



SECTION: 801
TITLE: CALLS FOR SERVICE PRIORITIES
SUPERSEDES/RESCINDS:
EFFECTIVE DATE: 16 November 2009

Introduction

This SOG describes the methodology and issues concerning the prioritization of Calls For Service (CFS) as well as workload in general.

Calls for Service Priorities

Calls for Service should be prioritized using the following methodology:

- First Responder safety over safety of the public in general
- Life over property
- Known injuries over unknown injuries
- Situations that are occurring or just occurred over situations that are “cold”

Examples of CIEC911 CFS priorities:

****Priority 1 – Extreme Emergency**

EMS – Persons that are unconscious and not breathing

Police – Officer in trouble, crimes against persons with injuries

Fire – Explosions, structure fires with trapped people, fires at hospitals or schools, petroleum or propane storage facility fires

Aircraft accidents or Aircraft Full Emergencies

***Note: Priority 1 CFS should be dispatched immediately as soon as a location is determined. Once enroute, units can be updated with additional information.*

Priority 2 - Emergency

EMS – Motor Vehicle Accidents, traumatic injuries, chest pains, strokes

Police – Crimes against persons with threats of injuries

Fires – Structure fires, Hazardous Materials

Aircraft Local Standbys

Priority 3 - Urgent

EMS – Unknown medical problems

Police – In-progress or just occurred burglaries, thefts, prowlers, assaults without injuries

Fire – Vehicle fires, brush fires

Priority 4 - Routine

EMS – routine transports

Police- property damage motor vehicle accidents, “cold” report calls

Fire – Gas leaks, hazards

Priority 5 – Non-Emergency

EMS - none

Police – abandoned vehicles, found property

Fire – public assists

Animal complaints not creating a hazard

Determining the Priority

When a telecommunicator receives a call, s/he is to determine the priority that is involved. The telecommunicator uses judgment incrementing the priority based on the individual circumstances of the CFS and simultaneous workload.

Diversion

If a unit is enroute to a report of vandalism and a “burglary in progress” call is received, the unit should be diverted to the “in-progress” call. If a unit is on the scene of a routine call and a higher priority call comes in which the unit is the closest, that unit should be dispatched to the urgent or emergency call.