Protected by U.S. Patents 7,436,937; 8,396,191; 8,670,526; 8,873,719; 9,319,859.

Non-Linear Response Levels

Number/Capability of Officers

No Officers ⟷ Multiple Officers

Time

Never	Ω
Priority	A
High Priority	B
	C
Urgent Priority	D
	E

Special Situation

Suffixes (where used)

Response Determinant Methodology

In establishing **local** routine vs. emergency **response assignments** to match each PPDS code, consider the following:

1. **Will time make a difference in the outcome?**
2. **How much time-leeway exists for that type of problem?**
3. **How much time can be saved driving in lights-and-siren mode?**

All actual response assignments and emergency modes are predetermined by local **Police & Emergency Services Administration**.

Legend of Symbols

Notification = ●

- EMS
- Fire
- HAZMAT

Transfer = ●

- Gas Utility
- Bomb Squad
- Animal Control

Description Essentials

- Weapons
- Person
- Vehicle
- Boat (Vessel)
- Bicycle
- Explosive Device
- Suspect/Caller
- Suspicious Package

Directors & Warnings

- ✔ Verify
- ✱ Critical EPD Information
- Shunt, Go To
- Cold Call KQ
- Add Suffix to Determinant Code
- Send & return to questioning
- Send & go to PDIs
- Send, PDIs, & return to questioning
- CID Go to Caller in Danger
- Weapons of Mass Destruction
- Accelerator Stuck & Can't Stop Vehicle
- Sinking Vehicle/Vehicle in Floodwater
- BOMB/UNEXPLODED ORDNANCE/ Potential Explosives
- Suspicious Package (Suspected Contamination)
- Routine Disconnect
- Urgent Disconnect
- Safety Disconnect
- Stay on the Line

The INTERNATIONAL ACADEMY Police Protocol

ENTRY QUESTIONS

1. What's the **address** of the emergency? ✔
   House/Apartment/Business/Intersection/Landmark/Jurisdiction/GPS
2. What's the **phone number** you're calling from? ✔
3. What's your **name**?
4. Okay, tell me **exactly** what happened.
   - CALLER IN IMMINENT DANGER — 100-E-1
   - OFFICER DOWN/Needs URGENT Assistance — 124-E-1
   - Sinking vehicle — 131-E-1
   - Accelerator stuck & can't stop vehicle — 131-E-3
   - ACTIVE ASSAILANT (SHOOTER) — 136-E-1
   - a. **(Vehicle in floodwater)** Is the **water moving** the **vehicle** or getting **deeper inside** the **vehicle**?
     - Yes — 131-E-2

Chief Complaint

5. Are you **at that location now**?
6. **When** did this **happen**?
   - a. **(PAST or Unknown)** Is the suspect/person/vehicle **in the area**?
     - i. **(Unknown)** Do you **see** or **hear** anyone **now**?
       - No and Not BURGLARY
     - ii. **(No – BURGLARY)** Have you **checked** to see if **anyone** is **inside** the building/residence?
       - Yes

THE INTERNATIONAL ACADEMY™

POLICE PROTOCOL™

Police Priority Dispatch System™

CRITICAL EPD INFORMATION

✱ For **ECHO Situations**, initiate **dispatch** immediately, provide the appropriate Case Entry **PDI**, then follow any appropriate Case Entry **DLS Link**. When **possible** and **safe** to do so, **complete caller interrogation** after providing the appropriate **DLS instructions**.

POST-DISPATCH INSTRUCTIONS

a. **(100-E-1 or 131-E-1, 2, 3)** I'm sending **help** to you now. **Stay on the line**, and I'll tell you **exactly** what to do next.

b. **(OFFICER DOWN/ACTIVE ASSAILANT)** I'm sending **help** to you now. **Stay on the line**.

DLS ✱ Link to:	
CALLER IN IMMINENT DANGER	C-1
Sinking Vehicle (caller inside)	A-1
Vehicle in Floodwater (caller inside)	A-2
Accelerator Stuck & Can't Stop Vehicle	

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ECHO Situations

ECHO determinants allow **early dispatch initiation** for specific **immediate dangers**. When discovered **during Case Entry**, the following situations should be coded as **ECHO** directly from Case Entry:

- **CALLER IN IMMINENT DANGER** — **100-E-1**
- **OFFICER DOWN/needs URGENT assistance** — **124-E-1**
- **Sinking vehicle** — **131-E-1**
- **Vehicle in floodwater** — **131-E-2**
- **Accelerator stuck & can't stop** vehicle — **131-E-3**
- **ACTIVE ASSAILANT (SHOOTER)** — **136-E-1**

CALLER IN IMMINENT DANGER

A situation that places the caller in **immediate danger of death or serious injury** that does **not** involve a sinking vehicle, vehicle in floodwater, stuck accelerator, **ACTIVE ASSAILANT (SHOOTER)**, bomb found, suspicious package, bomb threat, mental disorder (suspect caller), or suicidal person/attempted suicide (suspect caller).

For **CALLER IN IMMINENT DANGER** situations discovered **during Case Entry**, initiate a **100-E-1** response (regardless of Chief Complaint), provide **Case Entry PDI-a**, and then go immediately to the **Caller in Danger Protocol** (**C-1**). When **possible** and **safe to do so**, return to Case Entry and **complete caller interrogation** as directed by Protocol C.

OFFICER DOWN/Needs URGENT Assistance

An emergency situation where the **life of the officer is at stake** or where the assistance must be **rendered immediately**.

ACTIVE ASSAILANT (SHOOTER)

An **armed** person who has used **any type of weapon** to inflict **deadly physical force** on others and **continues** to do so while having **unrestricted access** to additional victims.

PAST Event

Local Authority must define and authorize (☒) for dispatch purposes what time lapse constitutes a **PAST event** for their area:

☐ **PAST event**: _____

_____
Approval signature of Local Authority Date approved

COLD CALL

A call for service **involving a PAST event** that does not require a full interrogation because, **by the caller's assessment, the suspect/person/vehicle is not in the area**. **Exceptions** to this definition **must be approved by local agency policy**. For **COLD CALL** incidents, **only** the Key Questions marked with the **symbol** ● need to be asked. If **none** of the Key Questions on a specific Chief Complaint Protocol are marked with the symbol ●, and there is **no** immediate **COLD CALL** dispatch point, **all Key Questions must be asked**.

Definition of Law Enforcement Callers

Victim
Suspect

2nd party caller:	At the scene, but not the victim or suspect
3rd party caller:	Not on scene or in the immediate area
4th party caller:	Reporting agency or alarm company

Chief Complaint Selection Rules

1. When **multiple crimes** are reported, choose the protocol that **best addresses the primary event**.
2. When a **victim is assaulted during the commission of another crime**, choose the protocol that addresses the **primary event**.
3. If a **dangerous animal** is being reported as a **traffic hazard**, use **Protocol 105**. If a **non-dangerous** animal poses a traffic hazard, use **Protocol 132**.
4. For **barking dogs**, use **Protocol 105**. **Other noise complaints** should be handled on **Protocol 113**.
5. If the caller reports a **witnessed homicide**, use **Protocol 106**.
6. **ASSAULT** situations in which a suspect **does not have unrestricted access** to additional victims should be **handled on Protocol 106**.
7. All **SEXUAL ASSAULTS** should be **handled on Protocol 106**.
8. If the caller reports a **suicidal person** or an **attempted suicide**, use **Protocol 127**. If the caller reports a **suicide**, use **Protocol 112**.
9. If a disturbance involves parties that are, or have been, in an **intimate or family relationship**, use **Protocol 114**.
10. For incidents involving **RECKLESS ACTIVITY**, use **Protocol 125**.
11. For **thefts** committed by means of **force or fear**, use **Protocol 126**.
12. For incidents involving **violation of probation, breach of bail conditions**, or **court orders**, use **Protocol 129**.
13. If the Chief Complaint is **unknown** initially (3rd party caller), use **Protocol 134**.

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Rules

1. **Always verify** the incident address and the callback number **regardless of ANI/ALI information**.
2. The EPD must **weigh the conflicting priorities** of obtaining (and verifying) a useful **location** and **helping** the caller **get to safety**. A caller may be **unable to identify the exact location** for a variety of reasons. If the initial effort fails, attempt briefly to obtain the **street** or highway of travel, **direction** of travel, and **last** cross street or identifiable **object** seen. Further attempts to locate can be made **as time permits**.
3. **Silent calls** (TTY activation) and **open-line calls with or without sounds of a disturbance** in the background should be handled according to **local agency policy**. If at any time a caller **begins to communicate**, the call should be handled on an **appropriate** Chief Complaint Protocol.
4. **When a more specific Chief Complaint becomes known, shunt** to the correct Chief Complaint Protocol during interrogation.
5. When **possible** and **safe to do so**, Case Entry and Key Questions **must be completed**, even when an **ECHO** determinant has been selected.
6. Key Questions **must be asked** unless the answer is obvious or spontaneously provided by the caller.
7. The calltaker will **suspend** questioning when it is necessary to **give instructions** pertaining to caller/victim **safety** or **care**. Upon completion of necessary instructions, the calltaker **must return to the question sequence**.
8. **All suspects are to be considered armed** until proven otherwise.
9. **Always inform responders** if weapons are involved or if any information relates to officer safety.
10. A **weapons suffix** should be used **only** if weapons have been **seen** or **mentioned** by the caller. The **absence** of a weapons suffix does not indicate there are "no weapons" but that the **caller does not have information** regarding weapons.
11. If the caller is unable to provide all **DESCRIPTION ESSENTIALS** information, **bolded** items **must still be asked unless** it is **obvious** that the caller **has never seen** or **does not have** any information about the person(s) or vehicle(s).
12. In **multiple-suspect** incidents, **bolded** items **must be asked** for all **armed** suspects. **DESCRIPTION ESSENTIALS** for the remainder of a group should be obtained according to **agency policy**.
13. Instructions about **following a suspect's vehicle** should be handled according to **local policy**.

Caller in Danger Rules

1. After **dispatch** has been initiated, and when circumstances or caller statements indicate that the **caller is in immediate danger**, go to the **Caller in Danger Protocol (C-1) immediately unless** the caller is reporting:
   - **ACTIVE ASSAILANT** (**SHOOTER**)
   - Bomb Found/Suspicious Package (Letter, Item)/Product Contamination
   - Bomb/CBRN/Product Contamination Threat
   - Mental Disorder (Behavioral Problems) – suspect caller
   - Suicidal Person/Attempted Suicide – suspect caller

   These callers are **never considered to be safe and out of danger**. However, caller safety for these incidents is best addressed on the **appropriate Chief Complaint Protocol**.
2. All **3rd and 4th party callers** are considered to be **safe and out of danger**.

De Luca's Law

EPDs will follow all protocols per se, avoiding freelance questioning or information unless it enhances, not replaces, the written protocol questions and scripts.

101 ABDUCTION (KIDNAPPING) / CUSTODIAL ABDUCTION / CUSTODY ISSUE / HOSTAGE SITUATION

Chief Complaint

KEY QUESTIONS

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ **DELTA-level codes** _____
Caller is hostage taker/kidnapper _____ B-1

2. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
      iii. **(Known suspect)** Do you know **where** s/he's going?
3. I need to get the **suspect's/person's description**... _____
4. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
5. **(Not CUSTODY ISSUE)** Are you or anyone else **in danger right now**?
   Yes – caller _____ CID
   a. **(Yes – someone else)** Exactly **where** are they now?
6. **(Abducted)** I need to get the **victim's description**... _____
   a. Was s/he **with anyone** such as an adult, child, or pet?
   b. Does s/he have any **trackable technology** like a **cell phone, tablet**, or **GPS** with her/him?
   c. Does s/he have any **physical, medical**, or **mental conditions** that we need to be **aware of**?
   d. Is s/he in need of any **special medication**?
7. **(Parental/Custodial ABDUCTION or CUSTODY ISSUE)** **Who** has legal **custody**?
8. **(Appropriate)** Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕
9. **(Known suspect)** Does the suspect have any **medical** or **mental conditions** that we need to be **aware of**?

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.
b. Determine if **anything** is **missing**, like clothing, toys, or medications.
c. Try to **find** a recent **photograph** of her/him.
d. **(Known suspect)** If you have the **suspect's cell phone number, write it down** and **give it** to the **responding officers. Do not** have anyone **call the number**.
e. **(Known suspect)** **Write down** the **names, addresses**, and **phone numbers** of people the suspect(s) may contact.
f. **(Court order)** Have all **paperwork available** for the responding officers.
g. If the **victim** has a **cell phone, write the number down** and **give it** to the **responding officers. Do not** have anyone **call the number**.

✱ **(Appropriate)** **Broadcast** an attempt to locate.
✱ Do **computer check**.
✱ Enter **NCIC/CPIC**.
✱ Refer to **agency policy** on **documenting suspect/caller characteristics**.

DLS ✱ Link to ☎ X-1 unless:

Caller is Hostage Taker/Kidnapper	B-1
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**Hostage** situation	101-D-1
	2	**ABDUCTION**	101-D-2
	3	**Parental/Custodial ABDUCTION**	101-D-3
	4	**Attempted ABDUCTION**	101-D-4
C	1	**PAST** hostage situation	101-C-1
	2	**PAST ABDUCTION**	101-C-2
	3	**PAST** parental/custodial **ABDUCTION**	101-C-3
	4	**PAST** attempted **ABDUCTION**	101-C-4
	5	**CUSTODY ISSUE**	101-C-5
Ω	1	Referral	101-Ω-1
	2	Information	101-Ω-2

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DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

DESCRIPTION ESSENTIALS

Suspect/Caller Characteristics
- Age estimation (child, teen, 20's, 30's, 40's, 50's, elderly)
- Gender
- Accent
- Command of language (good, fair, poor, foul, educated)
- Speech delivery (fast, slow, distinct, distorted, stutter, slurred, nasal)
- Voice level (loud, soft, fast, slow, high-pitched, deep, hostile, passive)
- Call delivery (spontaneous, scripted)
- Demeanor (calm, angry, rational, irrational, incoherent, deliberate, emotional, intoxicated)
- Background noises (street, machinery, animal sounds, voices, in-car, music, computers, etc.)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

ABDUCTION

The **taking and carrying away** of one person by another **by force, fraud, or persuasion**. It may involve a **ransom demand**.

CUSTODY ISSUE

When a **parent or legal guardian** reports that her/his **court-awarded visitation or custody rights are deprived** by another parent or legal guardian.

Rules

1. Ransom notes should be **carefully preserved as forensic evidence**.
2. Instructions about **following a suspect's vehicle** should be handled according to **local policy**.

Axioms

1. **CUSTODY ISSUES** or **parental/custodial ABDUCTIONS** usually occur after a decision by the courts that may favor one parent or guardian over another.

Background Information

The EPD **should assist the responding law enforcement by providing thorough background information as quickly as possible**. The information should include:
- Any and all prior entries about the suspect, child, family, location, or proximity of the incident.
- Any suspicious activity in the area, including any history of attempted abductions in the area.
- Any prior activity with your agency, surrounding agencies, Internet searches, and/or the Dru Sjodin National Sex Offender Public Website at www.nsopw.gov.
- Any information the National Center for Missing and Exploited Children® (NCMEC), at 1-800-THE-LOST (1-800-843-5678), has about known sex offenders in the area, as well as any history of attempted abductions in the area (includes both U.S. and Canada). Consider registering the case with NCMEC.

KEY QUESTIONS

1. **(ABUSE)** Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ DELTA-level codes _____

2. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
      iii. **(Known suspect)** Do you know **where** s/he's going?
   b. **(Detained)** Is s/he **cooperative**?
3. I need to get the **suspect's/person's description**... _____
4. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
5. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
6. **(Appropriate)** I need to get the **victim's description**... _____
7. What's the **location** of the **parent/guardian/caregiver**?
8. Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕

Chief Complaint

CID

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.

✱ Notify **appropriate agencies** per department policy.
✱ Do **computer check**.

DLS ✱ **Link to ☎ X-1 unless:**

Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	ABUSE	102-D-1
	2	ABANDONMENT	102-D-2
	3	NEGLECT	102-D-3
B	1	PAST ABUSE	102-B-1
	2	PAST NEGLECT	102-B-2
Ω	1	Referral	102-Ω-1
	2	Information	102-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

ABUSE

Any intentional act that **causes physical harm**, or harms an at-risk person's **moral or mental well-being**.

ABANDONMENT

The **act of completely leaving** an at-risk person without any means of care by an **adult who is responsible** to care for that person.

