

## Officer Response to Calls

### 304.1 RESPONDING TO CALLS FOR SERVICE

**Agency Content**

The priorities established for dispatching calls are:

- (a) Priority "1" Calls are calls which must be dispatched within three (3) minutes when possible and have been determined to have any one or combination of the following factors:
  - 1. Does an immediate hazard to life exist;
  - 2. Does a hazard to property exist;
  - 3. Is a quick response to the scene required;
  - 4. Is this an in progress situation?
- (b) The following listed incidents are examples of those which shall be considered Priority "1" Calls unless another condition clearly exists to diminish the necessity of a quick response:
  - 1. Any type of alarm;
  - 2. Any type of ambulance complaint where the Department is only the primary responder;
  - 3. Any personal injury auto accident;
  - 4. Any felony in progress or having just occurred;
  - 5. Any missing person who is less than 18, over 65 years of age, or mentally incapacitated.
- (c) Priority "2" Calls (Thirty Minute Calls) shall be all other calls for service that are not included in the Priority 1 (above) or Priority 3 (below) categories. Also, all calls where the complainants have requested to see a police officer at the scene and are waiting at a location other than their residence or place of employment.
- (d) Priority "3" Calls shall be calls for service where there shall be no designated time limit for their dispatching and there is no immediate need for a police officer at the scene. Examples of Priority 3 calls shall include the following:
  - 1. Non-obstructing illegally parked vehicles;
  - 2. Non-obstructing disabled vehicles;
  - 3. Non-violent disputes including neighbor trouble;
  - 4. Criminal mischief - no suspect in immediate area, victim is home and/or left the scene;
  - 5. Lost or stolen property - no suspect in immediate area, victim is home and/or left the scene;
  - 6. Forgeries - no suspect in immediate area;

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7. Harassment - not in progress;
8. Police information (situation not in progress);
9. Follow-up investigations;
10. Snow complaints;
11. Trash complaints;
12. Noise complaints.

The Department will deploy its field units in a manner that provides the greatest service to its citizens. This best occurs when field units remain within their territories; however, officers may be dispatched out of their territories to respond to emergencies.

- (a) Priority "1" Calls: any available Department unit shall be utilized by the dispatcher in an order designated by the Syracuse Police Department within the Onondaga County CAD system.
- (b) If no units are available for a priority call, the dispatcher will use the alert tone and broadcast "any unit" available to take \_\_\_\_\_.
- (c) Superior officers and supervisors hearing the dispatcher utilize the aforementioned, with no unit responding; will take immediate action to assure that a vehicle is dispatched. This may necessitate redeploying officers on calls.
- (d) Priority "2" and "3" Calls shall be utilized by the dispatcher in an order designated by the Syracuse Police Department within the Onondaga County CAD system.
- (e) Units dispatched on calls will initiate and proceed with any necessary investigation and/or reports until such time as the unit is relieved by the appropriate Patrol or Traffic Unit.
- (f) As soon as any Patrol or Traffic Unit becomes available it shall be sent to relieve the: evidence technician, detective, sergeant, or Superior Officer who was used to cover a call normally handled by a Patrol/Traffic unit, thus freeing these units to be available for their specialized purposes.

### **304.2 CODE ONE AND CODE TWO**

#### **Agency Content**

**Code One** - These assignments are not urgent, however they shall be covered at the earliest time available by the unit assigned (e.g. in-service calls). Units dispatched on a Code One shall not be placed out of service and are available for calls. Code One does not authorize the use of red/blue lights or siren.

**Code Two** - These assignments are urgent, but not emergency calls. All responding units must comply with the traffic laws and regulations. The officer(s) assigned shall respond immediately and anticipated or real delays will be reported to the dispatcher. Red/Blue lights or siren shall not be used on Code Two calls.

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#### **304.3 CODE THREE**

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**Code Three** - These are emergency calls requiring all practical haste while continuing prudent operation of the police vehicle.

- (a) Responding officers will use red/blue lights and siren.
- (b) A code three response does not relieve the officer of the responsibility to drive in a manner so as not to endanger life or property.

#### **304.4 CODE FOUR**

##### **Agency Content**

**Code Four** - These are emergency assignments, where use of the siren may interfere with effective performance of the police task, such as felonies in progress.

- (a) Response to such calls shall be made with all practical haste with red/blue lights operating, but without siren. Officers will exercise special caution to compensate for the lack of siren use.
- (b) Officers responding on a Code Four may proceed through such signals or signs after ascertaining that all other vehicles have yielded the right of way, and that proceeding can be accomplished safely.