

How to use this guide

You can change, modify and add calls to this Power Point – it is to be considered a 'template' that you can use to design training that fits your needs.

ABDUCTION

What is happening (did happen)
 Where did this happen
 How long ago
 Descriptions
 • Vehicle (Direction of Travel)
 • Persons (Suspect / Victim / Relationship)
 Weapons seen
 Relationship of caller to call

ABDUCTION TYPES

- Stranger abduction of child
- Stranger abduction of adult
- Suspicious abduction activity
- Known suspect / victim abduction
- Domestic child abduction by parent or other

Note: Relationships and time delay most important

ABDUCTION Examples

- 📍 College students reporting a stranger abduction they are watching from the dorm
- 📍 Woman in the trunk of a car using a cell phone to report her abduction – later found dead

ALARM-PERSON ACTIVATED

Bank / Panic Button / Cash Register

Complete location information
 Type of alarm & how alarm is activated
 Is the business open / hours / phone inside
 Reporting agency phone / name of caller

Note: Do not call into business until advised

ALARM-MONITORED BURGLARY

Location / business or home address
 Type of alarm and location inside
 Alarm Company / phone / Operator # or name
 Is alarm company calling responsible party
 If responding ETA / name / vehicle

Motion / pressure / perimeter / sound / foil / infrared / wireless / other?

ALARM-AUDIBLE HEARD

Exact location / near landmark / location of the caller / direction from caller
 How long has it been sounding
 Can the caller see any activity around the alarm location
 Caller name / phone / address

ASSAULT / THREATS

Where is the caller / Is the caller the victim
 How were the threats made / when / what was said and who was threatened
 Names and location of the person threatening
 Is the suspect en route? Vehicle / Physical
 – From what location!
 History of this? Weapons / Alcohol / Drugs

ASSAULT / THREATS cont

THREATS TYPES OF

- Domestic / harassment / extortion / Neighbor / Business / Stranger
- Death / bodily harm / vandalism / theft / retribution / rape / kidnap / exposure

Note: Take all domestic violence threats very seriously – send an officer immediately regardless if the suspect is on location or expected and always send two units. It is to be expected the suspect may return – get a description of subject and vehicle.

ASSAULT IN PROGRESS

Location of incident / happening now?
 What is happening / weapons
 Caller name / phone / how involved
 Injuries / extent
 Weapons / Alcohol / Drugs
 How many subjects? Over what?
 Update / Direction of travel / description


ASSAULTS / FIGHTS

Gatherings: Bars / dance clubs / schools / parties / weddings / traffic altercations / juvenile gatherings / sports events / business

Involving: Subjects related / not related / gangs / groups such as picketers

Weapons: Guns / knives / clubs / bottles

ASSAULTS / FIGHTS

 N.J. Police dispatcher fired after mishandling 911 call from attacked Parsippany woman. The woman was hit by her attacker and raped. Police received another call from a resident about the screams and arrived to find the suspect with the victim. She had minor injuries and was raped.

BOMB THREAT

Location stated where the bomb may be
 Time given to detonation
 What was said / background noises of caller

Caller location / name / phone number

- Caller take the call?
- Are they evacuating
- Who should we contact outside
- Note: No transmissions from the scene - check

BURGLARY IN PROGRESS

Location of activity / where seen
 What was seen or heard
 Descriptions of subjects / vehicles
 Caller name / phone / location / relationship
 Point of entry / time delay

Note: Keep on line

BURGLARY REPORT

Location of the incident
 Caller name / phone / victim
 Could anyone be inside
 Do not disturb anything

Note: What was taken may not be relevant unless very recent and guns were taken

BURGLARY CALL TYPES

Burg in progress / occupied / unoccupied
 Burg activity
 Breaking glass
 Lights in closed business
 Ladder to roof
 Suspicious vehicles / subject / activity

B & E Breaking and Entering / Smash and Grab

BURGLARY Calls

 Homeowner shot a burglar as he was coming up the stairs.

 Elderly woman reports burglars stuck in the mud after taking a shotgun from her house. Burglars get on the phone to deny burglary.

 Child alone in a closet reporting two burglars in the house (a bit hard to hear).
 But still some good questions by the call taker.

CHILD/ELDERLY ABUSE

Location of the incident / in progress
 What is happening (has happened)
 Who is involved / names / relationships
 Injuries / severity
 Caller location / phone / name / relationship
 Witness / victim
 History of abuse prior / Child/Adult Protective involved?

