

## **CALL SCREENING AND PRIORITIZATION**

**The purpose of screening calls for service is to sort out those calls that require an emergency response, an immediate response, a routine response, or no response.**

**Priority E – Denotes an emergency.** This is an in-progress felony crime that, by its' nature, may carry an imminent threat to life; such as a robbery or a fight involving weapons.

**Priority 1 – Critical calls which carry a direct threat to life or property.**

It can be a felony which is no longer in progress but occurred within the last 5 minutes and/or the suspect is still believed to be in the area. It can be a lesser crime that is in progress. It can be a situation which may escalate such as a verbal dispute.

**Priority 2 – Calls which do not or indirectly pose a threat to life or property.** In general these are past tense situations where the involved parties are separated but may still be in the area. A crime may or may not have occurred. These calls are still serious in nature and should be responded to as soon as possible for there is potential for re-contact and escalation.

**Priority 3 – Calls with no threat to life or property.** There is an extended time lapse. The suspect is gone or unknown. The involved parties no longer have proximity. A disturbance is of a non-threatening nature, such as loud music. Often these calls are informational or for the purpose of filing a report.

**Priority 5 – Informational calls for Police or Fire Personnel.** Contact Messages. Information relative to area conditions or public events.

**As indicated there are several different variables used in determining the priority of a call. Call-takers receive extensive training as it is crucial that they obtain the information necessary to determine a correct priority and call type.**

## CALL FOR SERVICE TYPES (Law Enforcement)

Call Type	Meaning	Priority
911B	911 hang-up from a business	1
911C	911 hang-up from a cell phone	1
911P	911 hang-up from a payphone	1
911R	911 hang-up from a residence	1
ABVEH	A vehicle unattended for a period of 48 hours on public property	3
ACC	Vehicle accident. Known or unknown injuries.	1
ACCP	Vehicle accident. Known injuries - Medical Assistance Refused	1-3
ACCNI	Vehicle Accident. No injuries	1-3
ACCEX	Vehicle Accident. Extrication needed.	1
ALARMP	Electronic device to detect unlawful entry to a structure or vehicle	1-2
AREACK	Checking a business, park, residence, or general area	9
AB	Attempt (assault) or use of force (battery) against another	E-3
ADW	Attempt to injure another with the use of a weapon capable of inflicting death or great bodily harm	E-3
ATL	Informational broadcast on crimes or wants or officer safety issues including reckless driver and DUI's	2
BAIL	Custody information from Bail Enforcement Agents	5
BDW	Injury caused by use of force with a weapon capable of inflicting death or great bodily harm	E-3
BDWP	Use of force with a weapon	E-3
BIO	Bio chemical hazard	1-3
BOMB	A threat referencing a explosive device. A suspicious container	E-1
BURGC	Commercial Burglary	E-3
BURGR	Residential Burglary	E-3
BURGV	Vehicle Burglary	E-3
BUSCK	Checking a business	9
CHILD	Missing or found children under 12 years of age	1-3
CIVIL	Civil Process	1

CIVPRB	Dispute between two or more persons. Not involving a crime	1-3
CUSTDY	Detainment for criminal act or civil protective custody	1-2
DOA	Deceased through natural, unknown, or suspicious circumstances	1
DOAP	Deceased person Police Only	1
DOP	Unlawful and willful destruction of property belonging to another	1-3
DRTBK	Unsafe operation of motorcycle, dirtbike, ATV or similar vehicle	1-3
DISTR	Disturbing the Peace; Public Disorder, Affray, Unlawful Assemblage, Insulting/Offensive/Provocative/Obscene Conduct, Wrongful interference with another. i.e., loud music	1-3
DRAG	Acceleration contest between two or more vehicles	3
DUI	Driving under the influence of alcohol or controlled substances	1
DRUNK	Pedestrian under the influence of alcohol or a controlled substance with no other violation	1-3
EMBEZZ	Appropriate property entrusted to ones care	1-3
EXTORT	To obtain monies or property from another through threat of force, ingenious means, or undue and illegal power	E-2
FAMDST	Verbal or physical conflict between two or more persons who share a close relationship.	E-2
FIGHT	Physical altercation or pending physical altercation	E-2
FLWUP	Response on a prior call for additional action or information	1-3
FRAUD	Obtaining monies, services, or food under false pretenses	1-3
GTA	Taking of another's vehicle without permission	1-3
GTAR	Recovery of a stolen vehicle	1-3
GUN	Carrying or displaying a gun under suspicious circumstances	1-2
HAIL	Initiating contact with an officer for assistance or information	9
HOMIC	A human being taking the life of another human being	E-1

