

GARDEN GROVE POLICE DEPARTMENT



FRANCIS R. KESSLER
CHIEF OF POLICE



DIFFERENTIAL POLICE
RESPONSE

NCJRS

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ACQUISITIONS

NATIONAL INSTITUTE OF JUSTICE
U.S. DEPARTMENT OF JUSTICE

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TRAINING GUIDE
D I F F E R E N T I A L P O L I C E R E S P O N S E

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GARDEN GROVE POLICE DEPARTMENT
" " *CA.*

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INTRODUCTION:

THE INCREASED VOLUME OF CALLS FOR SERVICE IN RECENT YEARS, COUPLED WITH STRAINED POLICE BUDGETS, HAS MADE IT INCREASINGLY DIFFICULT FOR POLICE DEPARTMENTS TO RESPOND TO ALL CALLS FOR SERVICE IN THE TRADITIONAL MANNER OF DISPATCHING A MOBILE PATROL UNIT AS QUICKLY AS POSSIBLE WHILE AT THE SAME TIME ATTEMPTING TO MAINTAIN A REASONABLE LEVEL OF PROACTIVE AND EMERGENCY POLICE SERVICES THROUGHOUT THE CITY.

IN LIGHT OF EVER INCREASING CALLS FOR POLICE SERVICE, MANY DEPARTMENTS ARE UNABLE TO RESPOND TO ALL CALLS IMMEDIATELY; AS A RESULT, DEPARTMENTS ARE FORCED TO STACK CALLS DURING PEAK PERIODS, INCLUDING EMERGENCY CALLS WHICH MAY REQUIRE AN IMMEDIATE RESPONSE. CITIZENS ARE FREQUENTLY LET TO BELIEVE OR OTHERWISE EXPECT THAT A MOBILE PATROL UNIT WILL BE SENT IMMEDIATELY. WHEN THE PATROL UNIT DOES NOT RAPIDLY RESPOND, CITIZEN SATISFACTION MAY BE JEOPARDIZED.

THE NATIONAL INSTITUTE OF JUSTICE (NIJ) HAS BEEN SEARCHING FOR WAYS TO IMPROVE THE EFFICIENCY OF VARIOUS ASPECTS OF TRADITIONAL PATROL PRACTICES, AND HAS SPONSORED TWO PREVIOUS FIELD TESTS. THE FIELD TEST EXPERIENCES, ALONG WITH FINDINGS FROM OTHER RESEARCH EFFORTS, HAS THE NIJ AWARE THAT THE EFFICIENCY OF PATROL IS DEPENDENT ON THE EFFICIENCY OF THE CALLS FOR SERVICE SCREENING FUNCTION. IMPROVING THIS SCREENING FUNCTION IS NECESSARY TO PROVIDE

DEPARTMENTS WITH UNCOMMITTED TIME TO PERFORM NON-CALLED-FOR SERVICE ACTIVITIES, SUCH AS DIRECTED PATROL OR INCREASED INVOLVEMENT OF FIELD OFFICERS IN THE IMMEDIATE FOLLOW-UP INVESTIGATIVE PROCESS. EQUALLY IMPORTANT IS THE ASSURANCE THAT DEPARTMENTS WILL HAVE THE ABILITY TO RAPIDLY RESPOND TO THE INCREASING NUMBER OF EMERGENCY CALLS, BY NOT HAVING THEIR MOBILE RESPONSE RESOURCES DEPLETED.

THERE IS NOW A GROWING BODY OF RESEARCH WHICH CHALLENGES THE BELIEF THAT RAPID MOBILE RESPONSE IS THE BEST WAY TO RESPOND TO ALL CALLS FOR POLICE SERVICE. THIS RESEARCH SUGGESTS THAT GREATER EFFICIENCY CAN BE ACHIEVED BY THE IMPLEMENTATION OF "DIFFERENTIAL RESPONSE SYSTEMS" WHICH USE CALL CLASSIFICATION AND PRIORITIZATION TECHNIQUES WHILE APPLYING A BROAD RANGE OF RESPONSE STRATEGIES TO THESE CALLS FOR SERVICE.

IT IS ANTICIPATED THAT THE IMPLEMENTATION OF THE DIFFERENTIAL RESPONSE SYSTEM WILL REDUCE THE NUMBER OF CALLS FOR SERVICE WHICH ARE IMMEDIATELY DISPATCHED. AS A RESULT, DEPARTMENTS WOULD HAVE INCREASED PATROL RESOURCES WHICH WOULD BE USED FOR IMPLEMENTING PRO-ACTIVE CRIME CONTROL TACTICS AND BETTER RESPONSE TO IDENTIFIED EMERGENCY SITUATIONS.

MATRIX:

THE MATRIX WAS INITIALLY DESIGNED AS A TOOL TO BETTER ASSIST COMMUNICATIONS PERSONNEL IN PRIORITIZING CALLS FOR SERVICE. OUR PREVIOUS CALL CLASSIFICATION OF MORE THAN ONE HUNDRED INCIDENT CODES HAS BEEN CONDENSED INTO NINE CATEGORIES. BY USING THESE GENERAL CATEGORIES, COMMUNICATIONS PERSONNEL NEED LITTLE OR NO KNOWLEDGE OF THE ACTUAL ELEMENTS OF STATUTES OR CRIMINAL CODES. USING BRIEF WORD DESCRIPTIONS INSTEAD OF CODES WILL BENEFIT OPERATIONS IN MANY WAYS. THERE WILL BE LESS CONFUSION AND MORE ACCURATE DESCRIPTIONS OF THE ACTUAL INCIDENT TAKING PLACE. BY USING THE TRAINING GUIDE, COMMUNICATIONS PERSONNEL WILL BE OBTAINING MORE PERTINENT DIRECT INFORMATION FOR FIELD OFFICERS BY ASKING PRE-SELECTED STANDARDIZED QUESTIONS.

