control Officers (i.e. traffic complaints not in progress, found bicycles, abandoned vehicles, parking complaints or continuing neighborhood disputes that are not in progress).

**PRIORITY 9:** Calls relayed to the Desk Officer. This is essentially a phone message for the desk officer, who will call the complainant back for specific details necessary to write a report. This is for calls that have no investigative value or suspect information, but may indicate a trend that requires adjustments to patrol assignments.