JUVPRB	Juveniles loitering or behaving incorrigibly	2-3
KIDNAP	Seizing, confining or abducting another individual with the intent to hold for ransom or to commit extortion or robbery upon such individual	E-3
LARC	Taking another's property without permission or fear of force	1-3
EMS	Emergency Medical Services – Fire Dept *see EMS criteria*	E
MENTAL	A person who appears mentally unable to care for him/herself and such condition does not appear to be caused by alcohol or drugs	1-3
1021	Used to pass along messages to field personnel	5
MISSP	A person, over 12 years of age, who is not heard from within a normal time frame or goes missing under unusual circumstances	1-3
NARC	Found narcotics, the sale and/or use of narcotics	2-3
1078	Officer requesting emergency assistance	E
1DOWN	A person down for unknown reason. Subject could be sleeping or intoxicated or in need of medical assistance.	1
1DOWNP	Person down – Police Only	
OTHER	Used when a call does not fit any other criteria	3
OUTAG	A request for assistance by another public safety agency	E-3
PKGPRB	Parking violations. i.e. parking in handicapped zone or fire lanes	3
PARTY	Large, loud parties which constitute a disruptive gathering	1-3
POCKET	Disturbances caused by mini-motorcycles	1-3
PINFO	Informational broadcast by radio or phone or messaging	5
PP	A request for police presence to prevent anticipated conflict between opposing parties during a necessary contact. i.e., to pick up personal property	3
PROP	To report the loss of or the finding of property	

PROW	Noises indicative of or actual sighting of an unknown person moving around a structure or vehicle	1
PS	Service rendered to a citizen that is not connected to a crime	3
RECKDR	Operation of a motor vehicle in such a manner as to endanger the life or property of another	1-3
ROB	Taking property from the person of another against their will through the use or threat of force or the use or threat of a weapon	1-3
RUN	A juvenile intentionally absent from their residence without permission	3
SEARCH	A procedure to locate a missing person or initiate a rescue	1-3
SEX	Crime of a sexual nature	E-3
SHOTS	Shots heard with no crime involved	1-2
STALLV	Inoperative vehicle that creates a traffic hazard or problem	2-3
SS	Officer initiating contact with a subject who is on foot.	1
SUIC	The threat or attempt to take ones own life	E-1
SUSPC	A situation that is suspicious in nature	1-3
SUSPP	A unknown person who is behaving suspiciously	1-3
SUSPV	A vehicle loitering or being used in a suspicious manner	1-3
TEST	Used to enter test calls for Police	9
TOW	Initiated for abandoned vehicles or city vehicles needing service	3
T	Officer initiated stop on a vehicle, usually for a traffic infraction	1
TRAN	Transport of personnel	3
TRBUNK	A call wherein a disturbance is evident but the call-taker is unable to determine what the situation is	1
UNWANT	Request for police assistance in removing an unwelcome person	1-3
VEHCK	Officer indicating he is checking a stopped or parked vehicle which may be occupied or unoccupied	1