NEGLECT

Any case in which an at-risk person's **parents, legal guardians, or custodians fail to take the same actions** to provide adequate food, clothing, shelter, affection, medical care, other suitable care, or supervision **that a prudent parent would take**.

At Risk

Very young people, the elderly, and persons with physical, medical, or mental conditions that impair their ability to care for themselves or to make sound decisions based on circumstances presented to them.

Rules

1. When children or at-risk persons are **intentionally** left in vehicles **without appropriate supervision**, it is considered to be **NEGLECT**.

Axioms

1. **ABUSE** situations are **usually reported by 3rd party callers**, not the victims themselves.
2. Situations involving children or at-risk persons **left in a vehicle** can be **life threatening**.

103 ADMINISTRATIVE (LOST OR FOUND PROPERTY, FOUND UNEXPLODED ORDNANCE, MESSAGES, TRANSPORTS)

KEY QUESTIONS

(Prisoner/Person transport)

1. **(Appropriate)** I need to get the **suspect's/person's description**...
2. **(Prisoner)** Is s/he **cooperative**?
3. **What's** the **destination**?
4. **(Appropriate)** **Who** do we need to **contact**?
5. Are there any **safety issues** involved?

(Blood or organ transport)

✱ DELTA-level codes

1. **Where** is the **collection** point?
2. **Who** do we need to **contact**?
3. **What's** the **destination**?
4. **(Appropriate)** **Who** are we **contacting** at the destination?

(Escort)

1. **Who** are we **escorting**?
2. **(Appropriate)** I need to get the **person's description**...
3. **(Appropriate)** I need to get the **person's vehicle description**...
4. Exactly **where** are they now?
5. **What's** the **destination**?
6. **(Medical)** Is the person **cooperative**?
7. **(Appropriate)** Who **authorized** the **escort**?

(Message delivery)

1. **Who** are we **delivering** the message to?
2. **What's** the **message**?
3. **(Appropriate)** Does **anyone need to go** with us to deliver the message (chaplain, friend)?

(Lost/Found property)

1. I need to get the **item's description**.

(Found UNEXPLODED ORDNANCE)

1. Where **exactly** is it?
2. **Without** getting any **closer** or touching it, **describe** the item to me.
3. **(Business)** Will you be **evacuating/leaving** the building/area?

(Other)

1. Obtain **details** pertaining to the **specific** request.

Chief Complaint

POST-DISPATCH INSTRUCTIONS

a. **(Lost property)** **Contact** your **financial institutions** to **cancel** bank cards, credit cards, and checks.

b. **(UNEXPLODED ORDNANCE – Business)** You need to **follow** your **company's policy** regarding building evacuations.

c. **(UNEXPLODED ORDNANCE – Private caller)** If it's **safe** to do so, **leave** the area **immediately**. If you can, **take** the **phone** with you.

✱ Notify **requested** person(s) (chaplain, friend).
✱ **Determine** a specific, **clear meeting point** for the officers.
✱ Do **computer check**.

DLS ✱ Link to ☎ X-1 unless:

UNEXPLODED ORDNANCE/Potential Explosives	B-2a
Urgent Disconnect	X-3

LEVELS	#	DETERMINANT DESCRIPTORS	CODES
D	1	**Blood** or **organ transport**	103-D-1
C	1	**Prisoner transport**	103-C-1
B	1	**Person transport**	103-B-1
	2	**URGENT message** delivery	103-B-2
	3	**Medical escort**	103-B-3
	4	**Security escort**	103-B-4
	5	**Person/Organization escort**	103-B-5
	6	Found **UNEXPLODED ORDNANCE**	103-B-6
A	1	**NON-URGENT message** delivery	103-A-1
	2	**Found** property	103-A-2
	3	**Lost** property	103-A-3
	4	Other	103-A-4
Ω	1	Referral	103-Ω-1
	2	Information	103-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

URGENT

A request for **assistance** in an event that is **life threatening** in nature, or where the assistance must be **rendered immediately**.

UNEXPLODED ORDNANCE

Explosive items left behind **without malicious intent** that may still pose a **risk of detonation**. Examples include shells, grenades, mines, and ammunition (bullets).

NON-URGENT

A request for **assistance** in an event that is **not** life threatening in nature, and may be **handled** when **appropriate**.

Administrative Tasks

Agency-defined tasks (including transports, message deliveries, and security escorts) that are not necessarily related to criminal activity.

Rules

1. If there is any doubt as to the point of contact, **determine a specific meeting point** for the officer.
2. When the caller **does not know** if a person in need of transport is cooperative, **consider the person to be not cooperative**.

KEY QUESTIONS

1. What **type** of **alarm** is this?
   - Burglary/Intrusion
   - Fire/Carbon monoxide
   - Holdup/Panic/Duress
   - Medical
   - Other/Unknown
   - Telematics
   - Vehicle
2. What's the **name** of the **business/resident/owner**?

(Alarm monitoring company)

3. **(Appropriate)** What **specific area** has been **activated**?

✱ **DELTA-level codes**

4. What is the **drop time/time received**?
5. What's the **phone number** of the **business/resident/owner**?
6. Will you be **contacting** a **keyholder/owner**?

(Contact made)

a. **Who** is **responding** to the business/residence?
   i. I need to get the **person's description**...
b. **How** will s/he be **responding**?
   i. **(Vehicle)** I need to get the **vehicle description**...
c. What's the **estimated time of arrival** (ETA)?

(Private caller)

3. **How long** has the alarm been **sounding**?
4. Do you see **anything suspicious**?
5. **(Vehicle alarm)** I need to get the **vehicle description**...

(Telematics)

3. What **type** of **help** do they need?
4. I need to get the **vehicle description**...
5. What's the **phone number** of the **owner**?

Chief Complaint

POST-DISPATCH INSTRUCTIONS

a. **(Alarm monitoring company)** Call us back with the **keyholder information**.
b. **(Private caller)** **Do not disturb** anything at the **scene**.

✱ Follow **department policy** regarding **callbacks on alarms**.
✱ Do **computer check**.

DLS ✱ **Link to ☎ X-1 unless:**

Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4

LEVELS	#	DETERMINANT DESCRIPTORS	S	CODES
D	1	**Residential Burglary/Intrusion**		104-D-1
	2	**Commercial Burglary/Intrusion**		104-D-2
	3	**Residential Holdup/Panic/Duress**		104-D-3
	4	**Commercial Holdup/Panic/Duress**		104-D-4
C	1	**Vehicle**		104-C-1
	2	Other/Unknown		104-C-2
Ω	1	Referral		104-Ω-1
	2	Information		104-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffix

The suffix code helps to delineate the presence of:

S = Suspicious activity (private caller)

Alarms

Physical hardware installed at a given location to **monitor burglary, robbery, medical, fire, hazardous materials, panic, or distress situations**. Alarms may be monitored by an alarm company or may make local notifications only.

Alarm Monitoring Company

A company that is paid a fee to **monitor alarms and subsequently contact police** or other persons when an activation occurs.

Telematics

The system of components that **support two-way communication with a vehicle** for the collection or transmission of information.

Rules

1. **Consider all alarms a crime in progress** until proven otherwise.
2. Use business or residence phone numbers **only when authorized**.

Axioms

1. Panic alarms are normally **activated by a person**.

Types of Alarms

- Audible
- Burglary/Intrusion
- Carbon monoxide
- Fire (pull station, smoke or heat detector, waterflow)
- Holdup/Panic/Duress
- Medical
- Telematics
- Vehicle
- Visual (flashing light)

105 ANIMAL

KEY QUESTIONS

Chief Complaint

✱ Illegal hunting COLD CALL

1. **(Appropriate)** Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**?
   b. **(Yes)** **Where** are the weapons **now**?
2. **(Not barking dog/illegal hunting)** What is the animal's **behavior now**?
3. **(Not illegal hunting)** Is the animal **CONFINED**?
   a. **(No or Unknown)** **Where's** the animal **now**?
4. **(Barking dog)** Do you see **anything suspicious**?

✱ DELTA- and CHARLIE-level codes

5. **(ATTACK/Illegal hunting)** Are you or anyone else **in danger right now**?

Yes – caller — CID

   a. **(Yes – someone else)** Exactly **where** are they now?
6. **(ATTACK – Caller not victim)** **Where's** the **victim** now?
7. **(Animal CRUELTY/Illegal hunting)** **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**...
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
   c. I need to get the **suspect's/person's description**...
   d. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**...
8. **(Appropriate)** I need to get the **animal's description** (type/color/size/markings).
9. **(Not illegal hunting)** Is the animal **injured**?
10. **(ATTACK)** Does anyone need **medical attention**?
    a. **(Yes)** How **many**?

POST-DISPATCH INSTRUCTIONS

a. **(Animal CRUELTY/Illegal hunting)** **Do not** approach the **person**.
b. **Do not** approach an **unfamiliar**, **injured**, or **sick-appearing** animal.
c. If it's **safe** to do so, keep all **bystanders** away from the **area**.
d. **Do not disturb** anything at the **scene**.
e. **(Barking dog)** **Call** us **back** if the barking **stops**.

✱ Notify local **animal control/welfare agency**.
✱ Do **computer check**.
✱ Obtain **owner information** if license number is provided.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚→C E G K M O	CODES
D	1	**ATTACK**	105-D-1
	2	**DANGEROUS** animal	105-D-2
C	1	**Animal CRUELTY**	105-C-1
	2	**Barking dog** (suspicious activity)	105-C-2
	3	**CONFINED DANGEROUS** animal	105-C-3
	4	**Injured** animal	105-C-4
	5	**Illegal hunting**	105-C-5
B	1	**PAST ATTACK**	105-B-1
	2	**PAST DANGEROUS** animal	105-B-2
	3	**PAST animal CRUELTY**	105-B-3
	4	**Barking dog**	105-B-4
	5	**PAST illegal hunting**	105-B-5
A	1	**Lost/Stray/Unwanted** animal	105-A-1
	2	**MINOR BITE**	105-A-2
Ω	1	Referral	105-Ω-1
	2	Information	105-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

ATTACK

An incident that produces or has the potential to produce **serious, multiple wounds or injuries**.

DANGEROUS Animal

Any animal that, by **type or behavior**, poses a **threat of death or serious injury** to people, livestock, or domestic animals.

Animal CRUELTY

The unnecessary infliction of physical pain, suffering, or death (with intent or by neglect) upon an animal, or when done for mere sport, for the indulgence of a cruel and vindictive temper, or with reckless indifference to the animal's pain.

CONFINED Animal

An animal that **currently poses no threat** to people or other animals because its **mobility is limited or restricted** to a specific area (e.g., on a controlled leash, in a fenced yard, in a garage, etc.).

MINOR BITE

A single **shallow** bite.

Animal Complaints

Animal complaints can **apply to both domestic and wild animals**. Complaints may include injured or sick animals, animal **ATTACKS**, abandoned animals, livestock, **animal CRUELTY**, poaching, game law offenses, or wild animal sightings.

Axioms

1. **Injured animals may become aggressive** and attack people or other animals in the immediate vicinity.

KEY QUESTIONS

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? ____
   b. **(Yes)** **Where** are the weapons **now**?
2. How **many** suspects are **involved**?
3. **(SEXUAL ASSAULT)** How **old** is the **victim**?

✱ DELTA-level codes ____

4. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... ____
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
5. I need to get the **suspect's/person's description**... ____
6. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... ____
7. Are you or anyone else **in danger right now**?
   Yes – caller ____
   a. **(Yes – someone else)** Exactly **where** are they now?
8. **(Appropriate)** I need to get the **victim's description**... ____
9. **(Caller not victim)** **Where's** the **victim**?
10. **(Appropriate)** Has anyone involved been **using alcohol** or **drugs**?
11. Does anyone need **medical attention**?
    a. **(Yes)** How **many**? ⊕
    b. **(SEXUAL ASSAULT)** Does s/he have any **other injuries**? ⊕

Chief Complaint

CID

POST-DISPATCH INSTRUCTIONS

a. If the **suspect** is **nearby**, keep very **quiet** and stay **out of sight**.
b. **Lock** your **doors** and **windows**.
c. If the suspect **arrives/returns**, **do not** let her/him in.
d. **Do not disturb** anything at the **scene**.

(SEXUAL ASSAULT)

e. **Do not** change **clothes**, **bathe**, **shower**, **wash your hands**, or **go to the bathroom**. **Do not** have anything to **eat** or **drink**.
f. **Do not** clean the **carpet** or **floor**. **Do not** handle or wash the **bedding**.

✱ Do computer check.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	SHOOTING	106-D-1
	2	STABBING	106-D-2
	3	SEXUAL ASSAULT on CHILD	106-D-3
	4	SEXUAL ASSAULT on ADULT	106-D-4
	5	ASSAULT	106-D-5
B	1	PAST SHOOTING	106-B-1
	2	PAST STABBING	106-B-2
	3	PAST SEXUAL ASSAULT on CHILD	106-B-3
	4	PAST SEXUAL ASSAULT on ADULT	106-B-4
	5	PAST ASSAULT	106-B-5
Ω	1	Referral	106-Ω-1
	2	Information	106-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

SHOOTING

An assault situation in which a person is **injured by a shot, bullet, or other missile** discharged by a weapon.

STABBING

An assault situation in which a person is **injured by an edged weapon or other sharp object**.

SEXUAL ASSAULT

An assault or attempted assault **of a sexual nature**. It can vary from unwanted touching of areas of the body to violent, invasive sexual intercourse.

ASSAULT

An unlawful **attack**, or **attempted** attack, upon another person.

CHILD vs. ADULT Age Ranges

Local Authority must define and authorize (☒) for dispatch purposes what age ranges constitute a **CHILD** vs. **ADULT** for their area:

☐ **CHILD** age range: _____

☐ **ADULT** age range: _____

☐

_____
Approval signature of Local Authority Date approved

Rape

Sexual intercourse **by physical force or duress** without consent.

Rules

1. **Witnessed homicides** are classified as **ASSAULTS**.

Axioms

1. The collection of evidence after an individual has alleged a **SEXUAL ASSAULT** (rape) **may be psychologically as well as physically traumatic**.
2. **The preservation of evidence and compassionate care in SEXUAL ASSAULT** (rape) **situations** may be of much greater eventual importance to the injured party than initial response and treatment of physical injuries.

107 ASSIST OTHER AGENCIES

KEY QUESTIONS

1. What **type** of **assistance** do you need?

   URGENT request
   NON-URGENT request
   Serve **court order**

2. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ DELTA-level codes _____

3. **Where** exactly do you need units to **respond**?
4. What's your **estimated time of arrival** (ETA)?
5. **(Vehicle)** I need to get the **vehicle description**... _____
6. **(Suspect)** I need to get the **suspect's/person's description**... _____
7. **Who** should the officers **contact**?
8. **How** can we **contact** the **person** at the **scene**?
9. Are there any **safety issues** involved?

Chief Complaint

POST-DISPATCH INSTRUCTIONS

✱ Obtain **supervisor approval** per department policy.
✱ Do **computer check.**

DLS ✱ **Link to ☎ X-1 unless:**

Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4

LEVELS	#	DETERMINANT DESCRIPTORS	➜C E G K M O CODES
D	1	**URGENT** request	107-D-1
C	1	Serve **court order**	107-C-1
B	1	**NON-URGENT** request	107-B-1
Ω	1	Referral	107-Ω-1
	2	Information	107-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

URGENT

A request for **assistance** in an event that is **life threatening** in nature, or where the assistance must be **rendered immediately**.

NON-URGENT

A request for **assistance** in an event that is **not** life threatening in nature, and may be **handled** when **appropriate**.

Assist Other Agencies

The act of providing **assistance** or a requested **service** to another agency.

Rules

1. When appropriate, **obtain** your **supervisor's approval** per department policy.

KEY QUESTIONS

Chief Complaint

1. **(BOMB/Suspicious package)** What **type** of **building/location** is involved?
2. **(Suspicious package)** **Why** is the package/letter/item **suspicious**?
3. **(PRODUCT CONTAMINATION)** What **exactly** has been **contaminated**?