THERE ARE THREE PRIMARY DESCRIPTORS ON THE MATRIX. EACH OF THE THREE DESCRIPTORS WILL BE USED TO GENERATE A NUMBER. BY MATCHING A CALL FOR SERVICE INTO ONE OF THE NINE CATEGORIES AND THEN WORKING ACROSS THE MATRIX YOU WILL DEVELOP A FOUR CHARACTER INCIDENT CODE. THIS INCIDENT CODE WHEN INPUTED INTO THE COMPUTER WITH THE ADDRESS, OR LOCATION WILL GENERATE A PRE-PRIORITIZED TICKET ON THE CONSOLE SCREEN.

A COPY OF THE MATRIX WILL BE LOCATED AT EVERY CONSOLE FOR IMMEDIATE VIEWING AS WELL AS THE COPY IN THIS TRAINING GUIDE. THIS CONCEPT WILL ENSURE SPEEDY, ACCURATE, AND COMPLETE INFORMATION FOR FIELD OFFICERS, AS WELL AS DIVERTING NON-URGENT CALLS FOR SERVICE TO OTHER RESOURCES, FREEING TIME FOR MORE PRODUCTIVE DIRECTED PATROL AND RAPID EMERGENCY RESPONSE.

DEVELOPMENT:

AN ADVISORY COMMITTEE, CONSISTING OF REPRESENTATIVES FROM PATROL AND COMMUNICATIONS, MET TO DISCUSS CALL CLASSIFICATIONS AND METHODS FOR CALL TAKERS TO OBTAIN ALL NECESSARY INFORMATION. THE COMMITTEE DEVELOPED A SERIES OF QUESTIONS FOR EACH OF THE NINE EVENT CATEGORIES. THESE QUESTIONS WILL SUPPLY FIELD OFFICERS WITH THE MOST IMPORTANT INFORMATION NEEDED WHEN RESPONDING TO A DISPATCHED CALL FOR SERVICE.

THE QUESTIONS WERE ARRANGED IN AN ORDER TO OBTAIN THE MOST PERTINENT INFORMATION FIRST. IT WILL BE NECESSARY TO ADVISE RESPONDING OFFICERS OF NEGATIVE INFORMATION ALSO, TO ASSURE OFFICERS THAT THE QUESTIONS WERE ASKED, SUCH AS "NO WEAPON SEEN". STANDARD QUESTIONS WILL ENSURE THE SAME TYPE AND AMOUNT OF INFORMATION IS OBTAINED, NO MATTER WHO IS TAKING THE CALL.

THESE QUESTIONS ARE LOCATED, WITH A COPY OF THE MATRIX, AT EVERY CONSOLE FOR IMMEDIATE ACCESS TO THE DISPATCHER.

DISPOSITION:

IN ADDITION TO THE CHANGES IN INCIDENT CODES, PRIORITIES, AND QUESTIONS, THERE ARE SOME IMPORTANT CHANGES IN THE FINAL DISPOSITION FORMAT. BY CONDENSING THE INCIDENT CODES, THE BURDEN OF DETERMINING WHAT TYPE OF STATUTE OR CRIMINAL CODE IS BEING VIOLATED IS NOW PLACED ON THE FIELD OFFICERS. IT WILL BE NECESSARY TO DOCUMENT THE SPECIFIC TYPE OF STATUTE OR CRIMINAL CODE VIOLATION THE OFFICER INVESTIGATED, EVEN IF A REPORT IS NOT TAKEN. THE FOLLOWING EXAMPLES WILL ILLUSTRATE THE TYPE CHANGE, AND FINAL DISPOSITION INFORMATION WHICH WILL BE NEEDED FROM THE OFFICER WHEN HE/SHE RETURNS TO SERVICE.

(EXAMPLE)

OLD = MS/PARTIES ADVISED

NEW = MS/415

OLD = MS/NO RPT. DESIRED

NEW = MS/242

BY USING THIS NEW METHOD, THE DISPOSITION WILL INDICATE WHAT STATUTE OR CRIMINAL CODE WAS BEING INVESTIGATED. THE MS WILL DESIGNATE THAT A REPORT FOR ANY TYPE OF FOLLOW-UP WAS NOT TAKEN. MORE ACCURATE CRIME STATISTICS WILL RESULT FROM THESE CHANGES.

EVENT CATEGORY DESCRIPTIONS

1. CRIMES AGAINST PERSONS

PHYSICAL CRIMES WHEREIN ACTUAL PHYSICAL INJURY HAS OCCURRED, THERE IS A POTENTIAL FOR AN INJURY TO OCCUR, OR OTHER IMMEDIATE LIFE-THREATENING SITUATIONS EXIST. INCLUDES: MURDER, ROBBERY, PHYSICAL ASSAULTS, CHILD ABUSE, RAPE, UNKNOWN TROUBLE, ETC.

2. DISTURBANCES

SITUATIONS THAT ARE VERBAL OR MECHANICAL DISTURBANCES, NOT INVOLVING AN INJURY. INCLUDES: FAMILY FIGHTS (NO INJURY), LOUD MUSIC, NEIGHBORHOOD SITUATIONS, LARGE PARTIES, NOISY VEHICLES, ETC.

3. ASSISTANCE

ASSIST PERSON OR OTHER AGENCY. INCLUDES: MEDICAL AID, MENTALLY DISTURBED PERSONS, DRUNK, KEEP THE PEACE, ETC.

4. CRIMES AGAINST PROPERTY

THEFTS AND OTHER CRIMES AGAINST PROPERTY, EXCLUDING
RESIDENTIAL AND COMMERCIAL BURGLARY. INCLUDES: TRESPASSING,
BEER RUNS, PETTY THEFT, VEHICLE BURGLARY, STOLEN VEHICLES, ETC.

B - BURGLARY

RESIDENTIAL OR COMMERCIAL BURGLARY

5. TRAFFIC ACCIDENTS

INCLUDES: ALL TRAFFIC ACCIDENTS

T - TRAFFIC PROBLEMS

ALL OTHER PROBLEMS INVOLVING TRAFFIC MATTERS. INCLUDES:
RECKLESS VEHICLES, TRAFFIC CONTROL, PARKING PROBLEMS, ETC.

