

	LANE COUNTY SHERIFF'S OFFICE POLICY	Number: G.O. 11.12
		Issue Date: March 21, 2005
		Revision Date: October 20, 2006; October 18, 2007; April 22, 2014; September 21, 2021
CHAPTER: Operations Support		Related Policy: G.O. 11.02 (Communications Center), G.O. 11.08 (Electronic Monitory/Recording Sheriff's Office Communications), G.O. 11.15 (On Call Duty Roster), G.O. 11.10 (Telephone Security), G.O. 11.14 (Radio and Mobile Data Terminal Protocols)
SUBJECT: Calls for Police Response, Prioritization and Deployment		Related Laws: ORS 181.730; OAR 257- 15 series; LEDS, NCIC

POLICY: Incoming calls for service (CFS) will be dispatched on a priority basis.

RULE: The priority of an incoming call for police response is normally assigned by the Communications Center Call Taker, but may be assigned or changed by the Dispatcher.

PROCEDURES:

I. General

- A. Call priority informs the Dispatcher how urgent the call is and how quickly it must be dispatched/handled.
- B. In evaluating the call, the following factors are considered:
 - 1. Hazard or threat to life
 - 2. Threat to property
 - 3. Magnitude of crime or incident
 - 4. Whether an investigation is necessary or if a report alone is sufficient
 - 5. Whether a deputy is necessary to assist or handle the situation

II. Call Priorities

A. **Priority 1** – Extreme Emergency

Immediate Danger to a person's life or safety, or a crime is in progress in which a person's life or safety may be in danger; CODE 30 Officer in Peril.

B. **Priority 2** – Immediate Response

Emergency call which requires immediate response, and there exists an immediate and substantial risk of serious physical injury or major property loss or damage; crime in progress other than P1; missing children under 12 years of age; “missing endangered or vulnerable adults”.

C. **Priority 3** – Prompt Response

Crime in progress which requires an immediate response, but presents no significant threat of serious or physical injury or major property damage.

D. **Priority 4** – Routine

Request for police response which does not require an immediate response but there exists a likelihood that deputy’s investigation will lead to the apprehension of a suspect based on physical evidence or suspect descriptors or other suspect information; all cold residential burglaries.

E. **Priority 5** – Delay Necessary or Requested

Time not a factor, but we still need to respond; a specific deputy needs to respond; caller is aware of or requested delay.

F. **Priority 6** – Officer Initiated

Traffic Stops, civil actions, service of civil papers, restraining orders.

G. **Priority 7** – Special Events, Corrections work crews, prisoner transports.

H. **Priority 8** – Motor Carrier Deputy calls; e.g., abandoned autos. The motor carrier contract deputy will respond according to the priorities of the contract.

I. **Priority 9** – Info or Citizen Self Report Form call, Records issuing a case number; e.g., transport cases

III. Police Deployment According to Priority

A. When available, the area car closest to the area of occurrence will always receive the call, regardless of priority.

B. When the area car is not available, the closest car will be dispatched on Priority 1 calls.

C. When there is no car available within the area of occurrence OR the available car is not within a reasonable distance from the location of the call, any area car will be subject to dispatch on Priority 1 calls.

- D. [REDACTED]
- E. For Priorities 2 through 5 the call will be given to the closest car. If the closest car is not available, dispatch will manage the call load in conjunction with the Field Sergeant and dispatch the appropriate car when available.
- F. The complainant must be advised if we anticipate a lengthy delay in responding to a call; e.g., Priority 5. Priority 1 and 2 calls will be handled as immediately as resources allow.
- G. The Field Sergeant may supersede any Dispatch assignment and has overall authority and responsibility for holding calls and for assignment of calls to deputies.

IV. Relaying Call Response

- A. If non-emergency calls are received and units are not available, the caller will be advised of the delay. The Oregon State Police normally patrol the state highways within Lane County, and may respond when we have no units available.
- B. If the dispatcher determines that a non-emergency call needs to be handled before a Lane County Unit becomes available, with Sergeant approval, check with the Northwest Command Center (NCC) to see if OSP has any units available to respond.
- C. All calls occurring on state highways will be relayed to OSP via the NCC.
- D. If the incident is an emergency and we have no units available, the Field Sergeant or designee will be advised. If the Field Sergeant is unavailable, dispatch will relay the call to OSP. At any time a deputy needs emergency assistance, dispatch will immediately check with the closest police agency if we have no units close. A request for emergency assistance by a deputy is not considered a relay and, therefore, does not require Field Sergeant approval.
- E. If a call is in the city limits of Eugene/Springfield, the caller will be referred to the appropriate police department. If it is an emergency, the Call-Taker should take the information, relay the call and use the relayed disposition.
- F. If a call is relayed, the caller should be contacted and advised that the Sheriff's Office is not handling the call and advised who will be handling the call.
- G. Non-police matters such as downed street signs or dead animals on the roadway (not traffic hazards) may be relayed to the appropriate agency.

V. Contract Areas Response

- A. Police calls for law enforcement service in the appropriate contract areas will be directed to the appropriate field staff within those areas. When no Contract deputy is on duty, priority calls for service revert to Main Office patrol while non-priority calls for service will be pended until the next Contract deputy is in service.
- B. If a call comes in for any contract area and the contract deputy is not available, and if the Sergeant for the contract area is not available, Communications Center personnel will notify the main office Field Sergeant who will determine how to handle the call.
- C. Call handling for dispatch services are determined by contractual agreement.

VI. Alarm Response

- A. The Sheriff's Office will not respond to mechanically initiated alarms. Alarm companies or private parties calling in audible alarms should be queried in reference to how the alarm is activated. If the alarm is verified by a second party – such as personal observation - the Sheriff's Office will respond.
- B. The Sheriff's Office will respond to panic or keypad alarms that must be initiated by deliberate human action.
- C. When a contract deputy is working and any alarm activation is received in that contract area, a deputy from that contract will respond. If no contract deputy is working then the Sheriff's Office will revert to what is outlined in this policy.
- D. If a report of a mechanically initiated alarm is received and does not meet the above criteria, the caller should courteously be informed that the Sheriff's Office does not respond to these alarms. Questions or complaints should be referred to the Police Services Captain.

VII. Citizen Self-Reporting Forms (CSR)

- A. Staffing levels do not allow for a deputy response to lower level priority calls or there are crimes committed that are nearly impossible for a deputy to investigate, like when there is no suspect information. In an effort to provide the public with an adequate method for reporting these crimes, the Citizen Self-Reporting Form will be used.
- B. Residential Burglaries or any theft involving a firearm or vehicle will not be reported via the Citizen Self-Reporting Form.
- C. A pre-printed form with instructions is mailed to the complainant, but no deputy will be dispatched. The public may also access the form electronically (internet).

VIII. Detail Information

- A. Refer to the Communications Center Procedures Manual for more detailed information specific to call taking and/or dispatching.