✱ DELTA-level codes

4. **(Suspicious package/PRODUCT CONTAMINATION)** Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕
5. **(BOMB/Suspicious package)** Where **exactly** is it?
   a. **(Vehicle)** I need to get the **vehicle description**...
6. **(BOMB/Suspicious package)** **Without** getting any **closer** or touching the package/letter/item, **describe** it to me.
7. **(Business)** Will you be **evacuating/leaving** the building/area?
   Yes – BOMB/Potential Explosives — B-2a
   Yes – Suspicious Package — B-2b
8. Do you have any idea **who** is **responsible**?
   a. **(Yes)** I need to get the **suspect's/person's description**...
   b. **(Yes)** **Where's** the **suspect/person now**?
9. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
   a. **(Vehicle)** I need to get the **vehicle description**...
   b. What **direction** was s/he going?
10. **(BOMB/Suspicious package)** **How** was the package/letter/item **delivered**?
11. **(BOMB/Suspicious package)** Have you or your organization **received** any **threats**?
    a. **(Yes)** **Describe** them to me.
12. **(BOMB/Suspicious package)** Have you seen **anything else suspicious**?
    a. **(Yes)** **Describe** it to me.

POST-DISPATCH INSTRUCTIONS

a. If there is a **digital image** or **CCTV footage**, make them **available** to the responding officers **on arrival**.
b. **(BOMB/Suspicious package)** **Do not use, turn on**, or **turn off** any additional **electrical devices**.
c. **(Suspected contamination)** **Keep** any **exposed** people **in the general area**, but keep them **away** from the **item** and any other **unexposed** people to avoid further contamination.
d. **(Business)** You need to **follow** your **company's policy** regarding bombs/suspicious packages/letters/items.
e. **(Private caller)** If it's **safe** to do so, **leave** the area **immediately**. If you can, **take** the **phone** with you.

✱ Notify **appropriate agencies** per department policy.
✱ Do **computer check**.

DLS	✱ Link to ☎ X-1 unless:	
	Caller is Hostage Taker/Kidnapper	B-1
	BOMB/Potential Explosives	B-2a
	Suspicious Package (Suspected Contamination)	B-2b
	Stay on the Line	X-2

LEVELS	#	DETERMINANT DESCRIPTORS ✚ L	CODES
D	1	**HIGH OCCUPANCY BOMB**	108-D-1
	2	**HIGH OCCUPANCY** suspicious package	108-D-2
	3	**Low occupancy BOMB**	108-D-3
	4	**Low occupancy** suspicious package	108-D-4
	5	**PRODUCT CONTAMINATION**	108-D-5
Ω	1	Referral	108-Ω-1

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DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

DESCRIPTION ESSENTIALS

Explosive Device
- Antenna
- Color of device
- Dynamite (crystals showing, number of sticks)
- Markings or words
- Military ordnance (hand grenade, unexploded shell)
- Shape (oblong, round)
- Size
- Wires showing (color)

Suspicious Package
- Type of item
- Excessive or uncanceled postage
- Excessive weight, protruding wires or aluminum foil
- Handwritten, misspelled, or poorly typed address
- Incorrect titles or not addressed to a specific person
- Oily stains, discolorations, powdery substance, or odor
- Restrictions like "Personal," "Confidential," or "Do not X-ray"
- Strange or no return address
- Strange sounds

Determinant Suffix

The suffix code helps to delineate the presence of:

L = Leakage or residue

HIGH OCCUPANCY

The general term for a building or location that **can or does contain a large number of people** (e.g., stadium, shopping center, or cinema).

BOMB

An **explosive or incendiary device** used or designed to cause injury, death, or damage.

PRODUCT CONTAMINATION

Any **intentional or accidental** contamination of food, medication, or other products by a foreign object or substance that **compromises the product's safety or suitability** for use or consumption.

Rules

1. **BOMB threats** should be **handled on Protocol 109**.
2. Building **evacuations** should be handled according to **local policy**.
3. **Callers on wireless phones may be able to take the phone with them** while evacuating. When **possible** and **safe to do so**, the EPD should **complete any remaining Key Questions** on Protocol 108 after providing the appropriate DLS instructions.

Axioms

1. **Touching, disturbing, or approaching anything** in the building or in the area where the **BOMB** was found **may cause the device to explode**.
2. **An evacuation may place more people in greater danger** if not conducted properly.

109 Bomb / CBRN / Product Contamination Threat

KEY QUESTIONS

(Not suspect)

1. **How** exactly did you receive the threat?
2. What **time** were you told it would **explode**/be **released**/be **contaminated**?
3. **(BOMB/CBRN)** **What** were you **told** about the device/substance itself?
   a. **(Vehicle)** I need to get the **vehicle description**...
4. **(PRODUCT CONTAMINATION)** **What** exactly was the **threat**?

* CHARLIE-level codes

5. **(Threat made in person)** **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**...
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
   c. I need to get the **suspect's/person's description**...
   d. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**...
6. **(Business)** Will you be **evacuating/leaving** the building/area?
   Yes
7. **(Threat not made in person)** Do you have any idea **who** is **responsible**?
   a. **(Yes)** I need to get the **suspect's/person's description**...
8. Were you given any **other information**?

(Suspect)

1. **When** is it going to **explode**/be **released**/be **contaminated**?
2. **(BOMB/CBRN)** Where **exactly** is it?
   a. **(Vehicle)** I need to get the **vehicle description**...

* CHARLIE-level codes

3. **(BOMB/CBRN)** I need to get the **description** of the **device/substance**...
4. **(BOMB)** What **makes** it explode?
5. **(BOMB)** How is it **deactivated**?
6. **(CBRN)** How will it be **released/delivered**?
7. **(PRODUCT CONTAMINATION)** How **exactly** did/will you **contaminate** it?
8. Did you do this **on your own**?

Chief Complaint

X-4

POST-DISPATCH INSTRUCTIONS

a. **Do not use, turn on,** or **turn off** any additional **electrical devices.**
b. **(Threat made in person)** If there is a **digital image** or **CCTV footage**, make them **available** to the responding officers **on arrival.**
c. **(Business)** You need to **follow** your **company's policy** regarding these types of threats.
d. **(Private caller)** If it's **safe** to do so, **leave** the area **immediately**. If you can, **take** the **phone** with you.
e. **(Suspected contamination)** **Keep** any **exposed** people **in the general area**, but keep them **away** from the **item** and any other **unexposed** people to avoid further contamination.

* Attempt a **telephone trace.**
* Notify **appropriate agencies** per department policy.
* Do **computer check.**
* Refer to **agency policy** on **documenting suspect/caller characteristics.**

DLS * Link to ☎ X-1 unless:

BOMB/Potential Explosives	B-2a
Suspicious Package (Suspected Contamination)	B-2b
Stay on the Line	X-2
Urgent Disconnect	X-3

LEVELS	#	DETERMINANT DESCRIPTORS → C B R N	CODES
C	1	**BOMB** threat	109-C-1
	2	**CBRN** threat	109-C-2
	3	**PRODUCT CONTAMINATION** threat	109-C-3
Ω	1	Referral	109-Ω-1
	2	Information	109-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

DESCRIPTION ESSENTIALS

Explosive Device
- Antenna
- Color of device
- Dynamite (crystals showing, number of sticks)
- Markings or words
- Military ordnance (hand grenade, unexploded shell)
- Shape (oblong, round)
- Size
- Wires showing (color)

Suspicious Package
- Type of item
- Excessive or uncanceled postage
- Excessive weight, protruding wires or aluminum foil
- Handwritten, misspelled, or poorly typed address
- Incorrect titles or not addressed to a specific person
- Oily stains, discolorations, powdery substance, or odor
- Restrictions like "Personal," "Confidential," or "Do not X-ray"
- Strange or no return address
- Strange sounds

Suspect/Caller Characteristics
- Age estimation (child, teen, 20's, 30's, 40's, 50's, elderly)
- Gender
- Accent
- Command of language (good, fair, poor, foul, educated)
- Speech delivery (fast, slow, distinct, distorted, stutter, slurred, nasal)
- Voice level (loud, soft, fast, slow, high-pitched, deep, hostile, passive)
- Call delivery (spontaneous, scripted)
- Demeanor (calm, angry, rational, irrational, incoherent, deliberate, emotional, intoxicated)
- Background noises (street, machinery, animal sounds, voices, in-car, music, computers, etc.)

CBRN Suffixes

The suffix codes help to delineate the type of substance involved:

C = Chemical **R** = Radiological
B = Biological **N** = Nuclear

BOMB

An **explosive or incendiary device** used or designed to cause injury, death, or damage.

CBRN

A **chemical, biological, radiological, or nuclear substance** used to cause injury, death, or damage.

PRODUCT CONTAMINATION Threat

Any threat to introduce a **foreign object or substance** into food, medication, or other products that **compromises the product's safety or suitability** for use or consumption.

Rules

1. Threats of a **BOMB** containing **CBRN** (e.g., dirty bomb) should be **handled as a BOMB threat**.
2. Threats that **CBRN** has been used or may be used for **PRODUCT CONTAMINATION** should be **handled as a PRODUCT CONTAMINATION threat**.
3. Any **found BOMB/device** should be **handled on Protocol 108**.
4. **Callers on wireless phones may be able to take the phone with them** while evacuating. When **possible** and **safe to do so**, the EPD should **complete any remaining Key Questions** on Protocol 109 after providing the appropriate DLS instructions.

Chief Complaint

KEY QUESTIONS

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ BURGLARY – DELTA-level codes _____

✱ DELTA-level codes _____

2. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
      iii. **(Known suspect)** Do you know **where** s/he's going?
   b. **(Detained)** Is s/he **cooperative**?
   c. I need to get the **suspect's/person's description**...
   d. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
3. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
4. **(Appropriate)** Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕

(Suspect on scene)

5. **Where** did the suspect/person **enter** the **building**?
6. Where are the **possible exits** from the building?
7. Is there **anyone else in** the building who **belongs** there?

(Suspect left/leaving/circulating)

5. Is the suspect/person **carrying anything** from the building?
   a. **(Yes)** **Describe** it to me.
6. Where did s/he **exit** the **building**?
7. What **items** were **taken**?
   a. **(Vehicle)** I need to get the **stolen vehicle description**... _____

CID

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.

(HOME INVASION)

b. **Lock** your **doors** and **windows**.

(BURGLARY – DELTA-level codes)

c. **(Caller outside)** **Do not enter** the building. **Wait** at a **safe** location.

✱ Do computer check.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**HOME INVASION**	110-D-1
	2	**Residential BURGLARY** (break-and-enter)	110-D-2
	3	**Commercial BURGLARY** (break-and-enter)	110-D-3
B	1	**PAST HOME INVASION**	110-B-1
	2	**PAST residential BURGLARY** (break-and-enter)	110-B-2
	3	**PAST commercial BURGLARY** (break-and-enter)	110-B-3
Ω	1	Referral	110-Ω-1
	2	Information	110-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

HOME INVASION

Breaking into or unlawfully entering a home **with the intent to injure, kill, or terrorize** the residents or occupants.

BURGLARY (Break-and-Enter)

Breaking and entering, or remaining unlawfully in a building **with the intent to commit a crime**.

Burglary Tools

Devices, instruments, or tools that may be used to commit burglaries. These may include **screwdrivers, bolt cutters, lock picks, or hammers**.

Axioms

1. Intruders may use the **same point of entry and exit**.
2. **Burglaries are usually property crimes**, not crimes against persons.
3. Most **residential** burglaries **occur during daylight hours**.
4. Most **commercial** burglaries **occur at night**.
5. Most **HOME INVASION** targets have been **singled out for specific reasons**.

111 DAMAGE / VANDALISM / MISCHIEF

Chief Complaint

KEY QUESTIONS

COLD CALL

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**?
   b. **(Yes)** **Where** are the weapons **now**?
2. How **many** people are **involved**?

All dispatch codes

3. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**...
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
4. I need to get the **suspect's/person's description**...
5. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**...
6. Are you or anyone else **in danger right now**?
   Yes – caller
   a. **(Yes – someone else)** Exactly **where** are they now?

CID

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.

Do computer check.

DLS	**Link to ☎ X-1 unless:**
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS	CODES
D	1	DAMAGE/VANDALISM	111-D-1
	2	MISCHIEF	111-D-2
B	1	PAST DAMAGE/VANDALISM	111-B-1
	2	PAST MISCHIEF	111-B-2
Ω	1	Referral	111-Ω-1
	2	Information	111-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

DAMAGE/VANDALISM

Willful, malicious, or ignorant acts of destruction with an **intent to damage or destroy property** that result in permanent or temporary impairment of the property's use or value.

MISCHIEF

An **irresponsible or reckless act or behavior** that has the **potential to cause damage**.

112 DECEASED PERSON

KEY QUESTIONS

1. What **caused** the death?

   SUSPICIOUS DEATH
   SUDDEN DEATH
   EXPECTED DEATH
   Witnessed homicide ——— 106

✱ All dispatch codes

2. Do you think s/he is **beyond** any **help** (resuscitation/CPR)?

   No

   a. **(Yes)** Tell me please, **why** does it look like s/he's **dead**?

   Not OBVIOUS DEATH

3. **How long ago** was s/he **found**?
4. **(Appropriate)** Have you **entered** the **premises/location**?

(SUSPICIOUS DEATH)

Chief Complaint

5. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? ———
   b. **(Yes)** **Where** are the weapons **now**?
6. Is there **anyone else** at the **location**?
   a. **(Yes)** I need to get the **person's description**... ———
   b. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... ———
      ii. What **direction** was s/he going?
   c. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... ———
7. **Where exactly** is the deceased?

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.

✱ **(EXPECTED DEATH)** Notify proper **authorities**.

✱ Do **computer check**.

DLS ✱ **Link to ☎ X-1 unless:**

Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	SUSPICIOUS DEATH	112-D-1
	2	SUDDEN DEATH	112-D-2
B	1	EXPECTED DEATH (unquestionable)	112-B-1
Ω	1	Referral	112-Ω-1
	2	Information	112-Ω-2

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DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

SUSPICIOUS DEATH

A death in which **anything** at the scene **suggests criminal activity**, or the cause of death is **clearly unknown**.

SUDDEN DEATH

A death that is **witnessed** and **occurs unexpectedly** (e.g., cardiac arrest, respiratory arrest, and choking).

EXPECTED DEATH

Local Authority must define and authorize (☒) what constitutes **EXPECTED DEATH**. Situations should be unquestionable and may include:

- ☐ Terminal illness
- ☐ DNR (Do Not Resuscitate) Order
- ☐ _____

Approval signature of Local Authority Date approved

OBVIOUS DEATH

Local Authority must define and authorize (☒) what constitutes **OBVIOUS DEATH**. Situations should be unquestionable and may include:

- ☐ Cold and stiff in a warm environment
- ☐ Decapitation
- ☐ Decomposition
- ☐ Incineration
- ☐ Non-recent death (> 6hrs)
- ☐ Severe injuries obviously incompatible with life
- ☐ Submersion (> 6hrs)
- ☐ _____
- ☐ _____

Approval signature of Local Authority Date approved

Rules

1. A person commits homicide when s/he causes the death of another person. Any **witnessed homicide** should be **handled on Protocol 106**.
2. **All unwitnessed deaths are considered SUSPICIOUS** until investigated and proven otherwise.
3. The response of EMS to death incidents **should be established by local policy**.
4. Always consider that reported **suicides may be homicides**.

Axioms

1. Deaths due to **apparent natural causes may need to be investigated**.

113 DISTURBANCE / NUISANCE

KEY QUESTIONS

(DISTURBANCE, Intoxicated/Chemically impaired)

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?
2. How **many** people are **involved**?
3. **(DISTURBANCE)** Was the disturbance **physical** or **verbal**?

✱ All dispatch codes except COLD CALLS

4. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
      iii. **(Known suspect)** Do you know **where** s/he's going?
   b. **(Detained)** Is s/he **cooperative**?
5. I need to get the **suspect's/person's description**... _____
6. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
7. **(DISTURBANCE)** Has anyone involved been **using alcohol** or **drugs**?
8. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
9. Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕

(NUISANCE)

✱ COLD CALL

1. **(Appropriate)** Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?
2. How **many** people are **involved**? _____
3. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
      iii. **(Known suspect)** Do you know **where** s/he's going?
   b. **(Detained)** Is s/he **cooperative**?
4. I need to get the **suspect's/person's description**... _____
5. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____

(Loud party)

1. **Where** is the noise **coming from**?
2. How **many** people are **involved**?
3. Has anyone involved been **using alcohol** or **drugs**?

(Other noise complaint)

1. **Where** is the noise **coming from**?

Chief Complaint

CID

POST-DISPATCH INSTRUCTIONS

a. **Lock** your **doors** and **windows**.
b. If the suspect **arrives/returns**, **do not** let her/him in.
c. **Do not disturb** anything at the **scene**.
d. **(Noise)** **Call** us back if the **noise stops**.
e. **(Court order)** Have all **paperwork available** for the responding officers.