6. SUSPICIOUS CIRCUMSTANCES

SITUATIONS WHICH APPEAR TO BE SUSPICIOUS INVOLVING PERSON
AND/OR VEHICLE. INCLUDES: SUSPICIOUS VEH/PERSON, POSSIBLE
SHOTS FIRED, ETC.

7. PUBLIC MORALS

NON-PHYSICAL SEX CRIMES AND SO-CALLED "VICTIMLESS" CRIMES.
INCLUDES: NARCOTICS, PROSTITUTION, CHILD ANNOYANCE, INDECENT
EXPOSURE, ETC.

8. MISCELLANEOUS SERVICE

ALL OTHER INCIDENTS OR SERVICE REQUESTS NOT APPLICABLE TO OTHER EVENT CATEGORIES. INCLUDES: ABANDONED VEHICLES, FOUND PROPERTY, VIN VERIFICATIONS, CITE CHECKS, ETC.

9. ALARMS

ALL ROBBERY-SILENT ALARMS, BURGLARY-SILENT ALARMS, AND BURGLARY-AUDIBLE ALARMS.

CALL TAKER RESPONSIBILITIES

- THE CALL TAKER SHALL ESTABLISH THE "EVENT CATEGORY" FROM THE INITIAL INFORMATION PROVIDED BY THE CALLER, USING THE MATRIX TO DETERMINE AND INPUT THE PROPER INCIDENT CODE ALONG WITH THE LOCATION OF THE INCIDENT.
- AFTER THE PRE-PRIORITIZED TICKET APPEARS ON THE CONSOLE SCREEN, A SHORT DESCRIPTIVE PHRASE DESCRIBING THE NATURE OF THE CALLED FOR SERVICE SHOULD BE TYPED DIRECTLY INTO THE NOTES SECTION OF THE TICKET, I.E., "POSSIBLE ROBBERY IN PROGRESS"... "BURGLARY JUST OCCURRED"... "INJURY ACCIDENT"... "LARGE PARTY IN PROGRESS," ETC.
- THE CALL TAKER WOULD THEN CONTINUE TO QUESTION THE CALLER OBTAINING AS MUCH INFORMATION AS POSSIBLE USING THE STANDARDIZED QUESTION FORMAT APPROPRIATE FOR THE EVENT CATEGORY BEING REPORTED. THE INFORMATION OBTAINED AS TO WEAPONS, SUSPECT DESCRIPTION, VEHICLE DESCRIPTION, ETC., WOULD ALSO BE TYPED DIRECTLY INTO THE NOTE SECTION OF THE TICKET.

DISPATCHER RESPONSIBILITIES

DIFFERENTIAL POLICE RESPONSE GRANT REQUIREMENTS MANDATE THE USE OF PLAIN ENGLISH WHEN DISPATCHING CALLS, RATHER THAN THE USE OF THE TRADITIONAL RADIO CODES.

- WHEN DISPATCHING A UNIT, THE DISPATCHER WOULD USE THE SHORT DESCRIPTIVE PHRASE PLACED IN THE NOTE SECTION BY THE CALL TAKER IN ORDER TO ALERT THE FIELD UNIT(S) AS TO THE NATURE OF THE INCIDENT, I.E., UNIT 32-201... "AN INJURY ACCIDENT..AT (GIVE LOCATION) _____", "A BURGLARY IN PROGRESS AT _____", "ASSIST SHERIFF'S OFFICE WITH WARRANT SERVICE AT _____." ETC.
- REMEMBER TO KEEP THE VERBAL PHRASE REPLACING THE RADIO CODE BRIEF BUT AS DESCRIPTIVE AS POSSIBLE.
- PROCEED TO BROADCAST ANY ADDITIONAL FORMATTED INFORMATION PROVIDED BY THE CALL TAKER TO THE RESPONDING UNIT(S).
- YOU SHOULD NOT BROADCAST THE "EVENT CATEGORY" VERBATIM, SUCH AS "CRIMES AGAINST PERSONS", "PUBLIC MORALS", "DISTURBANCES", ETC., AS THESE DO NOT NORMALLY PROVIDE SUFFICIENT DESCRIPTIVE INFORMATION TO RESPONDING OFFICERS.

INFORMATION TO BE OBTAINED BY CALL TAKER

THE FOLLOWING ARE LISTS OF QUESTIONS DEVELOPED FOR EACH OF THE
EVENT CATEGORIES WHICH WILL BE USED BY THE CALL TAKER TO DETERMINE
THE PROPER CLASSIFICATION (INCIDENT CODE) FOR THE CALLED FOR SERVICE.

CRIMES AGAINST PERSONS

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. HAS ANYONE BEEN INJURED? - - - - - TYPE OF INJURIES
4. WERE ANY WEAPONS USED OR SEEN? - - - TYPE OF WEAPON INVOLVED
5. WHAT TYPE OF SERVICE ARE YOU REQUESTING? (OPTIONAL--IF YOU ARE NOT SURE)
6. DO YOU HAVE ANY INFORMATION ON A SUSPECT VEHICLE OR DIRECTION OF TRAVEL?
 - A. WHAT COLOR WAS THE VEHICLE?
 - B. DO YOU KNOW THE MODEL, OR CAN YOU DESCRIBE THE STYLE?
 - C. DO YOU KNOW THE MAKE OF THE VEHICLE?
 - D. DO YOU KNOW THE YEAR OF THE VEHICLE?
 - E. WERE YOU ABLE TO OBTAIN A LICENSE NUMBER?
 - F. DID YOU OBSERVE ANY OTHER DISTINCTIVE MARKINGS OR CHARACTERISTICS? (DAMAGE, LOUD EXHAUST, PRIMER SPOTS, ETC.)
7. CAN YOU DESCRIBE THE SUSPECT? (PAUSE--GIVE THEM TIME TO COLLECT THOUGHTS)
 - A. MALE OR FEMALE?
 - B. WHAT RACE?
 - C. APPROXIMATE AGE?
 - D. CAN YOU DESCRIBE THE SUSPECT'S CLOTHING? (START AT HEAD AND WORK DOWN.)
 - E. APPROXIMATELY HOW TALL?
 - F. APPROXIMATE WEIGHT OR BUILD? (HEAVY, MEDIUM, SLENDER)
 - G. COLOR OF SUSPECT(S) HAIR?
 - H. WHAT COLOR EYES?
 - I. DID YOU NOTICE ANY OTHER DISTINCTIVE PHYSICAL CHARACTERISTICS? (BAD TEETH, SCARS, TATOOS, ODORS, JEWELRY, DEFORMITIES, FACIAL HAIR...)
8. MAY I HAVE YOUR FULL NAME AND ADDRESS?

