**Question 1: We would like to know if your agency has dealt with this issue, if so how?**

**Answer: We have a multi-layered approach. Much of that approach is outlined in your questions that follow.**

* 1. **We are one of many agencies that no longer sends on all calls.**
  2. **We begin with calltaking—our calltakers have questions for emergency calls, but are trained to extract many details from every caller. See the following from Peoria Police Department Policy 8.01A, Communications-Telephone Call Processing (8.01A, II.C.)**

C. Citizen calls for service: Responding to calls for service is one of the main functions of the Peoria Police Department. In responding to calls, citizen/officer safety is of primary importance. In order to accomplish this, Communications specialists must obtain and relay relevant information regarding each call.

1. Information to be obtained: In order to properly assess and appropriately respond to each call for service, Communications personnel shall utilize the caller questions manual to inquire, obtain, and dispatch all pertinent information regarding the call. Do not make assumptions when receiving calls for service; use the standardized caller questions contained in the manual to ask specific and direct questions and apply common sense when asking questions of the caller. *(81.2.6.a)*

* + - 1. What: Nature of call; i.e., fight, armed robbery, etc. *(81.2.3.d)*
      2. Where: Location of occurrence, direction of travel, etc. *(81.2.3.e)*
      3. When: Date/time of occurrence; date/time reported. *(81.2.3.b)*
      4. Who: Names and addresses of person(s) involved; suspect(s) or suspect vehicle(s) descriptions; citizens in pursuit, etc. including name, date of birth and description. *(81.2.3.c)*
      5. How: Stabbed, shot, injured (medical attention needed?); gun or other weapon displayed, etc.
      6. Why: Events leading up to the incident, if applicable or known.
  1. **Officers can also take reports by phone. In addition we have telephone response unit officers (usually light duty), and our station officers who take non-emergency calls by phone.**
  2. **We also have a report hotline. Dispatchers refer callers to this hotline for certain calls, where they can elect to use the Internet or mail to file certain reports. See the following from 8.01A, Communications—Telephone Call Processing (8.01A.II.F)**

F. Report hotline:

* 1. For a select group of property crimes callers will be transferred to the report hotline. *(81.2.6.b)*

1. The phone tree for this internal 4 digit extension (5044) will provide the caller with three different options: submitting an online report; requesting a report form be mailed to them (mail back); or coming into the station to fill out a short form informational police report (counter).
   1. Online: The caller will be directed to our City of Peoria web page where they will find further directions for submitting their report online.
   2. Mail back: The caller will be prompted to leave their name, address and phone number to have a report form mailed to them along with a self addressed return envelope.
   3. Counter: The caller who chooses to file their report in person will be given directions to the Patrol Services Administration Building (PSAB) and advised the lobby is open 24/7.
2. The following incidents shall be referred by Communications personnel to the report hotline:
   1. Theft.
   2. Bicycle theft.
   3. Lost property.
   4. Criminal damage.
   5. Open garage burglaries.
   6. Non-injury traffic incident that occurred more than 24 hours ago and is non-criminal in nature.
   7. Burglary from vehicle
3. Property crimes involving the following circumstances are not eligible for the report hotline.
   1. Calls in progress.
   2. Civil matters.
   3. Reports involving city liability.
   4. Suspects are at the scene or available for contact.
   5. False information or insurance fraud suspected.
4. Large monetary loss exceeding $15,000.
5. Accidents occurred within 24 hours or where criminal element exists.
6. Completed reports will be reviewed by either the station officer or a callback officer, who will then self-initiate the call in CAD or call Communications to have the call entered and request an IR number.

**Question 2: Are there any calls for service that your officers no longer automatically respond to?**

**Answer: Communications Specialists triage and attempt to resolve issue that they can either by answering questions, referring citizesn to the proper agency, etc. They will advise citizens if certain issues are not police matters. However if they demand police services, we will usually have an officer contact them by phone at least. In addition to this and the previous information, there are certain calls that are considered “ATL Only” (From 8.01C.II.J)**

Attempt to Locate (ATL):

1. Attempt to locate (ATL): The following types of calls have been identified as “ATL” calls and provide awareness of the activity or allow officers to check the activity if a patrol unit is close by. Patrol units in the immediate area may respond if available. If Communications personnel have reason to believe, based upon information known to them, that a unit needs to be assigned, they have the authority to do so. In all instances, if a caller wants contact, an officer will be dispatched to the call.

1. Speeding vehicles: Reports of a speeding/racing vehicle with no one following the vehicle, and no caller information to follow up on will be dispatched as an ATL over the main frequency. If no officers locate the vehicle, it will be cleared by Communications.
2. Traffic offenses: Reports of all un-licensed vehicles being operated, the information will be broadcasted as an ATL on channel 1 and cleared by Communications if no officers locate the vehicle.
3. Driving under the influence (DUI): Report of a DUI with no one following the vehicle. The call will be dispatched as an ATL and cleared by Communications if no officers locate the vehicle. If there is a citizen following the vehicle from a safe distance and providing continuous directions, a patrol unit will be dispatched.
4. Road rage: Report of road rage and there is no one following the vehicle, the call will be dispatched as an ATL over the main frequency and cleared by Communications if no officers locate the vehicle. If there is a citizen following the vehicle(s) and providing continuous directions, or if there has been an allegation of an assault or damage to a vehicle or property, a patrol unit will be dispatched.
5. ATL from other agencies: Communications shall broadcast the ATL and follow up by sending the information as a message over the MDB.
6. Beer thefts/shoplifting: Report of a beer theft or shoplifting with a limited description of the suspect or no valid license plate to follow up on, the call will be dispatched as an ATL over the main frequency, and sent to the station officer to handle the report by call back.
7. Gas drive-offs: Report of a gas theft with a limited description of the suspect or no valid license plate, the call will be dispatched as an ATL over the main frequency and sent to the station officer to handle the report by call back.

**Question 3: Does your agency have a differential response program to triage non-priority calls?**

**Answer: Yes, all of the information provided is part of a differential response program. In addition, all calls are prioritized based on severity, time of occurrence, and presence of suspects, and expected response times are different for each priority.**

**Question 4: Does your agency utilize a questionnaire for 911 operators to screen calls and determine if a crime or emergency is in progress?**

**Answer: It is part of our standard questioning process for all calls and an integral part of how we prioritze calls for service.**

**Any assistance would be much appreciated, Thank you!**