WARANT	Arrest or search based on a warrant	3
WELFCK	A request to check the well being of someone	1-3
<b>CALL FOR SERVICE TYPES (Fire)</b>		
<b>Call Type</b>	<b>Meaning</b>	<b>Priority</b>
ALARMF	Electronic device to monitor or detect a fire hazard	E
PLANE	Aircraft emergencies	E
FIRST ALARM	A fire call which can be handled by one engine	E
SECOND ALARM	Fire call which requires more than one engine and four firefighters	E
ASSIST	Public or other agency requests for assistance with a non-fire related issue	E
BRUSH1	Brush fire with <b>First Alarm</b> response	E
BRUSH2	Brush fire with <b>Second Alarm</b> response	E
BURN	Fire response to check a burn that is not permitted due to time of year or current weather conditions	E
CARBON	Response to check an activation of carbon monoxide detectors	E
CHIMNY	Chimney problem that indicate a fire or ventilation problem	E
EMS	Medical Emergency Calls <b>**see addendum**</b>	
EXP1	Past tense explosion in an open area. <b>First Alarm</b> response	E
EXP2	Explosion in a building or within close enough proximity to pose a threat. <b>Second Alarm</b> response	E
RESCUE	Confined Space Rescue	E
ELECT	Fire response on an electrical problem	E
FINFO	Informational broadcast by radio or phone or messaging	
FUEL1	<b>First Alarm</b> response on a generally non-hazardous spill of less than 100 gallons of fluid	E
FUEL2	<b>Second Alarm</b> response on a generally non-hazardous spill of more	E

	than 100 gallons of fluid	
GARB	Fire or smoke in a garbage can or dumpster	E
GAS1	<b>First Alarm</b> natural gas leak or liquid petroleum leak outside a structure	E
GAS2	<b>Second Alarm</b> natural gas leak or liquid petroleum leak inside a structure or outside if the leak is large	E
HAZ1	Report of unknown or hazardous chemical spill outside. <b>First Alarm</b>	E
HAZ2	Report of unknown or hazardous chemical spill inside a structure. <b>Second Alarm</b>	E
ICE	Reports of people playing or walking on iced over water	E
WATER1	Personal items and/or flotation devices on the riverbank or unattended in the water. <b>First Alarm</b>	E
WATER2	A person heard or witnessed in the water who is in distress. <b>Second Alarm</b>	E
MUTUAL	When another fire agency requests fire assistance for a call in their jurisdiction	E
ODOR	Suspicious odor or smell not associative of natural gas or hazardous chemicals	E
SMOKE	Smoke sightings	E
STRU1	Indoor structure fire that is reported out. <b>First Alarm</b>	E
STRU2	Structure fire with flames or smoke seen. <b>Second Alarm</b>	E
TEST	Test call for alarm responses	E
VEH	Smoking vehicles or vehicle on fire	E

**IDOWN    ACC    ACCEX    BDW    BOMB    BRUSH1    BRUSH2  
DOA    EMS    EXP2    GAS2    HAZ2    HOMIC    ICE  
PLANE    RESCUE    SMOKE    STRU2    SUIC    WATER1    WATER2**

**THESE ARE CONSIDERED DUAL TYPE CODES AS THEY AUTOMATICALLY GENERATE A CORRESPONDING CALL FOR FIRE AND LAW ENFORCEMENT.**

## **\*\*EMERGENCY MEDICAL SERVICES (EMS)\*\***

Due to the diverse locations of Fire Departments, they are often closer to medical emergencies than an ambulance is and are, consequently, able to get there quicker which generally increases the chances of survival for an injured person or someone in medical distress.

**RENO FIRE DEPARTMENT:** Responds to most medical requests including; All allergic reactions, Altered level of consciousness, Breathing problems, All bleeding problems including severe nose bleeds and GI bleeds, All industrial accidents, Burn victims, Cardiac arrest/Heart attack, Carbon monoxide exposure, Chest pains, Choking, Deceased person, All diabetic incidents, Electrocutions, Falls except non-injury lift assists, Fainting, Full arrest, Hazmat incidents, Injury or unknown injury accidents, Any medical involving a person 12 years of age or under, Incidents involving multiple victims, Overdoses, Pregnancy Problems, Respiratory arrest/respiratory distress, Seizures, Subject down, Stroke/TIA/CVA, Stabbing/shooting victims, All traumatic injuries, Unconscious subjects, Unknown medical problems.

**SIERRA FIRE PROTECTION DISTRICT:** Responds to all medical calls in their jurisdiction with the exception of suicide threats unless an actual attempt has been made or it is a credible threat where the person has the means and ability to carry it out.

Both Reno Fire and Sierra Fire will respond at the request of another agency, a request from REMSA ambulance service or the request of a citizen.