DISTURBANCES

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. HAS ANYONE BEEN INJURED? - - - - - TYPE OF INJURIES
4. WERE ANY WEAPONS USED OR SEEN? - - - TYPE OF WEAPON INVOLVED
5. WHAT TYPE OF SERVICE ARE YOU REQUESTING? (OPTIONAL--IF YOU ARE NOT SURE)
6. DO YOU HAVE ANY INFORMATION ON A SUSPECT VEHICLE OR DIRECTION OF TRAVEL?
 - A. WHAT COLOR WAS THE VEHICLE?
 - B. DO YOU KNOW THE MODEL, OR CAN YOU DESCRIBE THE STYLE?
 - C. DO YOU KNOW THE MAKE OF THE VEHICLE?
 - D. DO YOU KNOW THE YEAR OF THE VEHICLE?
 - E. WERE YOU ABLE TO OBTAIN A LICENSE NUMBER?
 - F. DID YOU OBSERVE ANY OTHER DISTINCTIVE MARKINGS OR CHARACTERISTICS? (DAMAGE, LOUD EXHAUST, PRIMER SPOTS, ETC.)
7. CAN YOU DESCRIBE THE SUSPECT? (PAUSE--GIVE THEM TIME TO COLLECT THOUGHTS)
 - A. MALE OR FEMALE?
 - B. WHAT RACE?
 - C. APPROXIMATE AGE?
 - D. CAN YOU DESCRIBE THE SUSPECT'S CLOTHING? (START AT HEAD AND WORK DOWN.)
 - E. APPROXIMATELY HOW TALL?
 - F. APPROXIMATE WEIGHT OR BUILD? (HEAVY, MEDIUM, SLENDER)
 - G. COLOR OF SUSPECT(S) HAIR?
 - H. WHAT COLOR EYES?
 - I. DID YOU NOTICE ANY OTHER DISTINCTIVE PHYSICAL CHARACTERISTICS? (BAD TEETH, SCARS, TATOOS, ODORS, JEWELRY, DEFORMITIES, FACIAL HAIR...)
8. MAY I HAVE YOUR FULL NAME AND ADDRESS?

ASSISTANCE

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. WHERE IS THE INJURED PERSON? - - - - (IF INJURY APPLIES)
4. WERE ANY WEAPONS USED OR SEEN? - - - TYPE OF WEAPON INVOLVED
5. ARE THERE ANY SPECIAL CIRCUMSTANCES THAT WE SHOULD BE AWARE OF?
(MENTAL AND PHYSICAL CONDITION OR RELATED HEALTH PROBLEMS, NEED FOR MEDICATION, PRIOR REPORTS, ETC.)
6. DO YOU KNOW OR ARE YOU RELATED TO THIS PERSON?
7. DO YOU HAVE ANY INFORMATION ON A SUSPECT VEHICLE OR DIRECTION OF TRAVEL?
 - A. WHAT COLOR WAS THE VEHICLE?
 - B. DO YOU KNOW THE MODEL, OR CAN YOU DESCRIBE THE STYLE?
 - C. DO YOU KNOW THE MAKE OF THE VEHICLE?
 - D. DO YOU KNOW THE YEAR OF THE VEHICLE?
 - E. WERE YOU ABLE TO OBTAIN A LICENSE NUMBER?
 - F. DID YOU OBSERVE ANY OTHER DISTINCTIVE MARKINGS OR CHARACTERISTICS?
(DAMAGE, LOUD EXHAUST, PRIMER SPOTS, ETC.)
8. CAN YOU DESCRIBE THE SUSPECT? (PAUSE--GIVE THEM TIME TO COLLECT THOUGHTS)
 - A. MALE OR FEMALE?
 - B. WHAT RACE?
 - C. APPROXIMATE AGE?
 - D. CAN YOU DESCRIBE THE SUSPECT'S CLOTHING? (START AT HEAD AND WORK DOWN.)
 - E. APPROXIMATELY HOW TALL?
 - F. APPROXIMATE WEIGHT OR BUILD?
(HEAVY, MEDIUM, SLENDER)
 - G. COLOR OF SUSPECT(S) HAIR?
 - H. WHAT COLOR EYES?
 - I. DID YOU NOTICE ANY OTHER DISTINCTIVE PHYSICAL CHARACTERISTICS?
(BAD TEETH, SCARS, TATOOS, ODORS, JEWELRY, DEFORMITIES, FACIAL HAIR...)
9. MAY I HAVE YOUR FULL NAME AND ADDRESS?

CRIMES AGAINST PROPERTY

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. HAS ANYONE BEEN INJURED? - - - - - TYPE OF INJURIES
4. WERE ANY WEAPONS USED OR SEEN? - - - TYPE OF WEAPON INVOLVED
5. DO YOU KNOW THE LOCATION AND/OR THE DIRECTION OF TRAVEL OF THE SUSPECTS?
6. DO YOU HAVE ANY INFORMATION ON A SUSPECT VEHICLE OR DIRECTION OF TRAVEL?
 - A. WHAT COLOR WAS THE VEHICLE?
 - B. DO YOU KNOW THE MODEL, OR CAN YOU DESCRIBE THE STYLE?
 - C. DO YOU KNOW THE MAKE OF THE VEHICLE?
 - D. DO YOU KNOW THE YEAR OF THE VEHICLE?
 - E. WERE YOU ABLE TO OBTAIN A LICENSE NUMBER?
 - F. DID YOU OBSERVE ANY OTHER DISTINCTIVE MARKINGS OR CHARACTERISTICS? (DAMAGE, LOUD EXHAUST, PRIMER SPOTS, ETC.)
7. CAN YOU DESCRIBE THE SUSPECT? (PAUSE--GIVE THEM TIME TO COLLECT THOUGHTS)
 - A. MALE OR FEMALE?
 - B. WHAT RACE?
 - C. APPROXIMATE AGE?
 - D. CAN YOU DESCRIBE THE SUSPECT'S CLOTHING? (START AT HEAD AND WORK DOWN.)
 - E. APPROXIMATELY HOW TALL?
 - F. APPROXIMATE WEIGHT OR BUILD? (HEAVY, MEDIUM, SLENDER)
 - G. COLOR OF SUSPECT(S) HAIR?
 - H. WHAT COLOR EYES?
 - I. DID YOU NOTICE ANY OTHER DISTINCTIVE PHYSICAL CHARACTERISTICS? (BAD TEETH, SCARS, TATOOS, ODORS, JEWELRY, DEFORMITIES, FACIAL HAIR...)
8. WHAT TYPE OF PROPERTY WAS TAKEN/DAMAGED?
9. MAY I HAVE YOUR FULL NAME AND ADDRESS?