✱ Do computer check.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**Physical DISTURBANCE**	113-D-1
	2	**Verbal DISTURBANCE**	113-D-2
C	1	**Loud** party	113-C-1
	2	**Intoxicated**/Chemically **impaired**	113-C-2
B	1	**PAST DISTURBANCE**	113-B-1
	2	Other **noise** complaint	113-B-2
	3	**NUISANCE**	113-B-3
A	1	**PAST** noise complaint	113-A-1
Ω	1	Referral	113-Ω-1
	2	Information	113-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

DISTURBANCE

Any act causing **disquiet, agitation**, or interruption of the peace and quiet. This includes mutual combat fights or situations where a physical altercation is imminent.

NUISANCE

A **minor disturbance**, such as begging (panhandling), skateboarding complaints, or other activities causing annoyance or bother to others.

Other Noise Complaint

Examples include, but are not limited to, **excessive noise complaints** such as a loud television, stereo, fireworks, or construction noise.

Rules

1. **DOMESTIC and FAMILY disturbances** should be **handled on Protocol 114**.

Axioms

1. The advice to **lock doors and windows** may be **lifesaving**.

KEY QUESTIONS

Chief Complaint

1. Were **weapons** involved or mentioned?
   a. **(No)** Does anyone have **access** to any **weapons**?
      i. **(Yes)** What **type**? _____
      ii. **(Yes)** **Where** are the weapons **now**?
   b. **(Yes)** What **type**? _____
   c. **(Yes)** **Where** are the weapons **now**?
2. Was the disturbance **physical** or **verbal**?

✱ **DELTA-level codes** _____

3. How **many** people are **involved**?
4. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
      iii. **(Known suspect)** Do you know **where** s/he's going?
5. I need to get the **suspect's/person's description**... _____
6. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
7. Are any **children** present?
   a. **(Yes)** How **old** is **each child**?
   b. **(Yes)** **Where** are they now?
8. Has anyone involved been **using alcohol** or **drugs**?
9. Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕

CID

POST-DISPATCH INSTRUCTIONS

a. If it's **safe** to do so, **separate yourself** from her/him and **avoid further contact**.
b. **Lock** your **doors** and **windows**.
c. If the suspect **arrives/returns**, **do not** let her/him in.
d. **Do not disturb** anything at the **scene**.
e. **(Court order)** Have all **paperwork available** for the responding officers.

✱ Do computer check.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ➕ C E G K M O	CODES
D	1	Physical DOMESTIC DISTURBANCE	114-D-1
	2	Verbal DOMESTIC DISTURBANCE	114-D-2
	3	Physical FAMILY DISTURBANCE	114-D-3
	4	Verbal FAMILY DISTURBANCE	114-D-4
B	1	PAST DOMESTIC DISTURBANCE	114-B-1
	2	PAST FAMILY DISTURBANCE	114-B-2
Ω	1	Referral	114-Ω-1
	2	Information	114-Ω-2

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DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

DOMESTIC DISTURBANCE

Any disturbance where the parties involved are, or have been, **in a marriage, domestic partnership, or other intimate relationship**, as defined by applicable laws.

FAMILY DISTURBANCE

Any disturbance where the parties involved share a **close family relationship** such as parent-child, stepparent-stepchild, siblings, etc.

Domestic Violence

A general term used to cover physical and mental **abuse that occurs within the home and family**.

Victims often suffer in silence. Generally, **when the police are called, it is not the first occasion on which the abuse has occurred**. Abuse ranges from serious assaults and beating to psychological abuse and attacks on self-esteem and character.

Rules

1. Disturbances **not involving** persons in a **DOMESTIC** or **FAMILY** relationship should be **handled on Protocol 113**.
2. **DOMESTIC** and **FAMILY** violence has the **potential for escalation** at any time.
3. **Unless the caller mentions** they fear that **household utensils** (kitchen knives, forks, etc.) might be **used as a weapon** against them or another person, such items **should not be considered accessible weapons**.

Axioms

1. Victims of abuse may have **many economic, social, cultural, and emotional factors that contribute to their decision to stay**:
   - Children
   - Economic dependence
   - Emotional dependence
   - Fear of reprisals
   - Lack of knowledge and access to help
   - Shame
   - Social isolation

115 Driving Under the Influence (Impaired Driving)

KEY QUESTIONS

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?
2. I need to get the **vehicle description**... _____
3. **Where's** the **vehicle** now?

✱ **DELTA-level codes** _____

4. I need to get the **suspect's/person's description**... _____
5. **What** makes you think s/he is **impaired**?

(Vehicle in motion)

6. What **direction** is the vehicle going?
7. Are you **following** the vehicle?
8. **(Known suspect)** Do you know **where** s/he's going?

Chief Complaint

POST-DISPATCH INSTRUCTIONS

(Caller following suspect)

a. **(Agency does not support caller following suspect)** **Do not** continue to **follow** or make any **contact** with the driver of the **other** vehicle.
b. **(Agency supports caller following suspect)** **Only** if it's **safe** to do so, continue to **follow** the vehicle at a **safe distance**. **Obey** all **traffic laws** and **do not** make any **contact** with the driver of the **other** vehicle.

✱ Follow **department policy** on **giving advice to the caller** when **following the suspect.**
✱ Update **responders** with **caller/suspect location.**
✱ Do **computer check.**
✱ Notify **bordering** agencies.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**DUI** (impaired driving)	115-D-1
C	1	Drinking in a **parked** vehicle	115-C-1
B	1	**PAST DUI**	115-B-1
Ω	1	Referral	115-Ω-1
	2	Information	115-Ω-2

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DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

DUI – DRIVING UNDER THE INFLUENCE (Impaired Driving)

An offense committed by one **in control of a motorized vehicle while under the influence** of intoxicating liquor or drugs. Commonly referred to by the acronyms **DUI** or **DWI** (driving while intoxicated).

MADD (Mothers Against Drunk Driving)

An active group of individuals **supporting laws prohibiting drinking and driving**. Members are often **relatives** of **DUI** incident victims.

Rules

1. **Always assume that intoxicated drivers are a danger** to responding officers, the reporting party, and others.
2. Instructions about **following a suspect's vehicle** should be handled according to **local policy**.

Axioms

1. Certain stages of insulin shock can easily be **confused with alcohol intoxication or psychiatric problems**.

Indications of Possible DUI/Impaired Driving

- Driving on the wrong side of the road
- Extremely slow speed
- High speed
- Lights off at night
- Open container
- Weaving

KEY QUESTIONS

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ All dispatch codes except COLD CALLS _____

2. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
3. I need to get the **suspect's/person's description**... _____
4. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
5. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
6. **Where** are the **drugs/paraphernalia** now?
7. Does anyone need **medical attention**?
   a. **(Yes)** How **many**?

Chief Complaint

CID

POST-DISPATCH INSTRUCTIONS

a. **Do not** touch anything.
b. **Do not** inhale any fumes.
c. **Do not** approach the **person/vehicle/building**.

✱ Do computer check.
✱ Notify **bordering** agencies.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**Use** or **possession**	116-D-1
	2	**Sale**	116-D-2
	3	**DRUG LAB**	116-D-3
C	1	**Cultivation/Manufacture**	116-C-1
B	1	**Found** drugs or paraphernalia	116-B-1
A	1	**PAST** use or possession	116-A-1
	2	**PAST** sale	116-A-2
	3	**PAST** cultivation/manufacture	116-A-3
Ω	1	Referral	116-Ω-1
	2	Information	116-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

DRUG LAB

A location used in the **illicit production of controlled substances**.

Drugs

Substances that affect the central nervous system, **causing changes in behavior and often addiction**.

Rules

1. **Advise responders** if the location is a known or possible **DRUG LAB**.

Axioms

1. **Drug paraphernalia** may consist of needles, syringes, homemade pipes, bongs, baggies, or glassine bags.
2. The ultimate goal is to **identify and arrest the source** of the illegal drug. The best way to accomplish this goal may be to **obtain the information for the Narcotics Section**, which allows detectives to follow through with an undercover investigation.
3. **Clandestine laboratories** are illicit operations consisting of chemicals and equipment necessary to manufacture controlled substances. Laboratories can be found anywhere, and they are **often associated with odors** of cat urine or ammonia. Clandestine laboratories or premises present **dangers of exposure** for responders and may be **booby-trapped**.
4. Effects of inhalant intoxication **resemble those of alcohol inebriation** (stimulation and loss of inhibition, followed by depression).

Examples of Drug Offenses

- **DRUG LAB**
- Illegal **possession** of drugs
- **Inhaling** of substances (glue, hairspray, paint products, cleaners, solvents)
- Unlawful **cultivation/manufacture**
- Unlawful use of **marijuana**

117 EXPLOSION

KEY QUESTIONS

1. **What** has exploded?
2. Is **anything burning**?

Yes ——— CID

✱ All dispatch codes ———

3. Are you or anyone else **in danger right now**?

Yes – caller ——— CID

a. **(Yes – someone else)** Exactly **where** are they now?

4. Does anyone need **medical attention**?

a. **(Yes)** How **many**?

5. **(Appropriate)** Are there any **unexploded devices** left?

Yes ——— 108

6. **Describe** the extent of the **damage**.
7. Did you **hear** a **bursting** or **hissing** sound?
8. Has anyone **complained** of an **unusual odor**?

a. **(Yes)** What does it **smell like**?

9. Did you see **anything suspicious**?
10. Do you know who might be **responsible**?

(Suspect known)

11. **Where's** the **suspect/person now**?

a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?

i. **(Vehicle)** I need to get the **vehicle description**... ———

ii. What **direction** was s/he going?

12. I need to get the **suspect's/person's description**... ———
13. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... ———

Chief Complaint

POST-DISPATCH INSTRUCTIONS

a. **Stay away** from any **unexploded devices**, **gas**, **fumes**, and **flames**.
b. **Do not use**, **turn on**, or **turn off** any additional **electrical devices**.
c. **Do not disturb** anything at the **scene**.
d. If it's **safe** to do so, keep all **bystanders** away from the **area**.

✱ Notify **utilities**.
✱ Notify **responders** immediately of **odor description**.
✱ Do **computer check**.

DLS ✱ Link to ☎ X-1 unless:

Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS	CODES
D	1	**HIGH OCCUPANCY** building	117-D-1
	2	**Low occupancy** building	117-D-2
	3	**Unknown** situation (investigation)	117-D-3
C	1	**Vehicle** explosion	117-C-1
B	1	**Other** explosion	117-B-1
Ω	1	Referral	117-Ω-1

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

HIGH OCCUPANCY

The general term for a building or location that **can or does contain a large number of people** (e.g., stadium, shopping center, or cinema).

Primary Device

A device that **draws emergency service personnel** to the scene.

Secondary Device

A device that is **intended to explode after the arrival** of emergency personnel. The sole purpose of the secondary device is to kill and/or disable emergency response personnel and to increase casualties.

Weapons of Mass Destruction (WMD)

Weapons that can produce devastating results and harm a large group of people when delivered in a single strike. They include **chemical, biological, and nuclear weapons**.

Rules

1. Always presume that a **secondary device is present** and will be placed where people naturally congregate.
2. Building **evacuations** should be handled according to **local policy**.
3. Consider all explosions as crime scenes and **advise callers not to touch or disturb anything**.
4. **Audible explosions** without known, visible damage should be **coded as 117-D-3**.
5. **Consider the type of location**, along with the building type, when processing explosion incidents. The type of location (residences/offices of high-profile persons, government buildings, industrial/research facilities, mass transit) **may indicate a deliberate terrorist act** has occurred.

Axioms

1. **Large explosions may burn up the chemical** used in weapons of mass destruction.

Explosion-Related Chemical Odors

Unusual odors can **signify what type of gas is present** and include:

- **Bitter almonds** – Cyanide that causes bright red lips and skin, gasping, nausea.
- **Bleach** – Chlorine that causes coughing and choking.
- **Fruity** – Nerve agent that can cause twitching, runny nose, vomiting.
- **Garlic** – Mustard agent that has no immediate symptoms, but later causes large blisters.
- **Geraniums** – Lewisite that causes immediate pain, burning of the eyes and lungs, bee-sting blisters.
- **Newly mown hay** – Phosgene that causes coughing, choking, or pneumonia.

KEY QUESTIONS

Chief Complaint

- ✱ **COLD CALL**
- ✱ **CHARLIE-level codes**
  1. Were **weapons** involved or mentioned?
     - a. **(Yes)** What **type**?
     - b. **(Yes)** **Where** are the weapons **now**?
- ✱ **All dispatch codes**
  2. **Where's** the **suspect/person now**?
     - a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
       - i. **(Vehicle)** I need to get the **vehicle description**...
       - ii. What **direction** was s/he going?
     - b. **(Detained)** Is s/he **cooperative**?
  3. I need to get the **suspect's/person's description**...
  4. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**...
  5. Are you or anyone else **in danger right now**?

     Yes – caller
     - a. **(Yes – someone else)** Exactly **where** are they now?

CID

POST-DISPATCH INSTRUCTIONS

a. Have all required **paperwork** (Affidavit of Forgery) ready for the responding officers.

✱ Do **computer check**.

✱ Notify proper **investigative unit** (fraud, checks, prescriptions).

DLS	✱ Link to ☎ X-1 unless:	
Stay on the Line		X-2
Urgent Disconnect		X-3
Safety Disconnect		X-4
Caller in Danger		CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**CRIMINAL DECEPTION**	118-D-1
	2	**FRAUD/FORGERY**	118-D-2
	3	**Prescription**	118-D-3
C	1	**FRAUD/FORGERY** (electronic means, mail, or phone)	118-C-1
B	1	**PAST CRIMINAL DECEPTION**	118-B-1
	2	**PAST FRAUD/FORGERY**	118-B-2
	3	**PAST** prescription	118-B-3
Ω	1	Referral	118-Ω-1
	2	Information	118-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

CRIMINAL DECEPTION

The act of **deceiving or intentionally misleading** by falsehood, whether spoken or acted, with intent to commit a crime. Knowingly and willfully making a false statement or representation, expressed or implied, pertaining to a present or past fact.

FRAUD

A **false representation of a matter of fact**, whether by words or by conduct, by false or misleading allegations, or by concealment of that which should have been disclosed.

FORGERY

The **making, altering, or uttering** (passing) **of written instruments or documents** that represent money, stamps, securities, deeds, wills, checks, prescriptions, or other similar instruments, or that affect a legal right, interest, or obligation.

Uttering

The act of **passing a forged document** in person, by phone, or by computer.

Rules

1. **Counterfeit currency must be seized as evidence** and dealt with in accordance with **local policy**.

Axioms

1. **There is usually some element of truth** or believability in a con artist's story.
2. **Elderly or vulnerable people** are frequently the **targets** for con artists.
3. **Con artists may operate** by writing checks on closed accounts or by having insufficient funds to cover the check.

Examples of FRAUD/DECEPTION

- Altered prescriptions
- Bait-and-switch
- Con games
- Email scams
- Flimflam
- Forged checks
- Identity theft
- Shell games

119 HARASSMENT / STALKING / THREAT

Chief Complaint

KEY QUESTIONS

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**?
   b. **(Yes)** **Where** are the weapons **now**?
2. **Where's** the **suspect/person now**?

✱ DELTA-level codes

   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**...
      ii. What **direction** was s/he going?
      iii. **(Known suspect)** Do you know **where** s/he's going?
3. I need to get the **suspect's/person's description**...
4. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**...
5. Are you or anyone else **in danger right now**?
   Yes – caller
   a. **(Yes – someone else)** Exactly **where** are they now?
6. **(THREAT)** **What** was the **threat**?

CID

POST-DISPATCH INSTRUCTIONS

a. If the **suspect** is **nearby**, keep very **quiet** and stay **out of sight**.
b. **Lock** your **doors** and **windows**.
c. If the suspect **arrives/returns**, **do not** let her/him in.
d. **Make a list** of all **dates**, **times**, and **details** of previous incidents.
e. **Do not disturb** anything at the **scene**.
f. **(Phone)** **Do not** erase the **caller ID** or recorded message.
g. **(Landline phone)** Attempt to **identify caller information** by using phone trace procedures (*57 or local equivalents).
h. **(Electronic)** **Do not** delete any **text messages/emails**.
i. **(Written matter)** **Save** the **document**.
j. **(Court order)** Have all **paperwork available** for the responding officers.