When **ECOMM** receives a call requesting medical attention the location and type of medical assistance needed is obtained. If it is a call meeting fire criteria, the caller is transferred to REMSA while a call for service is entered for the fire department. If the call does not meet fire criteria the caller is transferred to REMSA and no fire call for service is entered.

## JURISDICTION

Relates to the agency responsible for providing services to a given area.

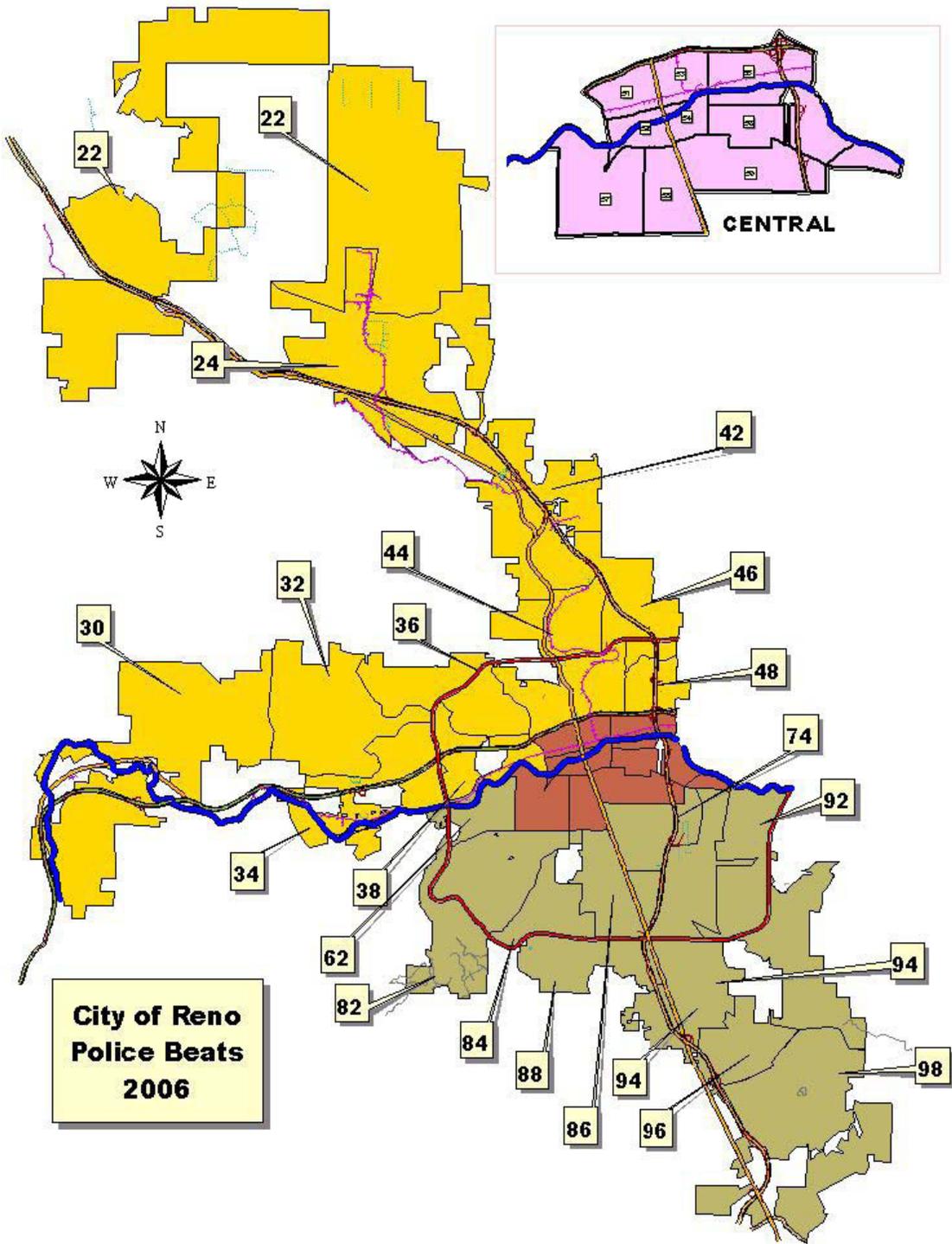
---

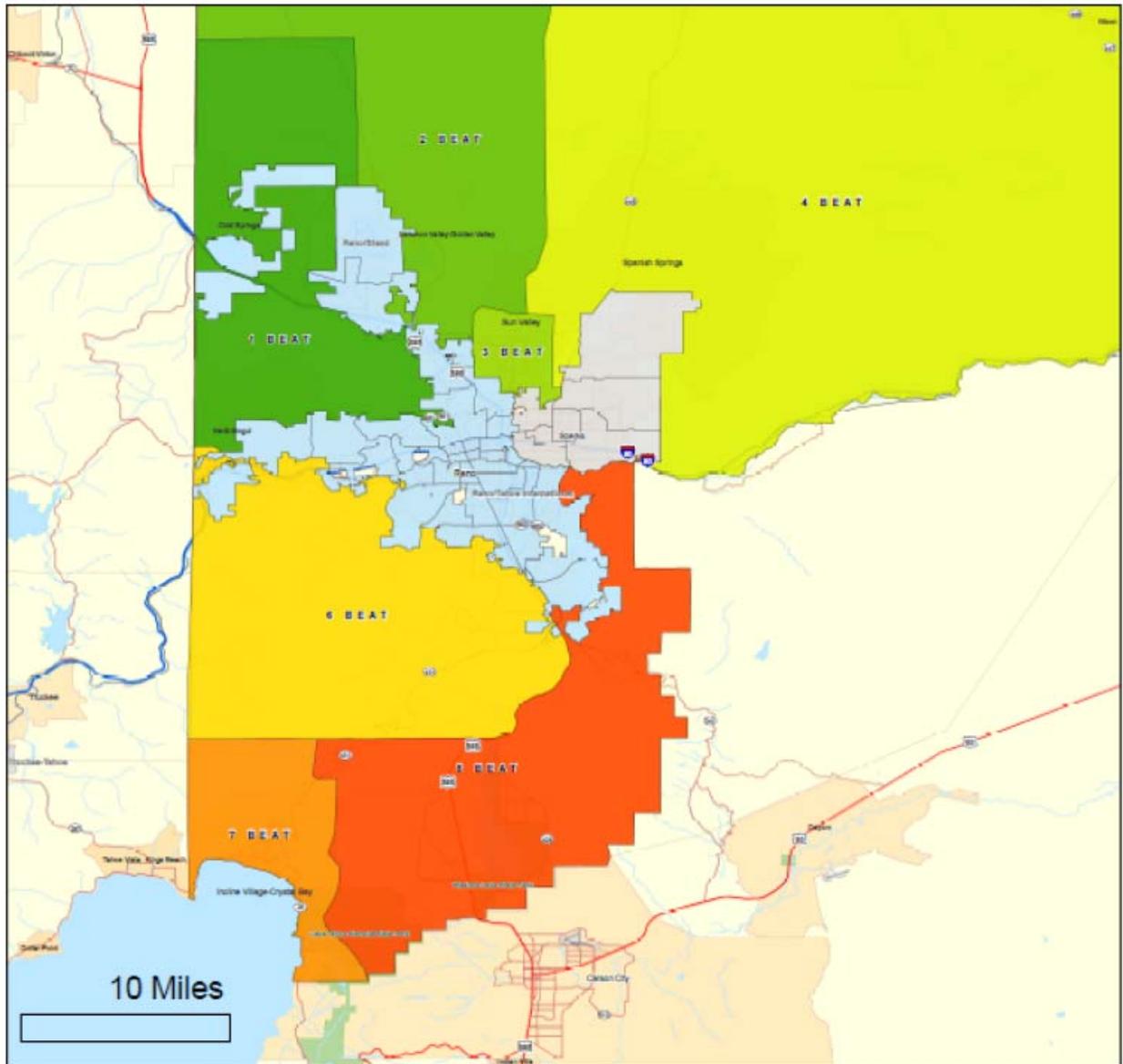
### DAREA (Dispatch Area)

A computer generated geographical based home for calls for service and the units or apparatus which respond on them.