BURGLARY (A SUBSET OF CRIMES AGAINST PROPERTY--
INCLUDES RESIDENTIAL AND COMMERCIAL BURGLARY)

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. HAS ANYONE BEEN INJURED? - - - - - TYPE OF INJURIES
4. WHAT TYPE OF SERVICE ARE YOU REQUESTING? (OPTIONAL--IF YOU ARE NOT SURE)
5. DO YOU KNOW THE LOCATION AND/OR THE DIRECTION OF TRAVEL OF THE SUSPECT(S)?
6. DO YOU HAVE ANY INFORMATION ON A SUSPECT VEHICLE OR DIRECTION OF TRAVEL?
 - A. WHAT COLOR WAS THE VEHICLE?
 - B. DO YOU KNOW THE MODEL, OR CAN YOU DESCRIBE THE STYLE?
 - C. DO YOU KNOW THE MAKE OF THE VEHICLE?
 - D. DO YOU KNOW THE YEAR OF THE VEHICLE?
 - E. WERE YOU ABLE TO OBTAIN A LICENSE NUMBER?
 - F. DID YOU OBSERVE ANY OTHER DISTINCTIVE MARKINGS OR CHARACTERISTICS? (DAMAGE, LOUD EXHAUST, PRIMER SPOTS, ETC.)
7. CAN YOU DESCRIBE THE SUSPECT? (PAUSE--GIVE THEM TIME TO COLLECT THOUGHTS)
 - A. MALE OR FEMALE?
 - B. WHAT RACE?
 - C. APPROXIMATE AGE?
 - D. CAN YOU DESCRIBE THE SUSPECT'S CLOTHING? (START AT HEAD AND WORK DOWN.)
 - E. APPROXIMATELY HOW TALL?
 - F. APPROXIMATE WEIGHT OR BUILD? (HEAVY, MEDIUM, SLENDER)
 - G. COLOR OF SUSPECT(S) HAIR?
 - H. WHAT COLOR EYES?
 - I. DID YOU NOTICE ANY OTHER DISTINCTIVE PHYSICAL CHARACTERISTICS? (BAD TEETH, SCARS, TATOOS, ODORS, JEWELRY, DEFORMITIES, FACIAL HAIR...)
8. WHAT TYPE OF PROPERTY WAS TAKEN?
9. MAY I HAVE YOUR FULL NAME AND ADDRESS?

TRAFFIC ACCIDENTS

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. HAS ANYONE BEEN INJURED? - - - - - TYPE OF INJURIES
4. WHAT TYPE OF SERVICE ARE YOU REQUESTING? (OPTIONAL--IF YOU ARE NOT SURE)
5. DO YOU HAVE ANY INFORMATION ON A SUSPECT VEHICLE OR DIRECTION OF TRAVEL?
(PRIMARILY FOR REPORTED HIT AND RUN REPORTS)
 - A. WHAT COLOR WAS THE VEHICLE?
 - B. DO YOU KNOW THE MODEL, OR
CAN YOU DESCRIBE THE STYLE?
 - C. DO YOU KNOW THE MAKE OF THE
VEHICLE?
 - D. DO YOU KNOW THE YEAR OF THE
VEHICLE?
 - E. WERE YOU ABLE TO OBTAIN A LICENSE
NUMBER?
 - F. DID YOU OBSERVE THE DAMAGE TO THE
SUSPECT VEHICLE?
6. MAY I HAVE YOUR FULL NAME AND ADDRESS?

TRAFFIC PROBLEMS (A SUBSET OF TRAFFIC ACCIDENTS)

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. IS THERE A TRAFFIC HAZARD WHICH COULD CAUSE AN INJURY ACCIDENT?
4. WHAT TYPE OF SERVICE ARE YOU REQUESTING (OPTIONAL--IF YOU ARE NOT SURE)
5. DO YOU HAVE ANY INFORMATION ON A SUSPECT VEHICLE OR DIRECTION OF TRAVEL?
 - A. WHAT COLOR WAS THE VEHICLE?
 - B. DO YOU KNOW THE MODEL, OR CAN YOU DESCRIBE THE STYLE?
 - C. DO YOU KNOW THE MAKE OF THE VEHICLE?
 - D. DO YOU KNOW THE YEAR OF THE VEHICLE?
 - E. WERE YOU ABLE TO OBTAIN A LICENSE NUMBER?
 - F. DID YOU OBSERVE ANY OTHER DISTINCTIVE MARKINGS OR CHARACTERISTICS? (DAMAGE, LOUD EXHAUST, PRIMER SPOTS, ETC.)
6. MAY I HAVE YOUR FULL NAME AND ADDRESS?