CHILD UNATTENDED

Location Home / Vehicle
 Address / description/location of vehicle
 Ages / children's activity / sleeping / crying
 Where is the responsible adult
 How long ago was the adult last seen
 Caller name / phone / location / relationship
 Meet if location is difficult to find / vehicle

CALLING CPS ASSIST

Where are the police needed
 What type of assistance is needed
 What is the situation
 Weapons / alcohol / drugs / violence
 History of this family / full name / DOB
 Name of CPS contact / ETA / Vehicle
 Removal of child / investigation of report

CIVIL COMPLAINT

KEEP THE PEACE / CIVIL STANDBY

What is the situation / what is needed
 Caller location / name / phone / relationship
 Other parties involved / problem
 Time officer needed
 Custody / restraining order / eviction / check your policy concerning when officers will respond

DISTURBANCE

What is happening (has happened)
 Location of the incident
 Number of people involved
 Alcohol / party / gathering / noise
 Caller location / name / phone / relationship
 Contact desired
 Loud music / party / vehicles / construction / arguing / loud neighbors

DOMESTIC VIOLENCE

Location of the parties involved / address
 Injuries / severity / relationships
 Weapons / alcohol / drugs
 Caller location / name / phone / relationship
 Describe what is happening (did happen)
 Parties involved relationship / aggressor
 History / past violence / weapons?

DOMESTIC VIOLENCE

May include:
 Verbal / yelling / arguing / harassment / threats of parties living together or have
 Physical / slapping / throwing objects / pushing/ kicking / burning / hitting

Note: Always 2 units / Always take serious

DOMESTIC VIOLENCE

Excited Utterances / Spontaneous Statements
 Used in Court for prosecution

When talking to the victim or the suspect ask directly –
 – "Did he hit you?"
 – "Did you hit her?"

DOMESTIC Calls

-  Adult male reports he shot his father in dispute.
-  Wife reports stabbing her husband after he attacked her.
-  Domestic in progress, child involved.

DRIVE BY SHOOTING

Exact location / what is happening / persons shot?
 Injuries / numbers and extent
 Suspect description / vehicle / persons / known?
 time delay and direction of travel

DRUGS AND ALCOHOL

DRIVING UNDER INFLUENCE
 Location of the vehicle last seen / time delay
 Direction of travel / Description vehicle
 What activity if they are reporting a DUI
 Caller name / phone / relationship (witness?)
 Request contact

DRUGS AND ALCOHOL

 Mayor involved in DUI – wants a ride.

 DUI woman driving wants police to follow her home.

DRUGS and / or ALCOHOL

INTOXICATED/HIGH SUBJECT
 Location last seen / time delay
 Injuries / sick
 Description / Name
 Activity / Danger to self or others
 Caller name / phone / location / relationship

DRUGS

USE OF ILLEGAL SUBSTANCE
 Location of the use / Happening now
 What is the activity
 Who is involved / how many / descriptions
 Caller information / OK Anonymous

DRUGS / SALE / MFG / GROW

Location of the activity
 What is the activity / drug
 Who is involved with this
 Is this happening now
 Caller information

DRUG & ALCOHOL

CALL TYPES
 Minors attempting to buy alcohol
 Minors in possession
 Tavern serving after hours / minors
 After hours selling
 Drug use in public
 Suspected drug sale / mfg / activity

FRAUD / FORGERY

IN PROGRESS
 Location of the activity
 What is happening / Watched now
 Descriptions / Subject / Vehicles
 Caller / Information / How related


Note: May wish to allow suspect to complete the transaction

FRAUD / FORGERY PRIOR

Location of the incident
 Caller information / relationship
 What type of activity
 Suspect known Describe / Name DOB

Call Types: Credit Card / Prescription / Checks / Account closed


HANG UP





Call Back always to determine if there is a problem.
 If you cannot reach the caller or the location (answering machine) **SEND**.
 If the call does not have an **ALI** do what you can to find the location connected to this number (differs)
 If the caller states there is not a problem, document the call regardless.

...continued

HANG UP Calls



-  **DV Hang Up** – Officer is the male, was convicted of prior rapes and DVs.
-  **Hang up DV Call Taker persisted**


HANG UP



If you do not feel comfortable with the caller use code, such as *"If you do not need the police say NO if all is good. If you need the police, be silent now and I will send."* Use any code that would not endanger the caller if they are in harms way.

If you are not comfortable with the "I'm OK" story – **SEND** and advise you are sending. Keep online.


HOMICIDE



OBVIOUS / DEADLY INJURIES

Location of the body / type of injuries
 Condition of the body / describe the scene
 When occurred if known or estimated
 Suspects Descriptions / full information
 Caller information / location / relationship

HOMICIDE




WITNESSED / ASSAULT

Location of the incident
 Injuries / number of victims
 Suspect information / location
 Caller involvement / information
 Circumstances of the crime

Note: Keep the caller on the line until arrival

HOMICIDE



CALL TYPES

Homicide from assault witnessed
 Found body obvious homicide injuries
 Found recent deadly injuries
 Found body decomposed / unknown homicide
 Found remains / suspicious items / blood / signs of struggle / missing person

HOMICIDE Calls



-  **Mother found son in trailer dead with head missing.**
-  **Man reporting I killed two people.**
-  **Child reporting parents were murdered**