✱ Attempt a **telephone trace**.
✱ Do **computer check**.

DLS ✱ **Link to ☎ X-1 unless:**

Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**STALKING**	119-D-1
	2	**HARASSMENT**	119-D-2
	3	**THREAT**	119-D-3
C	1	**HARASSMENT** (suspect never on scene or suspect unknown)	119-C-1
	2	**THREAT** (suspect never on scene or suspect unknown)	119-C-2
B	1	**PAST STALKING**	119-B-1
	2	**PAST HARASSMENT**	119-B-2
	3	**PAST THREAT**	119-B-3
Ω	1	Referral	119-Ω-1
	2	Information	119-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

STALKING

The crime of willfully, maliciously, and **repeatedly following or harassing another and making threats** intended to make the person fear for their safety.

HARASSMENT

- Making a phone call **without the purpose of legitimate communication**.
- **Insulting**, **taunting**, or **challenging** another in a manner likely to provoke a violent or disorderly response.
- Making repeated communications **anonymously**, at extremely **inconvenient** hours, or in offensively **coarse language**.

THREAT

A statement of an **intention** to inflict pain, injury, damage, or other hostile action (e.g., blackmail, extortion, or intimidation by phone or electronic communications).

Rules

1. All **STALKING** situations are **considered to be dangerous and potentially violent**.

Axioms

1. The victim frequently **knows the suspect**.
2. In most areas, dialing ***57** from a landline will initiate a call trace. Information recorded when dialing *57 (or local equivalents) **can be released only to local law enforcement personnel** because it may include blocked or normally unobtainable numbers.
3. A **THREAT** or **HARASSMENT** received electronically **does not eliminate** the possibility of the **suspect being in the area**.

KEY QUESTIONS

1. **(Appropriate)** Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ All dispatch codes except COLD CALLS _____

2. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
3. I need to get the **suspect's/person's description**... _____
4. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
5. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
6. **(Appropriate)** I need to get the **victim's description**... _____

Chief Complaint

CID

POST-DISPATCH INSTRUCTIONS

a. **Avoid** the **person** or **vehicle**.
b. **Do not disturb** anything at the **scene**.
c. **(Electronic)** **Do not** delete any **text messages/emails**.
d. **(Written matter)** **Save** the **document**.

✱ Do computer check.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS	➔C E G K M O CODES
D	1	**INDECENCY/LEWDNESS**	120-D-1
C	1	**Prostitution**	120-C-1
B	1	**PAST INDECENCY/LEWDNESS**	120-B-1
	2	**Urinating/Defecating** in public	120-B-2
	3	**Pornography**	120-B-3
	4	**PAST** prostitution	120-B-4
Ω	1	Referral	120-Ω-1
	2	Information	120-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

INDECENCY

Conduct that is considered provocative or offensive. The term is often used when referring to **pornography, prostitution, and improper exposure of the body**.

LEWDNESS

Gross and wanton indecency so notorious as to tend to corrupt the community's morals.

121 MENTAL DISORDER (BEHAVIORAL PROBLEMS)

Chief Complaint

KEY QUESTIONS

(Not suspect)

1. Is s/he **violent**?
2. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ All dispatch codes _____

3. **Where's** the **person** now?
   a. **(Person left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
      iii. **(Known person)** Do you know **where** s/he's going?
   b. **(Detained)** Is s/he **cooperative**?
4. I need to get the **person's description**... _____
5. **(Person on scene)** I need to get the **person's vehicle description**... _____
6. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
7. **(Appropriate)** Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕

(Suspect)

1. Is **anyone else** there with you?
   a. **(Yes)** May I **speak** with her/him, please?
      i. **(Yes)** ✱ Go to **not suspect**.
2. Are you feeling **violent**?
3. Do you have **access** to any **weapons**?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ All dispatch codes _____

4. Are you under **medical care**?
   a. **(Yes)** I need to obtain the **name** and **number** of your **doctor**.
5. **(Appropriate)** Do you need **medical attention**? ⊕

CID

POST-DISPATCH INSTRUCTIONS

(2nd or 3rd party caller)

a. If you **need to talk** to her/him, speak **softly** and **calmly**. **Do not** upset her/him.
b. **Write down** any **drugs** or **medications** s/he is taking.
c. If it's **safe** to do so, **observe** her/him continuously. (**Beware** of being **attacked**.)
d. If it's **safe** to do so, **protect** her/him from her/himself.

✱ Contact **mental health** personnel.
✱ Do **computer check**.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS	✚ C E G K M O CODES
D	1	**Violent**	121-D-1
C	1	**Not** violent	121-C-1
Ω	1	Referral	121-Ω-1
	2	Information	121-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

Mental Disorder

Any incident involving an individual who appears to **lack essential reasoning faculties** or exhibits **bizarre, possibly mentally related behavior**.

Rules

1. Persons exhibiting behavioral problems (at any level of consciousness) are considered to be a **potential risk to themselves and others**.
2. When the caller **does not know** if the person needing assistance is violent, **consider the person to be violent**.

Axioms

1. The behavior of mentally unstable people **may often be unpredictable**.
2. Certain serious medical problems can be confused as "just a mental problem." It would be a **serious error to not respond at all**. These problems include insulin shock, severe blood loss, lack of oxygen, delirium tremens (the DTs), overdose, liver or kidney failure, etc.
3. Certain stages of insulin shock can easily be **confused with alcohol intoxication or psychiatric problems**.

Causes of Abnormal Behavior

- Adverse drug reactions (e.g., PCP)
- Alcohol intoxication
- Drug abuse
- Emotional and hysterical reactions
- Excited delirium (sudden onset of bizarre and/or aggressive behavior)
- Hypovolemic shock (significant blood loss)
- Medical problems and serious illnesses
- Psychiatric problems
- Suicide attempts and threats
- Withdrawals

Chief Complaint

KEY QUESTIONS

1. **(Appropriate)** Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ DELTA-level codes _____

2. **(Appropriate)** **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
3. **(Appropriate)** I need to get the **suspect's/person's description**... _____
4. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
5. **(Appropriate)** Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.

✱ Do computer check.

DLS	✱ Link to ☎ X-1 unless:	
	Stay on the Line	X-2
	Urgent Disconnect	X-3
	Safety Disconnect	X-4

LEVELS	#	DETERMINANT DESCRIPTORS ✚→C E G K M O	
D	1	**URGENT** request	1
B	1	**NON-URGENT** request	122-B-1
Ω	1	Referral	122-Ω-1
	2	Information	122-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

URGENT

A request for **assistance** in an event that is **life threatening** in nature, or where the assistance must be **rendered immediately**.

NON-URGENT

A request for **assistance** in an event that is **not** life threatening in nature, and may be **handled** when **appropriate**.

Miscellaneous

An **event that does not fit anywhere else** in the Chief Complaint Protocol series.

Rules

1. **When a more specific Chief Complaint becomes known, shunt** to the correct Chief Complaint Protocol during interrogation.
2. **Based on the incident**, some of the Key Questions on this protocol may **not be appropriate to ask**.

Examples of Miscellaneous

Examples of the **correct use** of this protocol are:
- Illegal immigrants
- Illegal trash dumping
- Municipal bylaw/ordinance violations (excluding skateboarding)
- Snow shoveling into public areas
- "UFO" sightings
- Weather-generated calls for service (tornado reports)

123 MISSING / RUNAWAY / FOUND PERSON

KEY QUESTIONS

Chief Complaint

1. **(Not LOST PERSON)** How **old** is the **person**?
2. **(Not LOST PERSON)** Does s/he have any **physical**, **medical**, or **mental conditions** that we need to be **aware of**?
3. **(Juvenile MISSING PERSON)** Do you think s/he is a **RUNAWAY**?
4. **(Not LOST PERSON)** I need to get the **person's description**... _____
5. **(MISSING PERSON/RUNAWAY)** Is her/his clothing **appropriate** for **current weather conditions**?

(MISSING PERSON – AT RISK/SPECIAL LOCATION)

6. **When** did you last **see** her/him?

✱ DELTA-level codes _____

7. **Who** was s/he **last seen** with?
8. **(Appropriate)** Did s/he **leave** in a **vehicle**?
   a. **(Yes)** I need to get the **vehicle description**... _____
   b. **(No)** **How** did s/he **leave**?
9. What **direction** was s/he going?
10. Do you know **where** s/he might go?
11. Has s/he been **missing before**?
    a. **(Yes)** **Where** was s/he **found**?
12. Did s/he **take** any **personal items** (clothing, medications) with her/him?
13. Does s/he have any **trackable technology** like a **cell phone**, **tablet**, or **GPS** with her/him?
14. **(Appropriate)** Did s/he **take** any **weapons** with her/him?
    a. **(Yes)** What **type**? _____
15. **(Juvenile)** **Who** has legal **custody**?
16. Did s/he **leave** any **notes**, **letters**, or **threats**?

(LOST PERSON)

6. I need to get **your description**... _____
7. **Where** did you **start** from/**enter** the area?
8. Did you **leave** a **car parked** somewhere?
   a. **(Yes)** I need to get **your vehicle description**... _____
9. **Describe** in detail **where** you are/**what** you can **see**.
10. Do you need **medical attention**? ⊕

(FOUND PERSON)

6. Is s/he **cooperative**?
7. Does s/he **know** who s/he is?
8. Does s/he know **where** s/he lives?
9. Does s/he need **medical attention**? ⊕

POST-DISPATCH INSTRUCTIONS

(MISSING PERSON/RUNAWAY)

a. Try to **find** a recent **photograph** of her/him.
b. **Make** a **list** of her/his **friends**, including their **addresses** and **phone numbers**.
c. **Write down** the names of the **favorite places** s/he frequents.
d. **Write down** her/his **cell phone number** and **give it** to the **responding officers**. **Do not** have anyone **call the number**.
e. Try to **locate** her/him (under beds, in closets, car trunks, swimming pools, hiding places, friends).
f. If possible, have someone **stay at home** in case s/he **returns**.
g. If s/he is **located**, call us back **immediately**.

(LOST PERSON)

h. If it's **safe** to do so, **stay** at your **current location**. If you **need to move** somewhere else, tell me **immediately**.

(FOUND PERSON)

i. Call us back if s/he **leaves** to update us with her/his **location**.

✱ Follow **department policy** on **MISSING PERSONS/RUNAWAYS**.
✱ **Broadcast** an attempt to locate.
✱ Do **computer check**.
✱ Enter **NCIC/CPIC**.

DLS ✱ **Link to ☎ X-1 unless:**

Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4

LEVELS	#	DETERMINANT DESCRIPTORS ➔ C E G K M O	CODES
D	1	**MISSING PERSON** (AT RISK)	123-D-1
	2	**MISSING PERSON** (SPECIAL LOCATION)	123-D-2
	3	**MISSING PERSON** (AT RISK & SPECIAL LOCATION)	123-D-3
C	1	**LOST PERSON** (self-reporting)	123-C-1
B	1	**MISSING PERSON**	123-B-1
	2	**RUNAWAY**	123-B-2
	3	**FOUND PERSON**	123-B-3
	4	**FOUND PERSON** (SPECIAL LOCATION)	123-B-4
Ω	1	Referral	123-Ω-1
	2	Information	123-Ω-2

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DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club **K** = Knife
E = Explosive **M** = Multiple weapon types
G = Gun **O** = Other

MISSING PERSON

Any person whose location is not known, but there is **no evidence that s/he is a RUNAWAY or that a criminal act has taken place.**

AT RISK

Very young people, the elderly, and persons with physical, medical, or mental conditions that impair their ability to care for themselves or to make sound decisions based on circumstances presented to them.

Local Authority must define and authorize (☒) for dispatch purposes what constitutes **AT RISK** age ranges for their area:

☐ Young: _____

☐ Elderly: _____

Approval signature of Local Authority Date approved

SPECIAL LOCATION

An area where, because of **terrain or natural elements**, an agency will utilize a **specialized response** to address the **hazards** that may have caused a person to go missing.

Local Authority must define and authorize (☒) for dispatch purposes what constitutes a **SPECIAL LOCATION** for their area:

☐ _____

☐ _____

☐ _____

Approval signature of Local Authority Date approved

LOST PERSON (self-reporting)

Any person reporting that s/he is **lost or disoriented** in mountains, national parks, or other **unfamiliar** locations or terrain.

RUNAWAY

A juvenile who has **intentionally left without permission** and who is **not considered to be AT RISK.**

FOUND PERSON

Any person who **has been located.**

Juvenile

A person who has **not been deemed an adult by a directive of the courts**, or who has not yet attained the age at which s/he should be treated as an adult **for the purpose of criminal law.**

Background Information

The EPD **should assist the responding law enforcement by providing thorough background information as quickly as possible**. The information should include:
- Any and all prior entries about the suspect, child, family, location, or proximity of the incident.
- Any suspicious activity in the area, including any history of attempted abductions in the area.
- Any prior activity with your agency, surrounding agencies, Internet searches, and/or the Dru Sjodin National Sex Offender Public Website at www.nsopw.gov.
- Any information the National Center for Missing and Exploited Children® (NCMEC), at 1-800-THE-LOST (1-800-843-5678), has about known sex offenders in the area, as well as any history of attempted abductions in the area (includes both U.S. and Canada). Consider registering the case with NCMEC.

KEY QUESTIONS

Chief Complaint

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**?
   b. **(Yes)** **Where** are the weapons **now**?
2. How **many** people are **involved**?

✱ All dispatch codes

3. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**...
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
4. I need to get the **suspect's/person's description**...
5. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**...
6. Where **exactly** is the **officer** now?
7. I need to get the **officer's description**...
8. **(Appropriate)** I need to get the **police vehicle description**...
9. Are you or anyone else **in danger right now**?
   Yes – caller
   a. **(Yes – someone else)** Exactly **where** are they now?
10. **(Appropriate)** Does anyone need **medical attention**?
    a. **(Yes)** How **many**?

CID

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.
b. If the **suspect** is **nearby**, keep very **quiet** and stay **out of sight**.

✱ Notify **bordering** agencies.
✱ Do **computer check**.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ➕➡ C E G K M O	CODES
E	1	**OFFICER DOWN/needs URGENT assistance**	124-E-1
C	1	**NON-URGENT** request	124-C-1
Ω	1	Referral	124-Ω-1
	2	Information	124-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

OFFICER DOWN/Needs URGENT Assistance

An emergency situation where the **life of the officer is at stake** or where the assistance must be **rendered immediately**.

NON-URGENT

A request for **assistance** in an event that is **not** life threatening in nature, and may be **handled** when **appropriate**.

Officer Needs Assistance

Any law enforcement officer who needs assistance or aid.

Rules

1. An Officer Needs Assistance call **will create an emotional response** from all officers hearing the call. It is important to maintain control of the call and response in order to help ensure the safety of the officer involved.

Axioms

1. **Weapons are present** at all Officer Needs Assistance scenes.
2. Most Officer Needs Assistance calls **involve a physical struggle between the officer and another person**.

125 PUBLIC SERVICE (LOCK-OUT / LOCK-IN, PEACE, WELFARE, RECKLESS ACTIVITY)

KEY QUESTIONS

Chief Complaint

(Lock-out/Lock-in)

✱ DELTA-level codes

1. Is anyone **inside** the **vehicle**?
   a. **(Yes)** Is it **running**?
      i. **(Yes)** Is the **air conditioning/heat on**?
2. **(Vehicle)** I need to get the **vehicle description**...
3. **(Vehicle)** What's the **exact location** of the **vehicle** now?
4. **(Appropriate)** I need to get the **person's description**...
5. Does **anyone** have a **key**?
6. **(Appropriate)** Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ✚

(KEEP THE PEACE)

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**?
   b. **(Yes)** **Where** are the weapons **now**?
2. I need to get the **suspect's description**...
3. **(Appropriate)** I need to get the suspect's **vehicle description**...

(Check-the-welfare)

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**?
   b. **(Yes)** **Where** are the weapons **now**?
2. I need to get the **person's description**...
3. **(Vehicle)** I need to get the **vehicle description**...
4. Does s/he have any **physical**, **medical**, or **mental conditions** that we need to be **aware of**?
5. **(Vehicle/Building)** Does **anyone** have a **key**?

(RECKLESS ACTIVITY)

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**?
   b. **(Yes)** **Where** are the weapons **now**?
2. How **many** people are **involved**?