SUSPICIOUS CIRCUMSTANCES

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. WERE ANY WEAPONS USED OR SEEN? - - - TYPE OF WEAPON INVOLVED
4. WHAT TYPE OF SERVICE ARE YOU REQUESTING? (OPTIONAL--CALLER MAY OR MAY NOT DESIRE CONTACT BY OFFICER--ATTEMPT TO ASCERTAIN)
5. DO YOU KNOW THE LOCATION AND/OR THE DIRECTION OF TRAVEL OF THE SUSPECT(S)?
6. DO YOU HAVE ANY INFORMATION ON A SUSPECT VEHICLE OR DIRECTION OF TRAVEL?
 - A. WHAT COLOR WAS THE VEHICLE?
 - B. DO YOU KNOW THE MODEL, OR CAN YOU DESCRIBE THE STYLE?
 - C. DO YOU KNOW THE MAKE OF THE VEHICLE?
 - D. DO YOU KNOW THE YEAR OF THE VEHICLE?
 - E. WERE YOU ABLE TO OBTAIN A LICENSE NUMBER?
 - F. DID YOU OBSERVE ANY OTHER DISTINCTIVE MARKINGS OR CHARACTERISTICS? (DAMAGE, LOUD EXHAUST, PRIMER SPOTS, ETC.)
7. CAN YOU DESCRIBE THE SUSPECT? (PAUSE--GIVE THEM TIME TO COLLECT THOUGHTS)
 - A. MALE OR FEMALE?
 - B. WHAT RACE?
 - C. APPROXIMATE AGE?
 - D. CAN YOU DESCRIBE THE SUSPECT'S CLOTHING? (START AT HEAD AND WORK DOWN.)
 - E. APPROXIMATELY HOW TALL?
 - F. APPROXIMATE WEIGHT OR BUILD? (HEAVY, MEDIUM, SLENDER)
 - G. COLOR OF SUSPECT(S) HAIR?
 - H. WHAT COLOR EYES?
 - I. DID YOU NOTICE ANY OTHER DISTINCTIVE PHYSICAL CHARACTERISTICS? (BAD TEETH, SCARS, TATOOS, ODORS, JEWELRY, DEFORMITIES, FACIAL HAIR...)
8. MAY I HAVE YOUR FULL NAME AND ADDRESS?

PUBLIC MORALS

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. WHAT IS YOUR PRESENT LOCATION?
4. WHAT TYPE OF SERVICE ARE YOU REQUESTING? (OPTIONAL--IF YOU ARE NOT SURE)
5. DO YOU KNOW THE LOCATION AND/OR THE DIRECTION OF TRAVEL OF THE SUSPECT(S)?
6. DO YOU HAVE ANY INFORMATION ON A SUSPECT VEHICLE OR DIRECTION OF TRAVEL?
 - A. WHAT COLOR WAS THE VEHICLE?
 - B. DO YOU KNOW THE MODEL, OR CAN YOU DESCRIBE THE STYLE?
 - C. DO YOU KNOW THE MAKE OF THE VEHICLE?
 - D. DO YOU KNOW THE YEAR OF THE VEHICLE?
 - E. WERE YOU ABLE TO OBTAIN A LICENSE NUMBER?
 - F. DID YOU OBSERVE ANY OTHER DISTINCTIVE MARKINGS OR CHARACTERISTICS? (DAMAGE, LOUD EXHAUST, PRIMER SPOTS, ETC.)
7. CAN YOU DESCRIBE THE SUSPECT? (PAUSE--GIVE THEM TIME TO COLLECT THOUGHTS)
 - A. MALE OR FEMALE?
 - B. WHAT RACE?
 - C. APPROXIMATE AGE?
 - D. CAN YOU DESCRIBE THE SUSPECT'S CLOTHING? (START AT HEAD AND WORK DOWN.)
 - E. APPROXIMATELY HOW TALL?
 - F. APPROXIMATE WEIGHT OR BUILD? (HEAVY, MEDIUM, SLENDER)
 - G. COLOR OF SUSPECT(S) HAIR?
 - H. WHAT COLOR EYES?
 - I. DID YOU NOTICE ANY OTHER DISTINCTIVE PHYSICAL CHARACTERISTICS? (BAD TEETH, SCARS, TATOOS, ODORS, JEWELRY, DEFORMITIES, FACIAL HAIR...)
8. MAY I HAVE YOUR FULL NAME AND ADDRESS?
(IS CALLER VICTIM OR CITIZEN INFORMANT?)

MISCELLANEOUS SERVICE

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
3. WHAT TYPE OF SERVICE ARE YOU REQUESTING?
4. MAY I HAVE YOUR FULL NAME AND ADDRESS?

ALARMS

1. WHAT TIME DID THIS OCCUR? - - - - - TIME ELEMENT
2. WHERE DID THIS OCCUR? - - - - - LOCATION (WHERE IS VICTIM NOW?)
(TO BE USED WHEN ALARM IS CALLED IN BY AN ALARM SERVICE)
3. WHERE IS THE ALARM LOCATED? (PERIMETER, INTERIOR, ETC.)
4. HAS THE ALARM RESET? WHAT TIME DID IT RESET?
5. MAY I HAVE THE FULL NAME AND ADDRESS OF THE ALARM COMPANY?
6. MAY I HAVE THE NAME AND PHONE NUMBER OF THE RESPONSIBLE PARTY IN THE
EVENT A CONTACT IS NEEDED?

D.P.R. MATRIX		TIME				INJURY*			RESPONSE MODE		
EVENT CATEGORY	DESCRIPTORS	IN PROGRESS	JUST OCCURRED	COLD	SUPPLEMENT REPORT	ACTUAL	PROBABLE	POTENTIAL	IN PROGRESS/JUST OCCURRED	OVERRIDE	EXPEDITOR UNIT REPORT
1. CRIMES AGAINST PERSONS		1	2	3	0	1	1	-----	0	1	2
2. DISTURBANCES		1	2	3	0	-----	-----	-----	0	-----	2
3. ASSISTANCE		1	2	3	0	1	1	1	0	1	2
4. CRIMES AGAINST PROPERTY		1	2	3	0	-----	-----	-----	0	1	2
B. BURGLARY		1	2	3	0	-----	-----	-----	0	1	2
5. TRAFFIC ACCIDENTS		-----	2	3	0	1	1	1	0	1	2
T. TRAFFIC PROBLEMS		1	2	3	0	-----	-----	1	0	1	2
6. SUSPICIOUS CIRCUMSTANCES		1	2	3	0	-----	-----	-----	0	1	2
7. PUBLIC MORALS		1	2	3	0	-----	-----	-----	0	1	2
8. MISCELLANEOUS SERVICE		1	2	3	0	-----	-----	-----	0	1	2
9. ALARMS		1	-----	-----	-----	-----	-----	-----	0	-----	-----

*NO INJURY = 0 ----- ALL OTHERS = 1

DIFFERENTIAL POLICE RESPONSE MATRIX

THE MATRIX IS TO BE USED AS AN AID TO RAPIDLY ESTABLISH A FOUR-DIGIT INCIDENT CODE NUMBER. WHEN THIS INCIDENT CODE NUMBER IS TYPED INTO THE COMPUTER WITH THE ADDRESS/LOCATION, A PRE-PROGRAMMED AND PRIORITIZED TICKET WILL APPEAR.

