



Police
'Call Type'
Guide A-H
9-1-1 Calls

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 Pull

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