✱ DELTA-level codes

3. I need to get the **person's description**...
4. **(Vehicle)** I need to get the **vehicle description**...
5. Are you or anyone else **in danger right now**?
   Yes – caller
   a. **(Yes – someone else)** Exactly **where** are they now?
6. Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ✚

CID

POST-DISPATCH INSTRUCTIONS

(Lock-out/Lock-in)

a. Attempt to **notify** a **keyholder** and have them **respond**.

(KEEP THE PEACE)

b. Have a **copy** of related **documents** ready for the **officers**.
c. Officers **can only** stand by while **essential** personal property is obtained. They **will not stand by indefinitely** while you negotiate any disposition of property.

(Check-the-welfare)

d. Attempt to **notify** a **keyholder** and have them **respond**.
e. Try to **locate** her/him by **checking** with her/his **friends**, **neighbors**, **doctor**, and **hospitals**.

(RECKLESS ACTIVITY)

f. **Avoid** the **person** or **vehicle**.
g. **Do not disturb** anything at the **scene**.

✱ Follow **department policy** regarding **lock-outs/lock-ins**.
✱ Do **computer check**.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**URGENT** check-the-welfare	125-D-1
	2	**URGENT** lock-out/lock-in	125-D-2
	3	**RECKLESS ACTIVITY**	125-D-3
C	1	**KEEP THE PEACE**	125-C-1
B	1	**NON-URGENT** check-the-welfare	125-B-1
	2	**NON-URGENT** lock-out/lock-in	125-B-2
A	1	**KEEP THE PEACE** (pre-arranged)	125-A-1
Ω	1	Referral	125-Ω-1
	2	Information	125-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

URGENT Check-the-Welfare

Requests to check the well-being of a person who has not been seen or heard from for an unusual period of time, or **whose situation may be life threatening**.

NON-URGENT Check-the-Welfare

Requests to check the well-being of a person who may need temporary shelter, food, or help in other ways, but whose situation **does not appear** to be life threatening.

URGENT Lock-out/Lock-in

People who need help after accidentally locking themselves in or out of their house or vehicle and **whose situation may be life threatening**.

NON-URGENT Lock-out/Lock-in

People who need help after accidentally locking themselves in or out of their house or vehicle, but whose situation **does not appear** to be life threatening.

RECKLESS ACTIVITY

Conduct that creates a **substantial risk of serious physical injury** to any person. Examples include: bridge sitting, car surfing or sledding, or engaging in other dangerous activities without taking necessary safety precautions.

KEEP THE PEACE

Requests for officers to stand by to keep the peace while people obtain property or exchange children.

Public Service

Where police, firefighters, or others engage in a civil activity or provide a function that **does not involve investigating criminal activity**.

Axioms

1. Lock-outs/lock-ins can be life-threatening situations if they occur **during extreme weather conditions**.
2. **Check-the-welfare calls should be considered crime scenes** until proven otherwise.
3. A homeless person **searching for a place to sleep** may be a **NON-URGENT check-the-welfare**.

KEY QUESTIONS

Chief Complaint

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ **DELTA-level codes** _____

2. How **many** suspects are **involved**?
3. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
4. I need to get the **suspect's/person's description**... _____
5. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
6. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
7. **(Appropriate)** **Where's** the **victim**?
   a. I need to get the **victim's description**... _____
8. **What** was taken?
   a. **(Money)** **How much** money was **taken**?
      i. **What** was it **put in**?
      ii. **(Business)** Was the money **marked**?
      iii. **(Business)** Did the money contain a **dye pack** or **electronic tracking device**?
   b. **(Property)** I need to get the **description**(s).
9. Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕

CID

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.
b. **(Business)** If it's **safe** to do so, **lock** the **doors** and **windows** and come **back** to the phone.

✱ Notify proper **investigative unit** and agencies.
✱ Do **computer check**.
✱ **Do not transmit** over the radio the **amount** of money taken.

DLS ✱ Link to ☎ X-1 unless:

Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**Personal ROBBERY**	126-D-1
	2	**Business ROBBERY**	126-D-2
	3	**Carjacking**	126-D-3
B	1	**PAST** personal **ROBBERY**	126-B-1
	2	**PAST** business **ROBBERY**	126-B-2
	3	**PAST** carjacking	126-B-3
Ω	1	Referral	126-Ω-1
	2	Information	126-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

ROBBERY

The taking of money, personal property, or any other article of value in the possession of another from her/his person or immediate presence, which has been accomplished **by means of force or fear** and **against her/his will**.

Axioms

1. **Weapons are used or mentioned** in most **ROBBERIES**.
2. The advice to **lock doors and windows** may be **lifesaving**.

Carjacking Homicide Statistics

FBI data in the U.S. indicates that about **272 homicides each year** are committed by strangers involved in the act of automobile theft.

127 SUICIDAL PERSON / ATTEMPTED SUICIDE

KEY QUESTIONS

Chief Complaint

(Not suspect)

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ DELTA-level codes _____

2. **Where's** the **suicidal person**?
   a. **(Person left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
      iii. **(Known person)** Do you know **where** s/he's going?
3. I need to get the **person's description**... _____
4. **(Person on scene)** I need to get the **person's vehicle description**... _____
5. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
6. Is the suicidal person **violent**?
7. **How** is s/he going to **hurt** her/himself?
8. Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕

(Suspect)

1. **How** do you **intend** to **kill** yourself?
2. Do you have **access** to any **weapons**?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ DELTA-level codes _____

3. I need to get **your description**... _____
4. Are you feeling **violent**?
5. Is **anyone else** with you?
6. Do you need **medical attention**? ⊕
7. **Why** do you want to **kill** yourself?

CID

POST-DISPATCH INSTRUCTIONS

(2nd or 3rd party caller)

a. **Do not disturb** anything at the **scene**.
b. If you **need to talk** to her/him, speak **softly** and **calmly**. **Do not** upset her/him.
c. **Write down** any known **drugs** or **medications** s/he has taken.
d. **Write down** the **names, addresses,** and **phone numbers** of any family members or friends who s/he might go see, or who officers can speak with.

✱ Follow **department policy** on contacting **Suicide and Mental Health Helplines**.
✱ Do **computer check**.
✱ **(Suspect caller)** Speak **softly** and **calmly** to the person.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS	✚ C E G K M O CODES
D	1	ATTEMPTED SUICIDE	127-D-1
	2	THREATENING SUICIDE	127-D-2
B	1	PAST ATTEMPTED SUICIDE	127-B-1
	2	PAST THREATENING SUICIDE	127-B-2
Ω	1	Referral	127-Ω-1
	2	Information	127-Ω-2

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DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

ATTEMPTED SUICIDE

Any **incomplete attempt to voluntarily take** one's own life.

THREATENING SUICIDE

Persons who are threatening to commit suicide **but have not yet done anything to harm themselves**.

Suicidal Person

A person considering self-destruction, which is the **deliberate termination of one's own life**.

Rules

1. Callers who are **THREATENING SUICIDE** should be **kept on the line until responders arrive**.
2. Consider call tracing if there are problems with location, identification, or information cooperation. **Carefully and tactfully determine the suicidal person's exact location**.

Axioms

1. Most people who call in **THREATENING SUICIDE have not made that decision yet** and are really asking for help.
2. Asking a distraught person if they are thinking about suicide **does not encourage them to do so**.

Chief Complaint

KEY QUESTIONS

1. What **type** of **incident** do you want to **add information** to?
2. What's the original **case** (incident) **number** assigned to your call?
   a. **(Unknown)** What's the **name** of the **officer** who took the report?
3. What **agency** does the officer **work for**?
4. What **type** of **information** do you want to **add**?
   a. **(Suspect)** I need to get the **suspect's/person's description**... _____
   b. **(Evidence)** I need to get the **description** of the **evidence**.
   c. **(Weapon)** I need to get the **weapon description**... _____
   d. **(Vehicle)** I need to get the **vehicle description**... _____
   e. **(Items stolen)** I need to get the **item's description**.
   f. **(Other)** What **other information** do you have?

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.

* Do **computer check**.
* **Refer** caller to **appropriate section** or **agency** for follow-up.

DLS * Link to ☎ X-1

LEVELS	#	DETERMINANT DESCRIPTORS	CODES
B	1	**Suspect**	128-B-1
	2	**Evidence**	128-B-2
A	1	**Weapons**	128-A-1
	2	**Vehicle**	128-A-2
	3	**Items**	128-A-3
	4	**Other** information	128-A-4
Ω	1	Referral	128-Ω-1
	2	Information	128-Ω-2

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Chief Complaint

DESCRIPTION ESSENTIALS	Supplemental Information	Rules
Weapons • Gun (**type**: pistol, rifle, shotgun) • Knife (**type**: long, short) • Club (**type**: bat, tire iron) • Other (**type**: glass, bottle, vehicle) • Explosive (**type**: bomb) **Person**(s) (armed suspects first) • **Race** • **Gender** • **Age** (DOB) • **Clothing** • Build/Height/Weight • Hair color/length/style • Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry) • Complexion • Eye color • Demeanor (calm, emotional, intoxicated) • Name/Relationship • Address/Phone number **Vehicle (CYMBALS)** • **Color** • Year • Make/Model • **Body style** • Additional (paintwork, damage) • License • State/Province **Bicycle** • Type/Style • Color • Brand/Manufacturer • Wheel size • Other features **Boat** (Vessel) • **Size** • Color • Name • Registration number • **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)	**Information to be added to an existing report** in the form of additional suspect information, additional items missing, or general information about the circumstances of the incident.	1. Supplements are **not "in-progress" events**.

129 SUSPICIOUS / WANTED (PERSON, CIRCUMSTANCES, VEHICLE)

KEY QUESTIONS

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?
2. **(WANTED person)** What's s/he **wanted for**?
3. **(SUSPICIOUS)** What's **suspicious** about the person/circumstances/vehicle?

✱ CHARLIE-level codes _____

4. **(SUSPICIOUS/WANTED vehicle)** I need to get the **vehicle description**... _____
5. **(Not SUSPICIOUS circumstances)** **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
6. **(Not SUSPICIOUS circumstances)** I need to get the **suspect's/person's description**... _____
7. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
8. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?

Chief Complaint

CID

POST-DISPATCH INSTRUCTIONS

a. **Do not** approach the **person/vehicle/building**.
b. **Do not disturb** anything at the **scene**.
c. **(Court order)** Have all **paperwork available** for the responding officers.

✱ Do computer check.
✱ Check for warrants.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS	CEGKMO CODES
C	1	**SUSPICIOUS** person	129-C-1
	2	**WANTED** person	129-C-2
	3	**SUSPICIOUS** vehicle	129-C-3
	4	**WANTED** vehicle	129-C-4
	5	**SUSPICIOUS** circumstances	129-C-5
	6	**Violation of order**	129-C-6
B	1	**PAST SUSPICIOUS** person	129-B-1
	2	**PAST SUSPICIOUS** vehicle	129-B-2
	3	**PAST SUSPICIOUS** circumstances	129-B-3
Ω	1	Referral	129-Ω-1
	2	Information	129-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

SUSPICIOUS

A **belief or opinion** that circumstances, observed or heard (persons, cars, noises, etc.), **may involve criminal activity** and the need for police involvement.

WANTED

A person or vehicle **sought by the police** in connection with a crime.

KEY QUESTIONS

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?
2. **Where's** the **suspect/person now**?
   a. **(Detained)** Is s/he **cooperative**?

✱ All dispatch codes except COLD CALLS _____

3. **(VEHICLE THEFT)** I need to get the **stolen vehicle description**... _____
4. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
   a. **(Vehicle)** I need to get the **vehicle description**... _____
   b. What **direction** was s/he going?
5. I need to get the **suspect's/person's description**... _____
6. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**... _____
7. Are you or anyone else **in danger right now**?
   Yes – caller _____
   a. **(Yes – someone else)** Exactly **where** are they now?
8. **What** did s/he take/attempt to take?
   a. **(Property)** What's the total **estimated value** of the item(s)?
      i. Do you have a way to **electronically track** it?
   b. **(Money)** **How much** money was involved?
   c. **(VEHICLE THEFT – Owner/Victim)** Are the vehicle payments **current**?
      i. Do you have a way to **electronically track** it?
   d. **(Attempted VEHICLE THEFT)** I need to get the **vehicle description**... _____

Chief Complaint

CID

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.
b. **Contact** your **financial institutions** to **cancel** bank cards, credit cards, and checks.

✱ Follow **department policy** on **referring the caller** to other **sections** or **agencies**.
✱ Do **computer check**.
✱ **Do not transmit** over the radio the **amount** of money or the **value** of the property involved.

DLS	✱ Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**THEFT (LARCENY)**	130-D-1
	2	**VEHICLE THEFT**	130-D-2
	3	**THEFT FROM VEHICLE**	130-D-3
C	1	Suspect **detained** and **cooperative**	130-C-1
B	1	**PAST THEFT (LARCENY)**	130-B-1
	2	**PAST VEHICLE THEFT**	130-B-2
	3	**PAST THEFT FROM VEHICLE**	130-B-3
	4	**PAST** attempted **THEFT (LARCENY)**	130-B-4
	5	**PAST** attempted **VEHICLE THEFT**	130-B-5
	6	**PAST** attempted **THEFT FROM VEHICLE**	130-B-6
Ω	1	Referral	130-Ω-1
	2	Information	130-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

THEFT (LARCENY)

The act of dishonestly taking property from another **with the intent of permanently depriving the owner of it** (stealing).

VEHICLE THEFT

The act of stealing or taking a vehicle **without the owner's consent**.

THEFT FROM VEHICLE

Removal of property that is **in or on a vehicle** without the owner's consent.

Repossession

Reclaiming of a vehicle by a finance company **for lack of payment**. Since this usually occurs at night, the owner wakes to find the vehicle missing and reports it to the police.

Rules

1. **Carjackings** should be **handled on Protocol 126**.

131 TRAFFIC / TRANSPORTATION INCIDENT (CRASH)

KEY QUESTIONS

Chief Complaint

Vehicle in floodwater & Water not moving vehicle — 132

1. Is anyone **injured**?
   a. **(Yes)** How **many**?
2. **(HIGH MECHANISM)** Is anyone **pinned** (trapped)?
3. **(HIGH MECHANISM)** Was anyone **thrown** from the vehicle(s)?
4. **(HAZMAT)** What are the warning **placard numbers** (chemical ID) of the **hazardous** materials?
5. How **many** vehicles are **involved**?
6. Are **all** of the **drivers** still **there**?

* All dispatch codes

   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**...
      ii. What **direction** was s/he going?
      iii. I need to get the **suspect's/person's description**...
7. **(Appropriate)** Is there anything **blocking** or **slowing** the flow of **traffic**?
8. I need to get the **description** of the **vehicles on scene**...
9. What's the **exact location** of the **vehicle**(s) now?
10. **(Appropriate)** Has anyone involved been **using alcohol** or **drugs**?

POST-DISPATCH INSTRUCTIONS

a. If the vehicle is **causing danger** and if it's **safe** to do so, **move** it to a **safer** location (out of the flow of traffic, off to the side of roadway).
b. For **everyone's safety**, (tell any bystanders to) **stand** well **clear** of approaching **traffic**. If it's **safe** to do so, **turn on** flashing **hazard lights**.
c. Without putting yourself in any **danger**, have your driver's **license**, vehicle **registration**, and insurance **paperwork** ready for the officers.
d. **(HAZMAT)** **Stand safely away** from any **fuel**, **chemicals**, or **fumes**.

* Follow **department policies** on investigating **non-reportable or private property** incidents.
* Notify **proper agencies** (medical, fire, investigative units).

DLS	* Link to ☎ X-1 unless:	
	Sinking Vehicle (caller inside)	A-1
	Vehicle in Floodwater (caller inside)	A-2
	Accelerator Stuck & Can't Stop Vehicle	pullout →
	Stay on the Line	X-2
	Urgent Disconnect	X-3
	Safety Disconnect	X-4

LEVELS	#	DETERMINANT DESCRIPTORS ✚ R H B A	CODES
E	1	**Sinking vehicle**	131-E-1
	2	**Vehicle in floodwater**	131-E-2
	3	**Accelerator stuck & can't stop** vehicle	131-E-3
D	1	**TRAFFIC INCIDENT** (**with** injury)	131-D-1
	2	**HIT-AND-RUN** (**with** injury)	131-D-2
	3	**Mass transportation** incident	131-D-3
C	1	**TRAFFIC INCIDENT** (**unknown** injury)	131-C-1
	2	**HIT-AND-RUN** (**unknown** injury)	131-C-2
B	1	**TRAFFIC INCIDENT** (**no** injury)	131-B-1
	2	**TRAFFIC INCIDENT** (**minor** injury – EMS refused)	131-B-2
	3	**HIT-AND-RUN** (**no** injury)	131-B-3
	4	**HIT-AND-RUN** (**minor** injury – EMS refused)	131-B-4
A	1	**PAST TRAFFIC INCIDENT**	131-A-1
	2	**PAST HIT-AND-RUN**	131-A-2
Ω	1	Referral	131-Ω-1
	2	Information	131-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to identify specific scene conditions that may warrant a **different response** than usual. **Only one** suffix can be chosen. If **more than one** condition is present, choose the suffix that is **highest** on the list:

R = Rescue
H = **HAZMAT**
B = Blocking or slowing traffic
A = Animal

TRAFFIC INCIDENT (Crash)

A **moving vehicle** striking another vehicle, person, property, object, or animal and **causing damage or injury**.