EXAMPLES OF INCIDENT CODE NUMBERS ESTABLISHED FROM THE MATRIX:

EVENT CATEGORY	TIME OF INCIDENT	INJURY	RESPONSE MODE	
1	2	1	0	= A CRIME AGAINST PERSON WITH KNOWN INJURY WHICH JUST OCCURRED
CRIMES AGAINST PERSONS	JUST OCCURRED	WITH ACTUAL INJURY	ALWAYS A DISPATCHED CALL	

THIS CALL IS PRE-PROGRAMMED AS
PRIORITY 99 — IMMEDIATE DISPATCH (INJURY)

INCIDENT CODE

1 2 1 0

*THE FIRST DIGIT OF THE INCIDENT CODE SIGNIFIES THE EVENT CATEGORY (1 THROUGH 9) LISTED ON THE LEFT SIDE OF THE MATRIX. NOTE THE SUBSET "B" FOR BURGLARY UNDER EVENT 4 (CRIMES AGAINST PROPERTY). IF THE PROPERTY CRIME IS RESIDENTIAL OR COMMERCIAL BURGLARY, THE FIRST ALPHANUMERIC SYMBOL OF THE INCIDENT CODE WOULD BE THE LETTER "B", I.E., B100 = BURGLARY IN PROGRESS. ALSO NOTE SUBSET "T", TRAFFIC PROBLEMS.

1 2 1 0

°THE SECOND DIGIT OF THE INCIDENT CODE SIGNIFIES TIME, THE FIRST OF THREE "DESCRIPTORS" LISTED AT THE TOP OF THE MATRIX. THE TIME COLUMN IS BROKEN INTO THREE PARTS—IN PROGRESS (1), JUST OCCURRED (2), AND COLD (3). THE "DESCRIPTORS" LISTED AT THE TOP OF THE MATRIX DETERMINE THE PRIORITY OF THE CALL WHICH HAS BEEN PRE-PROGRAMMED INTO THE COMPUTER. IN THIS SYSTEM A "COLD" CALL WITH LITTLE OR NO CHANCE OF APPREHENSION WOULD BE OF A LOWER PRIORITY, BARRING OTHER "DESCRIPTORS" SUCH AS "ACTUAL INJURY" WHICH WOULD HAVE THE EFFECT OF AGAIN RAISING THE PRIORITY.

1 2 1 0

°THE THIRD DIGIT OF THE INCIDENT CODE SIGNIFIES WHETHER OR NOT AN INJURY HAS TAKEN PLACE, IS LIKELY TO TAKE PLACE, OR POSSIBLY MAY TAKE PLACE. NOTE THE "INJURY" DESCRIPTORS INDICATE THAN AN INJURY HAS OR MAY OCCUR; IF NO INJURY HAS OCCURRED AND THERE IS NO LONGER THE THREAT OF TRAUMATIC INJURY, "0" IS ENTERED AS THE THIRD DIGIT OF THE INCIDENT CODE.

1 2 1 0

°THE FOURTH AND LAST DIGIT OF THE INCIDENT CODE SIGNIFIES THE "RESPONSE MODE" THAT IS, WHAT TYPE OF RESPONSE SHOULD THE CALL RECEIVE (DISPATCH OF MOBILE UNIT VS. NON-DISPATCH). MOST OF THE EVENTS IN THE NINE CATEGORY SECTION ARE DISPATCHED IF THE "EVENT" IS IN PROGRESS OR HAS JUST OCCURRED MAKING APPREHENSION AND/OR IDENTIFICATION LIKELY; THIS IS SIGNIFIED BY "0" FOR IMMEDIATE DISPATCH, (PRIORITY 97, 98, OR 99).

ANOTHER OPTION IN THE "RESPONSE MODE" SECTION OF THE MATRIX IS "OVERRIDE". "OVERRIDE" SIGNIFIES THAT WHILE A DISPATCHED MOBILE RESPONSE IS REQUIRED BASED SOLELY ON (1) A STATUTORY REQUIREMENT, (2) A CITIZEN'S DEMAND, OR (3) DEPARTMENT POLICY, IT MAY BE OF A MUCH LOWER PRIORITY. "OVERRIDE" IS DESIGNATED BY THE NUMBER "1" AS THE FOURTH DIGIT OF THE INCIDENT CODE.

THE LAST OPTION IN THE "RESPONSE MODE" SECTION OF THE MATRIX IS EXPEDITOR REPORT. AN EXPEDITOR REPORT WILL BE DIVERTED TO ANOTHER RESOURCE RATHER THAN DISPATCHING A MOBILE UNIT. THE MAJORITY OF THESE REPORTS, INCLUDING "NO PROSECUTION", "INSURANCE ONLY", AND "INFORMATION" REPORTS WILL BE DIVERTED TO THE EXPEDITOR UNIT.

USING THE MATRIX WITH SPEED AND ACCURACY TO DEVELOP THE PROPER INCIDENT CODE SHALL BE AN IMPORTANT DISPATCHER TASK.

