

Police Call Procedures for NON Emergency Incidents

1. Call 893 7780

2. Your call will be answered by a "call taker". This person will ask you questions such as; Do you know the person, describe this person, what is this person wearing, is he armed, has he committed a crime, etc. Be sure to answer the questions completely and as accurately as possible. Be advised that while you are giving the call taker this information, the call taker is electronically entering the data onto the computer. Be sure to GET THE CALL TAKERS NAME and NOTE THE TIME/DATE. If the call taker attempts to "talk you out of having a problem", ask that an officer be dispatched and your call information be referred to Mr. McDonald, SPPD Dispatch Director, with a reference to Ron Russell.

3. The information from the call taker is immediately forwarded to a dispatcher. This dispatcher assigns the call a control/incident number and then dispatches an officer*. Wait for the officer to arrive. Get the responding officer's name and the control incident number. There is a control number assigned to every call, even if the officer takes no action. If the officer takes action, then a report number will also be issued to him by the dispatcher. This report will record the details of the actions taken.

*It must be kept in mind that vagrants who are not in the act of doing anything, teens with boom boxes, and unobvious teenage drinking are of a low priority as compared to rapes, murders, and forcible felonies in general, thus it may take a while for an officer to respond. If a police officer does not respond in a timely manor, it would not be out of order to place another call to the dispatch person requesting the status (at that time you can obtain the control/incident number) - OR - if the status of the incident changes (gang fighting, vagrant with a weapon or attempting to harm someone) this should be called in on an emergency basis.

If you have any questions, please contact Captain Ron Russell, phone 345-7000