HIT-AND-RUN

When a driver of a vehicle involved in an incident **leaves the scene** of the incident **without completing all of the tasks required by law**.

LOW MECHANISM

A situation in which there is evidence to suggest **minor or unknown injuries**. Examples include:
- Low-speed collision (fender bender)
- Minor or no damage to vehicles

HIGH MECHANISM

A situation in which there is evidence to suggest **serious injuries as a result of the mechanism of injury**. Situations may include, but are not limited to:
- All-terrain/snowmobile
- High-speed collision
- Possible death at scene
- Rollover
- Vehicle off bridge/height
- Vehicle vs. pedestrian/bicycle/motorcycle

HAZMAT

An incident involving a gas, liquid, or solid that, in any quantity, **poses a threat to life, health, or property**.

Rules

1. Information about the presence of **HAZMAT** must be **spontaneouly provided** by the caller.
2. **Exact incident location should include specific information** like "in the northbound lanes, south of the intersection, at milepost *x*."
3. **Incidents involving trains require notifying the train dispatch center** to stop additional trains from causing a second incident.

Axioms

1. **Placard numbers** (chemical ID) can be used to determine the **cargo of commercial vehicles**.
2. **Chemicals leaking from a vehicle** may trigger a **HAZMAT** response.

KEY QUESTIONS

(ROAD RAGE)

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**? _____
   b. **(Yes)** **Where** are the weapons **now**?

✱ ROAD RAGE _____ 132-D-1

2. How **many** vehicles are **involved**?
3. I need to get the **vehicle description**... _____
4. What **direction** was s/he going?
5. **Where** was the vehicle(s) last **seen**?
6. I need to get the **driver's description**... _____
7. Do you want to **make** an **official complaint** (give a statement)?
8. Are you **following** the vehicle?
   a. **(No)** Is the suspect's vehicle **following you**?

(TRAFFIC VIOLATION/COMPLAINT)

1. How **many** vehicles are **involved**?
2. I need to get the **vehicle description**... _____ 132-C-1, 132-B-1
3. What **direction** was s/he going?
4. **Where** was the vehicle(s) last **seen**?
5. I need to get the **driver's description**... _____
6. Do you want to **make** an **official complaint** (give a statement)?
7. Are you **following** the vehicle?

Chief complaint

(HAZARDOUS ROAD CONDITIONS)

1. Is the hazard **blocking/slowing** the flow of **traffic**?

(HAZARDOUS VEHICLE)

1. I need to get the **vehicle description**... _____
2. What **direction** was s/he going?
3. **Where** was the vehicle(s) last **seen**? _____ 132-C-3
4. I need to get the **driver's description**... _____
5. **(HAZMAT)** What are the warning **placard numbers** (chemical ID) of the **hazardous** materials?

(Parking complaint/Stalled vehicle/Abandoned vehicle)

1. **(Parking complaint/Abandoned vehicle)** How **many** vehicles are **involved**?
2. I need to get the **vehicle description**... _____
3. What's the **exact location** of the **vehicle**(s) now?
4. Is the vehicle **blocking/slowing** the flow of **traffic**?
   Yes _____ 132-C-2

POST-DISPATCH INSTRUCTIONS

(Caller following suspect)

a. **(Agency does not support caller following suspect)** **Do not** continue to **follow** or make any **contact** with the driver of the **other** vehicle.
b. **(Agency supports caller following suspect)** **Only** if it's **safe** to do so, continue to **follow** the vehicle at a **safe distance**. **Obey** all **traffic laws** and **do not** make any **contact** with the driver of the **other** vehicle.
c. For **everyone's safety**, (tell any bystanders to) **stand** well **clear** of approaching **traffic**. If it's **safe** to do so, **turn on** flashing **hazard lights**.
d. **(HAZMAT)** **Stand safely away** from any **fuel**, **chemicals**, or **fumes**.

✱ Do **computer check**.
✱ Follow **department policy** on:
- **giving advice to the caller** when they are being **followed by the suspect**.
- **giving advice to the caller** when **following the suspect**.
- **asking the caller** to **sign a complaint** at the police station.

✱ Update **responders** with **caller location**.
✱ **Determine** a specific, **clear meeting point** for the **emergency crews**.

DLS ✱ **Link to ☎ X-1 unless:**

Suspect Following	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4

LEVELS	#	DETERMINANT DESCRIPTORS ➔ C E G K M O	CODES
D	1	**ROAD RAGE**	132-D-1
C	1	**SERIOUS TRAFFIC VIOLATION/COMPLAINT**	132-C-1
	2	**HAZARDOUS ROAD CONDITIONS**	132-C-2
	3	**HAZARDOUS VEHICLE**	132-C-3
B	1	**MINOR TRAFFIC VIOLATION/COMPLAINT**	132-B-1
	2	**Parking** complaint	132-B-2
	3	**Stalled vehicle** (motorist assist)	132-B-3
	4	**PAST ROAD RAGE**	132-B-4
A	1	**Abandoned** vehicle	132-A-1
	2	**PAST TRAFFIC VIOLATION/COMPLAINT**	132-A-2
Ω	1	Referral	132-Ω-1
	2	Information	132-Ω-2

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DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

ROAD RAGE

Inappropriate driving actions **accompanied by threats**.

SERIOUS TRAFFIC VIOLATION/COMPLAINT

Multiple or **serious driving complaints** such as aggressive lane changes or travel, wrong way of travel, extremely high speeds, or other reckless driving actions that create a substantial risk.

MINOR TRAFFIC VIOLATION/COMPLAINT

Singular or **minor driving complaints** such as speeding or failing to comply with traffic control devices (stop sign or signal, failure to yield).

HAZARDOUS ROAD CONDITIONS

Unsafe road conditions that pose a hazard to people or property. Examples include a vehicle or debris blocking the roadway, icy roads, missing or malfunctioning traffic control devices, and missing road covers.

HAZARDOUS VEHICLE

Any **moving vehicle's condition** that poses a hazard to people or property. Examples include a poorly secured or unsecured vehicle load, extreme disrepair of a vehicle, and all other conditions that make a vehicle unsafe for travel.

HAZMAT

An incident involving a gas, liquid, or solid that, in any quantity, **poses a threat to life, health, or property**.

Rules

1. Information about the presence of **HAZMAT** must be **spontaneously provided** by the caller.
2. **Parked or stalled** vehicles and motorist assist situations involving vehicles that are **blocking the flow of traffic** should be **coded as 132-C-1**.
3. Instructions about **following a suspect's vehicle** should be handled according to **local policy**.

Axioms

1. Most **TRAFFIC VIOLATION/COMPLAINT** calls **require the caller to sign a summons or complaint** and, if required, **testify against that person in court**.
2. **Placard numbers** (chemical ID) can be used to determine the **cargo of commercial vehicles**.
3. **Chemicals leaking from a vehicle** may trigger a **HAZMAT** response.

133 TRESPASSING / UNWANTED

KEY QUESTIONS

Chief Complaint

COLD CALL

1. Were **weapons** involved or mentioned?
   a. **(Yes)** What **type**?
   b. **(Yes)** **Where** are the weapons **now**?
2. How **many** people are **involved**?

All dispatch codes

3. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**...
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
4. I need to get the **suspect's/person's description**...
5. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**...
6. Are you or anyone else **in danger right now**?
   Yes – caller
   a. **(Yes – someone else)** Exactly **where** are they now?
7. **Who** is **in charge** of the property (owner/manager)?

CID

POST-DISPATCH INSTRUCTIONS

a. **Avoid** the **person** or **vehicle**.
b. **Lock** your **doors** and **windows**.
c. **(Court order)** Have all **paperwork available** for the responding officers.

Do computer check.

DLS	* Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS	✚ C E G K M O	CODES
D	1	TRESPASSING/UNWANTED		133-D-1
B	1	PAST TRESPASSING/UNWANTED		133-B-1
Ω	1	Referral		133-Ω-1
	2	Information		133-Ω-2

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

TRESPASSING

Any **unauthorized intrusion or invasion** of the private premises, property, or land of another.

UNWANTED

A situation involving a person who is not wanted at a location, **who has been asked to leave**, but who **chooses to remain** at that location.

Axioms

1. Some **TRESPASSING** or **UNWANTED** situations **occur as a result of domestic violence**.
2. Many trespassers **do not realize they are TRESPASSING**.

134 UNKNOWN (3RD PARTY)

Chief Complaint

KEY QUESTIONS

1. Were **weapons** involved or mentioned?
   Yes _____ 135
2. **Where's** the **person** who asked you to call?
   a. **(Person left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**... _____
      ii. What **direction** was s/he going?
3. I need to get the **person's description**... _____
4. **(Person on scene)** I need to get the **person's vehicle description**... _____
5. Does anyone need **medical attention**?
   a. **(Yes)** How **many**? ⊕

POST-DISPATCH INSTRUCTIONS

✱ Do computer check.

DLS	✱ Link to ☎ X-1 unless:	
Stay on the Line		X-2
Urgent Disconnect		X-3
Safety Disconnect		X-4

LEVELS	#	DETERMINANT DESCRIPTORS	CODES
D	1	**UNKNOWN** (3rd party)	134-D-1
Ω	1	Referral	134-Ω-1

Calls and notifications will vibrate

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Protected by U.S. Patents 7,436,937; 8,396,191; 8,670,526; 8,873,719; 9,319,859.

DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

UNKNOWN (3rd Party)

A situation where **not enough details** exist to be able **to accurately classify the call**.

An example is a caller who is asked to call the police for another individual, but does not know what the situation is or why the other person needs the police.

Rules

1. If the actual type of problem (Chief Complaint) becomes apparent during interrogation, go to and **dispatch from that more specific protocol**.

Axioms

1. These calls have the **potential to be very dangerous because**, even after successful interrogation using all the Key Questions, **the real nature of the problem may still be unknown**.
2. Often, **UNKNOWN** problem calls are 3rd party. Obtaining specific information may be difficult; however, a **problem isn't UNKNOWN until all required questioning has been completed**.

Frenza's Law

A thing not looked for is seldom found.

KEY QUESTIONS

1. What **type** of **weapons** are involved?
2. **Where** are the weapons **now**?
3. **(Gun)** Have **shots** been **fired**?
   a. **(Yes)** How **many**?
   b. **(Yes)** Did you **see** the person who **fired** the shots?
      i. **(No)** What **direction** were the shots **coming from**?
      ii. **(No)** Did you **see** or **hear** anything **else**?

*** All dispatch codes**

4. **Where's** the **suspect/person now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**...
      ii. What **direction** was s/he going?
   b. **(Detained)** Is s/he **cooperative**?
5. I need to get the **suspect's/person's description**...
6. **(Suspect on scene)** I need to get the **suspect's/person's vehicle description**...
7. Are you or anyone else **in danger right now**?
   Yes – caller
   a. **(Yes – someone else)** Exactly **where** are they now?
8. **(Appropriate)** Does anyone need **medical attention**?
   a. **(Yes)** How **many**?

Chief Complaint

CID

POST-DISPATCH INSTRUCTIONS

a. **Do not disturb** anything at the **scene**.
b. **Do not** approach the **person/vehicle/building**.

***** Do computer check.

DLS *** Link to ☎ X-1 unless:**

Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Caller in Danger	CID

LEVELS	#	DETERMINANT DESCRIPTORS ✚ C E G K M O	CODES
D	1	**WEAPONS INCIDENT**	135-D-1
	2	**SHOTS FIRED** (suspect **seen**)	135-D-2
C	1	**SHOTS FIRED** (**heard** only)	135-C-1
B	1	**PAST WEAPONS INCIDENT**	135-B-1
	2	**PAST SHOTS FIRED**	135-B-2
Ω	1	Referral	135-Ω-1
	2	Information	135-Ω-2

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DESCRIPTION ESSENTIALS

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Chief Complaint

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

- **C** = Club
- **E** = Explosive
- **G** = Gun
- **K** = Knife
- **M** = Multiple weapon types
- **O** = Other

WEAPONS INCIDENT

The carrying or displaying of any article made, adapted, or intended to be **used for incapacitating or injuring a person**.

SHOTS FIRED

Discharging a weapon such as a handgun, shotgun, rifle, military weapon, or homemade weapon (e.g., potato gun).

Firearms

A **lethal, barreled weapon of any description** from which any shot, bullet, or other missile can be discharged (gun, shotgun, handgun, rifle, etc.).

Rules

1. **All SHOTS FIRED calls should be considered authentic** until proven otherwise.
2. **SHOTS FIRED** that are **heard** only (**not** observed visually) should be **coded as 135-C-1**.

Axioms

1. **Not all SHOTS FIRED complaints involve weapons**. Some vehicle backfires and the use of fireworks are reported as **SHOTS FIRED**.
2. **Not all displays** of weapons are illegal.

KEY QUESTIONS

1. What **type** of **weapons** are involved?
   a. **(Gun)** How **many** shots have been **fired**?
   b. **(Gun)** **When** was the **last time** you **heard** shots fired?
2. How **many** suspects are **involved**?
3. **Where's** the **suspect now**?
   a. **(Suspect left/leaving/circulating)** **How** did s/he **leave**?
      i. **(Vehicle)** I need to get the **vehicle description**...
      ii. What **direction** was s/he going?
   b. I need to get the **suspect's description**...
4. Can you safely **evacuate/leave** the building/area?
   Yes — S-1
   No or Unknown — S-2
5. **(LOCKDOWN)** Where **exactly** are you?
   a. What's the **best way** to **get** to you?
   b. How **many** people are **with you**?
6. How **many** people are **in the building/area**?
7. Does the suspect appear to be wearing a **bulletproof vest** or **body armor**?
8. Did you **see** the suspect **carrying anything**?
   a. **(Yes)** **Describe** it to me.
9. Did you **hear** the suspect **saying anything**?
   a. **(Yes)** **What** did s/he say?
10. **(Suspect on scene)** I need to get the **suspect's vehicle description**...
    a. **Where's** the **vehicle** now?
11. Has the suspect **taken** any **hostages**?
    a. **(Yes)** How **many**?
    b. **(Yes)** Exactly **where** are they?
12. How **many** people are **injured**?
13. Is there **anything else** you can **tell me**?

Chief Complaint

POST-DISPATCH INSTRUCTIONS

(Evacuation)
a. If the **suspect leaves**, tell me **immediately**.
b. **Do not put** yourself in any (more) **danger**.

(LOCKDOWN)
c. If the **suspect** is **nearby**, keep very **quiet** and stay **out of sight**.

* Do **computer check**.
* Follow **department policy** regarding the **notification** of department administration, speciality units (SWAT), and bordering agencies.

DLS	* Link to ☎ X-1 unless:
Stay on the Line	X-2
Urgent Disconnect	X-3
Safety Disconnect	X-4
Evacuation	S-1 pullout →
LOCKDOWN	S-2 pullout →

LEVELS	#	DETERMINANT DESCRIPTORS	CEGKMO CODES
E	1	ACTIVE ASSAILANT (SHOOTER)	136-E-1

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DESCRIPTION ESSENTIALS

Chief Complaint

Weapons
- Gun (**type**: pistol, rifle, shotgun)
- Knife (**type**: long, short)
- Club (**type**: bat, tire iron)
- Other (**type**: glass, bottle, vehicle)
- Explosive (**type**: bomb)

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

Determinant Suffixes

The suffix codes help to delineate the specific type of weapon:

C = Club
E = Explosive
G = Gun
K = Knife
M = Multiple weapon types
O = Other

ACTIVE ASSAILANT (SHOOTER)

An **armed** person who has used **any type of weapon** to inflict **deadly physical force** on others and **continues** to do so while having **unrestricted access** to additional victims.