DIFFERENTIAL POLICE RESPONSE

INCIDENT CODES

INCIDENT NO.	PRIORITY	INCIDENT DESCRIPTION
1100	98	C/A PERSON PROG
1110	99	C/A PERSON INJURY PROG
1200	98	C/A PERSON J/OCC
1210	99	C/A PERSON INJURY J/OCC
1301	94	C/A PERSON OVERRIDE/REPORT
1311	94	C/A PERSON INJ/OVERRIDE REPORT
1302	92	C/A PERSON EXPEDITOR REPORT
1312	92	C/A PERSON INJ/EXPEDITOR RPT
1002	92	C/A PERSON SUPPLEMENT REPORT
2100	96	DISTURBANCE PROG
2200	94	DISTURBANCE J/OCC
2302	92	DISTURBANCE EXPEDITOR REPORT
2002	92	DISTURBANCE SUPPLEMENT REPORT
3100	96	ASSISTANCE PROG
3110	99	ASSISTANCE INJURY PROG
3200	95	ASSISTANCE J/OCC
3210	99	ASSISTANCE INJURY J/OCC
3301	94	ASSISTANCE OVERRIDE/REPORT
3311	94	ASSISTANCE INJURY OVERRIDE/REPORT
3302	92	ASSISTANCE EXPEDITOR REPORT
3312	92	ASSISTANCE INJURY EXPEDITOR REPORT
3002	92	ASSISTANCE SUPPLEMENT REPORT

INCIDENT NO.	PRIORITY	INCIDENT DESCRIPTION
4100	97	C/A PROPERTY PROG
4200	95	C/A PROPERTY J/OCC
4301	96	C/A PROPERTY OVERRIDE REPORT
4302	92	C/A PROPERTY EXPEDITOR REPORT
4002	92	C/A PROPERTY SUPPLEMENT REPORT
B100	97	BURGLARY PROG
B200	95	BURGLARY J/OCC
B301	96	BURGLARY OVERRIDE REPORT
B302	92	BURGLARY EXPEDITOR REPORT
B002	92	BURGLARY SUPPLEMENT REPORT
5200	94	T/C J/OCC
5210	99	T/C INJURY J/OCC
5301	94	T/C OVERRIDE REPORT
5311	94	T/C INJURY OVERRIDE REPORT
5302	92	T/C EXPEDITOR REPORT
5312	92	T/C INJURY EXPEDITOR REPORT
5002	92	T/C SUPPLEMENT REPORT
T100	95	TRAF PROB PROG
T110	99	TRAF PROB POT INJURY
T200	94	TRAF PROB J/OCC
T301	94	TRAF PROB OVERRIDE REPORT
T302	92	TRAF PROB EXPEDITOR REPORT
T002	92	TRAF PROB SUPPLEMENT REPORT

INCIDENT NO.	PRIORITY	INCIDENT DESCRIPTION
6100 6200 6301 6302 6002	97 94 94 92 92	SUSP/CIRCS PROG SUSP/CIRCS J/ OCC SUSP/CIRCS OVERRIDE REPORT SUSP/CIRCS EXPEDITOR REPORT SUSP/CIRCS SUPPLEMENT REPORT
7100 7200 7301 7302 7002	96 95 94 92 92	PUBLIC MORALS PROG PUBLIC MORALS J/OCC PUBLIC MORALS OVERRIDE REPORT PUBLIC MORALS EXPEDITOR REPORT PUBLIC MORALS SUPPLEMENT REPORT
8100 8200 8301 8302 8002	94 94 94 92 92	MISC/SERV PROG MISC/SERV J/OCC MISC/SERV OVERRIDE REPORT MISC/SERV EXPEDITOR REPORT MISC/SERV SUPPLEMENT REPORT
9100	97	ALARM

RESPONSE PRIORITY MODEL

<u>PRIORITY</u>	<u>COMPUTER</u>	<u>RESPONSE</u>
1	99	IMMEDIATE DISPATCH-INJURY
2	98	IMMEDIATE DISPATCH-CRIMES AGAINST PERSONS
3	97	IMMEDIATE DISPATCH-CRIMES AGAINST PROPERTY
4	96	FIFTEEN(15) MINUTES
5	95	THIRTY (30) MINUTES
6	94	ONE (1) HOUR
7	93	WHEN AVAILABLE-EXCEEDS ONE HOUR
8	92	NON-MOBILE PATROL RESPONSE EXPEDITOR UNIT RESPONSE

SAMPLE CALL TAKER SCENARIO
FOR SERIOUS IN-PROGRESS AND JUST-OCCURRED CRIMES

AFTER OBTAINING INITIAL INFORMATION NECESSARY TO DEVELOP INCIDENT CODE, CALL TAKER TAKES ASSERTIVE COMMAND OF THE CONVERSATION AND DIRECTS CALLER IN ORDER TO OBTAIN REQUIRED INFORMATION RAPIDLY.

--SIR, MISS, MA'AM, ETC.--

"WHAT IS YOUR FIRST NAME?" (RESPONSE) "MAY I CALL YOU (USE FIRST NAME GIVEN)?" (IN A CALM, REASSURING, YET DIRECTING VOICE, STATE:) "PLEASE LISTEN VERY CAREFULLY AND FOLLOW MY DIRECTIONS FOR THE NEXT FEW MOMENTS. FIRST, A POLICE OFFICER IS NOW ENROUTE AND WILL ARRIVE AT YOUR LOCATION SHORTLY TO HELP YOU. IT IS IMPORTANT THAT WHILE ENROUTE TO YOUR LOCATION THAT THE OFFICER ASSIGNED AND OTHER OFFICERS IN THE AREA BE PROVIDED WITH AS MUCH INFORMATION AS POSSIBLE IN ORDER...

- ° ...TO MAKE THE SAFEST APPROACH"
- ° ...TO BEST PROTECT YOU"
- ° ...TO AID IN THE POSSIBLE APPREHENSION OF THE SUSPECT(S)
- ° ...TO BE ON THE LOOKOUT FOR THE SUSPECT(S)."

"I MUST OBTAIN CERTAIN VITAL INFORMATION FROM YOU WHICH IS BEING RELAYED ELECTRONICALLY TO THE OFFICERS WHO ARE COMING TO HELP YOU."

PROCEED WITH THE NECESSARY QUESTIONS TO OBTAIN FORMATED INFORMATION NEEDED AND ENTER INTO THE NOTES SECTION OF THE TICKET FOR THE DISPATCHER.