

DEKALB POLICE DEPARTMENT

Subject: **Prioritization of Calls for Service**

Policy # **301.2**

Effective Since: 8-21-03

Originally Issued As: General Order # P-8 of 5-25-95

Revision Effective: 1-1-19

FTO Training Task: NA

Reference Material: NA

ILEAP Standards Covered: NA

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PURPOSE: Due to the steady increase in demands for service, this policy is established to prioritize police response to calls for service during periods of particularly high call volume or personnel shortages.

POLICY: It is the policy of the department to immediately respond to all calls for service that may result in injury, loss of life, or loss or destruction of property. Calls of a less serious nature will be answered promptly as personnel is available. Supervising officers may delay response to calls of a less serious nature in order to ensure the availability of adequate personnel for emergency matters. This policy has the intended effect of providing a full range of services to individual citizens while reserving sufficient resources to maintain the general order and safety of the entire community.

DEFINITIONS: none

PROCEDURE:

- A. Due to many competing demands for service, telecommunicators and supervisors will prioritize calls based on their emergency or non-emergency nature.
- B. Although calls for service will be handled as promptly as possible, calls of an emergency nature will be handled on a priority basis, and non-emergency calls will be handled as adequate personnel becomes available.
- C. Delays for non-emergency calls are to be expected at times. However, it is emphasized that all calls for service, regardless of their nature, will be handled as promptly and efficiently as possible.
- D. If a delayed response is necessary, the telecommunicator should advise the caller of such.
- E. If a call for service is put on hold after the fact due to prioritized service, the telecommunicator should call the complainant back and advise of the delayed response.

Policy originally issued 8-21-03; this revision becomes effective on 1-1-19 by authority of the Chief of Police.

NOTE: This policy and procedure summarizes the department's position on this specific matter. This policy is for general direction and guidance primarily designed for use by the department's members. This policy is for internal use only and does not create or enlarge an officer's liability in any way. This policy shall not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this policy, if proven, can only form the basis of an internal departmental complaint and then only in a non-judicial administrative setting.