LOCKDOWN

A response utilized by schools, businesses, or individuals that **secures people** in a facility or room to **minimize their exposure** to an **ACTIVE ASSAILANT** (**SHOOTER**).

Rules

1. **ASSAULT** situations in which a suspect **does not have unrestricted access** to additional victims should be **handled on Protocol 106**.
2. **Evacuating**, if **safe** to do so, is the **best action** callers can take to **save lives**. However, if this is **not possible**, instructions for callers to go into a **LOCKDOWN** are **critical**.
3. **Hostage situations** developing in the course of an **ACTIVE ASSAILANT** (**SHOOTER**) scenario should be **handled on Protocol 136**.

Axioms

1. Individuals who are found by an **ACTIVE ASSAILANT** (**SHOOTER**) and **cannot get away** should be **mentally prepared to fight for their lives** by using weapons, throwing objects, acting aggressively, and yelling.
2. **Most victims** of the Columbine High School massacre were found **in the library** where students were **unable** to evacuate or go into a **LOCKDOWN**.
3. The term "**active shooter**" is a phrase coined by law enforcement to describe **armed assailants who use deadly force** on individuals while having **unrestricted access** to additional victims. These assailants **commonly use firearms**, hence the term "active shooter"; however, **any weapon could be used**.
4. A true **LOCKDOWN supersedes a fire alarm unless** the smoke or fire is an **immediate life threat**.

NTOA Statement

NTOA (National Tactical Officers Association) **cautions against** a change in police response **based solely on a time delay** of when shots were reportedly last heard. This time delay, by itself, **does not negate the need for an immediate response**. The perpetrator may be using, or preparing to use, other weapons (knives, IEDs , etc.), or her/his shots may not be audible. If the threat's location is not known, officers should begin searching or rescue wounded victims. Officers should transition to a hostage/barricade situation, if necessary, based only on the totality of circumstances.

1 Get Car into Neutral

(Automatic transmission) Okay, **shift** into **neutral** or **"N" now**.

In Neutral → 6
Unable to Shift → 2

(Manual/Stick Shift transmission) Okay, **push in** the **clutch pedal** first and **shift** into **neutral** or **"N" now**.

In Neutral → 6
Unable to Shift → 3

2 Can't Shift (Automatic Transmission)

Okay, put your **foot** on the **brake first** and then try **shifting** it into **neutral** again. (You may need to **push** the **button** on the **side** of the **shift handle** with your **thumb** to make it work.)

In Neutral → 6
Still Unable to Shift → 3

3 Turn Off Engine

Listen, I'll tell you how to **turn off** your engine. Do you have a **standard key ignition** or a **start/stop** button?

Standard Key → 4
Start/Stop Button → 5

4 Standard Key Ignition

Turn the **ignition key** just **one click** back (ACC position) so that the engine **shuts off** but it **doesn't lock** your **steering wheel**.

Turning off the ignition will **change** the power brakes and steering to **manual mode**. They should **still work**, but will be somewhat **stiffer than normal** (harder to turn and press the brake).

→ 6

5 Start/Stop Button

Do not just **tap** the **start/stop** button. **Push** it in **firmly** and **steadily** for at least **3 seconds** until the engine completely stops.

Turning off the ignition will **change** the brakes and steering to **manual mode**. They should **still work**, but will be somewhat **stiffer than normal** (harder to turn and press the brake).

→ 6

6 Slow and Stop Car

Apply **firm**, **constant pressure** to your brake pedal **gradually** until you come to a safe stop. **Don't pump** the brake. Carefully **slow down** and **steer** to the **side** of the road. **Tell me** when you are **stopped** or if **anything else** happens.

Not Stopped Completely → 7
Stopped → 8

7 Not Stopped Completely

Try to get the car **stopped** as best you can. **Tell me** when you are **stopped** or if **anything else** happens.

Stopped → 8
Repeat/Reassure

8 Stopped

Are you **completely off** the road?

(Automatic transmission) Okay, **keeping** your **foot** on the brake, **shift** into **park** or **"P"** now. **Turn the ignition off** completely now.

(Manual/Stick Shift transmission) Okay, **apply** your **emergency brake** now. **Turn the ignition off** completely now.

Engine Off → 9

9 Safety Instructions

Are you **parked** in a **safe place** now?

* **Do not encourage** them to **either exit** the vehicle **or remain in** the vehicle.

Exiting Car → 10
Staying in Car → 11

Chart Companion

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1 Sinking Vehicle (Caller Inside)

Stay calm and **listen carefully** so that I can help you get out. I will tell you **exactly** what to do next.

Have everyone **release** their **seat belts** and **unlock** the **doors**.

- Can you **open** a **rear** side window **all the way**?

(If you have **electric windows**, make sure your **key** is **on**.)

Yes → 1c

- **(No)** Can you **open** a **front** side window **all the way**?

Yes → 1c
No → 1a

1a Break Window

Move into the **backseat**, where you need to try to **break** a **rear** side window.

- Do you have a **hammer**, **center punch**, or anything **heavy and hard** to **break** the **window** with?

No → 1b

(Yes) **Use** this object and **hit** a side window **near the bottom corner**, **closest** to the **front** of the vehicle.

- Did you **break** the **window**?

(Yes) **Clear** all of the **glass** out of the **window opening**.

Yes → 1c
No → 1b

1b Try Again to Break Window

Is there **anything else** around that is **heavy and hard**? (Check your **glove compartment**, **console**, and **under** your **seats**.)

(Yes) **Use** this object and **hit** a side window **near the bottom corner**, **closest** to the **front** of the vehicle.

(No) **Lie down** on your back and use **both feet together** to kick a **rear** side window **near the bottom corner**, **closest** to the **front** of the vehicle.

- Did you **break** the **window**?

(Yes) **Clear** all of the **glass** out of the **window opening**.

Yes → 1c
No → 1d

1c Exit Vehicle

Roll that window **all the way down**.

- Are there any **children** or **anyone else** who needs **assistance** with their **seat belts**?

(Yes) Starting with the **oldest**, **help** them **undo** their **seat belts** and have them **get out** through the **open window**. Push all the **children** out **ahead of you**.

Get out of the vehicle **now** and **swim** to the **nearest shore**. If you need to, you can **hold on to** the floating vehicle **until** you **catch your breath** and determine **where** to swim.

End

Chief Complaint

Rules

1. The EPD must **weigh the facts** of each situation, as conditions may **change rapidly** (sinking, wet phone problems, car rolling over, car upside down, car moving in current), and must navigate among the **most appropriate advice** items in this protocol.
2. At some point, the phone will likely **stop working**. This can happen at any time. Certain **instructions must be given early** in the PAI sequence, prior to losing contact with the caller, **to prepare** them as much as possible **for the escape attempt**.

1d Vehicle Underwater

At some point, your **phone** may **stop working**, so I'm going to tell you **exactly** what to do next.

Your car is going to **continue** to fill with water. Just before the water covers your head, **take a deep breath**.

Once you are **completely underwater**, you should be able to **open** a **door** and **get to** the **surface**. **Keep trying** to open the door. If it **won't open**, try to **break** a side **window** out and **follow** the **bubbles** to the **surface**.

(Vehicle not completely submerged)
Look again for an **object** that is **heavy and hard**. (Check your **glove compartment**, **console**, and **under** your **seats**.)

End

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1 Caller is Hostage Taker/Kidnapper

1. **Where** are you **now**?
2. Are you **okay**?
3. **What** is this **about**?
4. **Who** are you?
5. **What** has **happened**?
6. Is **everyone** else **okay**?
7. Does anyone need **medical attention**?

Keep caller on the line

Rules

1. Record all **times** with **demands accurately**.
2. Use **open-ended** questions.
3. Keep a **record** of what you do.
4. When asked to make promises, reply with **"I'll see what I can do"** and point out that **it may be difficult to accomplish their demands** in the given time frame.
5. **Don't challenge** the hostage taker to carry out threats.
6. **Don't ask for the demands** of the hostage taker.
7. **Don't** represent yourself as the **final decision-maker**.
8. **Don't absolutely agree** or **absolutely disagree** with demands.
9. **Don't ask** the hostage taker to **come out**.
10. **Don't reveal your rank or position** as part of identifying yourself; simply use your **first name**.
11. **Don't use the term "hostages"**; say, "the people in there with you."

Chief Complaint

Academy Policy

The International Academy of EPD considers situations necessitating the provision of these instructions to be an extremely **High Risk-Inherent Situation Case (HiRISC)** and believes that the trained EPD (or their agency), making a good-faith attempt to provide these instructions, should not be held responsible for any bad outcomes. This should not be considered a legal interpretation, but a strong official opinion of the Council of Standards and Board of Trustees of the IAEPD.

2a BOMB/UNEXPLODED ORDNANCE/Potential Explosives

(Appropriate)

- **Do not touch** or **approach** it.
- **Do not use, turn on**, or **turn off** any additional **electrical devices**.
- If you can, **keep** some type of **shield between** yourself and the device (or site) as protection from flying debris.
- If it's **safe** to do so, keep all **bystanders** away from the **area**.

Evacuating → X-4

(Not evacuating)

- **Don't hang up** the phone, **even when the officers arrive**.

Not evacuating → X-2

2b Suspicious Package (Suspected Contamination)

(Appropriate)

- **Do not touch** or **approach** the package/letter/item.
- If it's **safe** to do so, **close** and isolate all **rooms** (areas) **exposed** to the package.
- **Keep** any **exposed** people **in the general area**, but keep them **away** from the **item** and any other **unexposed** people to avoid further contamination.
- Make a **list of exposed persons** who are no longer at the scene.
- Have all **exposed** persons **wash** their **hands** with soap and water.
- **Ask** an **unexposed** person to **shut down** the **ventilation** system.
- If it's **safe** to do so, keep all **bystanders** away from the **area**.

Evacuating → X-4

Not evacuating → X-2

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1 Safety Relocation

Are you **able** to get yourself to **safety**?

Yes → 2
No → 4

2 Going Where?

If you think you can leave safely, **get away now**.

Where are you going?

→ 3

3 Phone Mobility

Can you **take** the **phone** with you?

Yes → Return to sequence

(No) An **officer** will be **dispatched as soon as possible**. **Don't hang up**, just put the phone **down**. **Call** us **back** from a **safe** location, if possible. If you **can't call** us back, **make** yourself **known** to the **police officers** when they arrive.

End

4 Can't Relocate, Not Safe

Can you **talk** with me **freely**?

Yes → 5
No → 6

5 Exact Location

Where **exactly** are you?

(What's the **best way** to **get** to you?)

Return to sequence

6 Ability to Answer Questions

Can you answer **yes** or **no** questions?

Yes → 7

(No) Can you **tap** on the phone **1** time for **yes**, **2** times for **no**?

Yes → Return to sequence
No → 8

7 Casual Conversation

Try to make this **sound** like a **casual conversation** between friends.

Return to sequence

8 Stay on the Line

Stay on the line with me as **long** as you can. If you need to **leave**, **take the phone** with you. If you **can't** take it with you, **don't hang up**. Just put the phone **down** and, if possible, **call us back** from a **safe** location.

Wait
End/Caller hung up

POST-DISPATCH INSTRUCTIONS

(Appropriate)

a. If you think you can leave safely, **get away** and **call us** from somewhere **safe**.
b. If the person is **nearby** and you are **unable** to leave safely, keep very **quiet** and stay **out of sight**.
c. **Silence** the **ringer** and **vibration mode** on your cell phone.
d. **Do not put** yourself in any (more) **danger**.
e. Try to **avoid** any **contact** with her/him.
f. **Lock** your **doors** and **windows**.
g. If the person **arrives/returns**, **do not** let her/him in, and **tell me immediately**.
h. If the person **leaves** the scene, **tell me immediately**.
i. If you **need to talk** to her/him, speak **softly** and **calmly**. **Do not** upset her/him.
j. If it's **safe** to do so, **observe** her/him continuously.

Chief Copper

ACTIVE ASSAILANT (SHOOTER)

1 Evacuation

Get out of the building/area **even if** others **won't** follow. **Help** others escape, if **possible**.
Take an evacuation path that's **away from the suspect**.
Warn others of the situation as you escape.
Do not attempt to **move** wounded people.
Do not rush **towards officers**, keep your **hands visible** at all times, and **follow** all of their **commands**.
Update police with the **suspect's description and location**.

- Can you **take** the **phone** with you?

Yes → Return to sequence

(No) **Call** us **back** from a **safe** location, if possible.

End

2 LOCKDOWN

Do not leave your current location if you feel the **suspect will see or find you**. If it's **safe** to do so, **gather** those around you and **go** to the **nearest** room with a **locking door**.
Once you're **inside**, **lock** the door and **barricade** it with heavy objects.
Try to **prevent** being **seen**. If you can, **turn off** the **lights** and **close** the drapes or blinds to **cover** any **windows**.
Sit or **lie** on the floor **next to** the wall with the door and be **as quiet as possible**.
Silence the **ringer** and **vibration mode** on your cell phone.
Do not answer or **open** the door for **anyone**.
If you are **found** and **unable** to get away, be **aggressive** and prepared to **fight for your life** by using any items you can as **weapons**. Throw objects, yell, and continue to **defend yourself**.

Return to sequence

Academy Policy

These instructions were developed with the assistance of the National Tactical Officers Association (NTOA).

The International Academy of EPD considers situations necessitating the provision of these instructions to be an extremely **High Risk-Inherent Situation Case (HiRISC)** and believes that the trained EPD (or their agency), making a good-faith attempt to provide these instructions, should not be held responsible for any bad outcomes. This should not be considered a legal interpretation, but a strong official opinion of the Council of Standards and Board of Trustees of the IAEPD.

Rules

1. **ASSAULT** situations in which a suspect **does not have unrestricted access** to additional victims are **not ACTIVE ASSAILANT (SHOOTER)** incidents.
2. **ACTIVE ASSAILANT (SHOOTER)** situations **change rapidly**, so the EPD must consider and provide the **most appropriate advice** items in this protocol to **assist** the caller.
3. At some point, phone **contact** with the caller may be **lost**. **Pre-Arrival Instructions** need to be **given early** to **prepare the caller** as much as possible to **escape** or **defend** themselves.

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1 Routine Disconnect

(Appropriate)

- An **officer** will be **dispatched as soon as possible**.
- Do you want an **officer** to **contact** you?
- I need to get your **contact information**. What is your full **name**, **address**, and **phone number**(s)?
- Describe your **clothing** to me so that the officer can **identify** you easily.
- I need to get **your vehicle description**...
- If there are any **witnesses**, ask them to **stay** until an **officer** can **contact** them (or obtain their names, addresses, and phone numbers).
- Do you have any **suspect information**?
  a. **(Yes)** I need to get the **suspect's/person's description**...
  b. **(Yes)** I need to get the **suspect's/person's vehicle description**...
- I need to get the **victim's description**...
- Put **away** any **pets**.
- **Turn on** the outside **lights**.

Chief Complaint

(Always) Call us back **immediately** if:

- Anything **changes** or you have any **further information**.
- **(Suspect left)** The suspect/person **returns**.
- **(Suspect on scene)** The suspect/person **leaves**.

End

DESCRIPTION ESSENTIALS

Person(s) (armed suspects first)
- **Race**
- **Gender**
- **Age** (DOB)
- **Clothing**
- Build/Height/Weight
- Hair color/length/style
- Other identifiable characteristics (facial hair, accent, tattoos, piercings, jewelry)
- Complexion
- Eye color
- Demeanor (calm, emotional, intoxicated)
- Name/Relationship
- Address/Phone number

Vehicle (CYMBALS)
- **Color**
- Year
- Make/Model
- **Body style**
- Additional (paintwork, damage)
- License
- State/Province

Bicycle
- Type/Style
- Color
- Brand/Manufacturer
- Wheel size
- Other features

Boat (Vessel)
- **Size**
- Color
- Name
- Registration number
- **Type** (inboard, outboard, sail, cruiser, speed, racing, pontoon, ship)

2 Stay on the Line

(Always)

- An **officer** will be **dispatched as soon as possible**.
- I'll **stay on the line** with you as **long** as I can.
- If anything **changes**, just let me know.
- Tell me when the **officers** arrive.

(Appropriate)

- I need to get your **contact information**. What is your full **name**, **address**, and **phone number**(s)?
- Describe your **clothing** to me so that the officer can **identify** you easily.
- I need to get **your vehicle description**...
- Put **away** any **pets**.
- **Turn on** the outside **lights**.

End on arrival

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