



# Tulsa Police Department

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**Policy #** 103B

**Effective Date** 10/01/2018

**Policy Name** Radio Communications/Assignment of Calls

**Approved Date** 09/27/2018

**Approved by** *Wendell Franklin, Chief of Police*

**Previous Date** 08/15/2003

## PURPOSE OF CHANGE:

To update the policy format.

## POLICY:

Generally, when assigning calls, the location of the call will determine the district unit to which it is assigned. In an effort to assign all incoming calls as rapidly as possible, the assignment of calls may sometimes cross district or talk group boundaries. As a general rule, on high priority calls (priority 1 through 4) if the district unit is unavailable for the call, the closest unit will be assigned the call, regardless of talk group boundaries.

When a call is assigned to an officer, the officer is responsible for the proper disposition of the call including the completion of any necessary reports. Disposition may include responding to the request for service, requesting reassignment of the call to another unit if field circumstances will delay the officer originally assigned from responding to the call in a reasonable length of time, or passing the call on to the unit's relief if the call is of a non-emergency nature and is assigned within the last fifteen (15) minutes of the shift.

If all field units have been exhausted and priority 1 and 2 calls are holding, a Public Safety Communications (PSC) supervisor will inform a field supervisor of the circumstances. In extreme situations field supervisors will receive initial call assignments of an emergency nature (e.g., injury collision, priority 1, 2, and 3 calls). Options available to the supervisor are the diversion of units enroute to minor calls, requesting that units on break be called back into service, etc.

**SUMMARY:** Procedures for calls assigned from PSC.

**APPLIES TO:** All police personnel

## DEFINITIONS:

**EMERGENCY CALL** – a call that involves serious injury or threat of injury, immediate threat to life or property or a call in which a suspect may still be in the vicinity.

**IN-PROGRESS CALL** – a call where an incident is occurring while the caller is on the line. This includes a moving vehicle involved in a crime or a dangerous traffic violation which has the potential for property damage or injury (e.g., drunk driver).

**NON-EMERGENCY CALL** – any call where an immediate police response is not warranted.

## PRIORITIZATION OF CALL TYPES FOR RESPONSE:

**Priority 0 - Officer in Need of Emergency Assistance**

**Priority 1 - Alarms – Holdup, Human Life in Danger, Weapons Calls**

**Priority 2 - Property/People Crimes in-progress, Weapons – No Crime**

**Priority 3 - Missing Persons (Juv./Elderly), Suspicious Calls, Disturbances – Fight, Trouble Unknown**

**Priority 4 - Will Files, Hazards, Alarms – Intrusions**

**Priority 5 - People Crime Report Calls, Non-Injury Accidents (in street)**

**Priority 6 - Property Crime Report Calls, Non-Injury Accidents (off street), Attempt to Contact Missing Persons**

**Priority 7 - Receive Information, Parking Violations, Abandoned Vehicles**

**Priority 8 - Informational Calls (COS, etc.), Firework Calls, Mark for Tow**

**Priority 9 - Telephone Report Calls (TRO)**

## **PROCEDURES:**

1. Acknowledge and accept all calls for service until the designated shift change.
2. Correctly copy all of the call information at the time of assignment. If uncertain on any point, ask for clarification before accepting the call.
3. Exchange of assigned calls should be kept to a minimum.
4. Officers will notify the primary talk group dispatcher to reassign a call if field circumstances prohibit their response within a reasonable length of time.
5. Officers will switch talk groups for assignment when notified to do so by their primary talk group dispatcher. Upon switching talk groups, officers will notify the dispatcher of the requesting talk group that they are ready to copy the call.
6. Officers will report 10-97 status on all calls, whether assigned as the primary unit, the backer, or an additional unit at the scene. If an officer is not the primary unit or the assigned backer, they should include a reference to the call (e.g., Adam-102, 10-97 at 311 South Peoria).
7. The first arriving officer will become the Incident Commander for the call until command is transferred to the primary unit, a supervisor, or an officer with more experience, training, or certifications.
8. When assigned by another talk group dispatcher as outlined in Procedure 5, report 10-8 status to both the primary talk group dispatcher and the reassigned talk group dispatcher upon completion of each assignment.
9. Officers may hold non-emergency calls if assigned within fifteen (15) minutes of the end of the shift. Officers originally assigned the call shall bear the responsibility for ensuring that all calls are handled in a proper manner. If not relieved promptly by the on-coming beat officer, the initially assigned officer shall pass the call to the on-coming supervisor for disposition.

## **REGULATIONS:**

1. Each officer shall respond to a dispatched assignment unless instructed otherwise by a supervisor. If an officer is shown to be in service and does not respond to an assignment, the call will be assigned to their supervisor.
2. Each officer is responsible for the completion of each assignment during their shift.

3. Officers shall not ask the dispatcher to make a supervisory decision, such as whether to send backers to the scene. Officers or supervisors in the field will make such decisions and instruct dispatchers to send assistance.

**REFERENCES:**

103A, *Radio Communications/General Information*  
103C, *Radio Communications/Emergency Radio Traffic*  
103D, *Radio Communications/Caution Indicator File*  
TOG 2014, *Radio Communications*