#### Standard DAREAS and/or JURISDICTIONS:

<b>RP</b>	<b>Reno Police</b>
<b>RC</b>	<b>Reno Central</b>
<b>RN</b>	<b>Reno North</b>
<b>RS</b>	<b>Reno South</b>
<b>RSEC</b>	<b>Reno Secondary</b>
<b>WC</b>	<b>Washoe County</b>
<b>WN</b>	<b>Washoe North</b>
<b>WS</b>	<b>Washoe South</b>
<b>WW</b>	<b>Washoe White</b>
<b>TM</b>	<b>Truckee Meadows Community College</b>
<b>UN</b>	<b>University of Nevada, Reno</b>
<b>RF</b>	<b>Reno Fire Department</b>
<b>SF</b>	<b>Sierra Fire Protection District</b>
<b>TMF</b>	<b>Truckee Meadows Fire</b>
<b>TMV</b>	<b>Truckee Meadows Volunteers</b>
<b>NDF</b>	<b>Nevada Division of Forestry</b>





267

- 1Beat** – Black Springs, Cold Springs, Grand View Terrace, Horizon Hills, Panther Valley, Red Rock, Silver Knolls, West side of 395 to Stead.
- 2Beat** – Antelope Valley, Golden Valley, Lemmon Valley, Adjacent west side of un-annexed 395.
- 3Beat** – Sun Valley
- 4Beat** – Palomino Valley, Patrick, Pyramid Lake Hwy from Sparks City Limits, Spanish Springs, Thisby/Derby Dam, Warm Springs, Winnemucca Ranch Rd.
- 5Beat** – Caughlin Ranch, Del Curto, Mayberry Dr., Mogul, Verdi/W 4<sup>th</sup>, Woodland Dr., Areas West of Virginia&McCarran
- 6Beat** – Callahan Ranch Road, Foothill, Galena, Lakeside, Mt. Rose Corridor, Montreux, South Hills, South Reno City limits to Towne Dr.
- 7Beat** – Geiger Grade, Hidden Valley, Toll Road Area, Virginia Foothills, Truckee River Corridor
- 8Beat** – Andrew Ln, Bowers Mansion, Franktown Rd., New/Old Washoe City, Pleasant Valley, Rhodes Rd., Steamboat, Via Bianca Trailer Park, Washoe Lake Park, Washoe Valley to Carson Lake

## Disposition Codes

CODE	DEFINITION
916	9-1-6 MISDIAL RECEIVED ON 9-1-1
AC	ADVISED/COMPLIED
BC	BROADCASTED
CBC	CANCELLED BY COMPLAINANT
CIV	CIVIL PROBLEM
CJT	CORONER JURISDICTION TERMINATED
CPC	CIVIL PROTECTIVE CUSTODY
DHC	DISPATCH HANDLED CALL
DNC	DID NOT CALL 9-1-1
FAL	FALSE ALARM
FI	FIELD INTERVIEW
FLW	FOLLOW UP
GOA	GONE ON ARRIVAL
HOJ	HANDLED BY OTHER JURISDICTION
INF	INFORMATION RECEIVED/GIVEN
JUV	JUVENILE PLAYING ON 9-1-1
LEP	LIMITED ENGLISH PROFICIENCY
MC	MISDEMEANOR CITATION
NA	NO ACTION TAKEN
OK	CHECKS OK
OTH	OTHER
PC	PARKING CITATION
PS	PUBLIC SERVICE
RTF	REPORT TO FOLLOW
RSC	REFUSED TO SIGN COMPLAINT
RTD	REFERRED TO DESK
SAS	SETTLED AT SCENE
SNA	SUPERVISOR NO ACTION
TC	TRAFFIC CITATION
TOW	VEHICLE TOWED
TST	TEST
UNF	UNFOUNDED
UNK	UNKNOWN DISPOSITION
UTC	UNABLE TO CONTACT
UTL	UNABLE TO LOCATE
UTR	UNABLE TO RESOLVE
WAR	WARNING ISSUED

**A call for service, once entered, must be cleared with some type of disposition code even when the calling party chooses to cancel the call prior to police arrival or Emergency Communications is able to resolve the issue without the call ever being dispatched.**