
	<b>Florida State University Police Department</b>	
<b>Responding to Routine and Emergency Calls</b>		
Revision Date: 06/30/2020	<b>General Order 704</b>	Attachments: None
Rescinds/Amends: 704 (09/01/17), 10-17C (8/24/10), 04-200-61	Distribution: Department-Wide	CFA Reference: 14.01; 14.03; 14.06; 14.07; 25.17; 25.09
	Pages: 4	

**Policy - Responding to Routine and Emergency Calls**

It is the policy of the University Police Department that a formalized and continuous system of call for service response be established to ensure the most efficient and effective manner of unit response necessary for the protection of life, limb, and property. This system shall be available 24 hours per day, 7 days per week, 52 weeks per year. [CFA 14.01] Included in this system shall be a priority of call response, and standards for calls requiring emergency response. All calls for service shall be prioritized at the time they are received according to the seriousness of the call as based upon available information.

**Procedures**

**A. Methods of Response to Calls for Service [CFA 14.06]**

1. Priority One - Emergency/Immediate Response Required

A Priority One response is authorized only when there is reason to believe that loss of life, great bodily harm, or great personal injury may be averted by the presence of an officer. The continuous use of emergency lights and siren, unless circumstances of the call dictate a change in response. [CFA 14.07 A] The Communications Section shall be notified of the Priority One Response. A minimum of two sworn members shall be dispatched to all Priority One calls for service, manpower permitting [CFA 25.09].

2. Priority Two - Emergency/Expedite Response

A Priority Two response is authorized when there is reason to believe that the call for service requires a prompt and expeditious response on the part of sworn member. The continuous use of emergency lights is required. [CFA 14.07 A] The siren may be used as necessary. [CFA 14.07 B] At the Shift Supervisor’s discretion, two sworn members shall be dispatched to all Priority Two calls, manpower permitting. [CFA 25.09]

3. Priority Three - Non-Emergency/Routine Response

A Priority Three response is used for all calls that are not of an emergency nature. The use of emergency lights and siren is not authorized. [CFA 14.07 A and B] One sworn member shall be dispatched to all Priority Three calls for service. [CFA 25.09]

**B. Responsibility of Communications Operators**

The Department’s Communications Section shall be staffed by a trained communications operator/dispatcher, knowledgeable in the use of two-way police communications equipment, and be manned 24 hours per day, 7 days per week, 52 weeks per year. [CFA 25.17] The communications

operator/dispatcher shall be responsible for the following functions pertaining to routine and emergency calls for service.

1. It shall be the responsibility of the communications operator to gather as much information regarding the call as possible and relay this information to the field units and the Shift Supervisor. Gathering appropriate information and relaying it can and will affect the justification for the employment of an emergency response.
2. When dispatching a sworn member to a Priority One call for service, both the assigned sworn member and the shift supervisor shall be notified at the same time to respond. This will ensure that the supervisor is aware of all pertinent information.
3. The communications officer shall immediately notify the responding sworn members and shift supervisors when they receive additional information that could change the response level of a call for service.

**C. Responsibility of Officers Responding to Emergency Calls for Service**

1. It shall be the responsibility of the sworn member assigned to a Priority One or Priority Two call for service to advise Communications they are responding in the manner prescribed.
2. Only those vehicles authorized to and advising Communications they are responding to Priority One emergency or Priority Two emergency, shall undertake such response. Other vehicles en route to the same location shall proceed in a routine manner unless otherwise advised. The first unit to arrive on the scene shall immediately notify Communications of all conditions present. The first sworn member at the scene may request additional officers. The number of sworn members to be dispatched depends upon the urgency of an incident in terms of officer safety, public safety, and whether the situation is in-progress or has recently occurred.
3. Clearance for any emergency response shall not authorize any sworn member to drive in a reckless manner. Traffic, road, and weather conditions shall be taken into consideration, and the speed limit shall not be exceeded in a manner so as to greatly endanger the welfare of other drivers or pedestrians.

Although Section 316.072(5), F.S., allows emergency vehicles to proceed through traffic control devices and signs, its provisions "shall not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons, nor shall such provisions protect the driver from the consequences of his reckless disregard for the safety of others."

**D. Responsibility of Shift Supervisors**

1. Due to the specific circumstances of any given incident, Shift Supervisors, at their discretion, may raise or lower the prescribed priority level of any given call for service. When a call for service is categorized as either Priority One or Priority Two, the assigned unit(s) shall be notified accordingly at the time the call is dispatched.
2. Based on information updates on-duty supervisors shall continuously assess the need for sworn members to respond in an emergency manner.
3. Shift Supervisors shall maintain authority to continue or discontinue any emergency response. Shift Supervisors will assume command at the scene of Priority One and Priority Two calls for service, when deemed necessary and applicable.
4. It shall be the Shift Supervisor's responsibility to ensure that emergency response procedures are adhered to at all times.

**E. Use of Emergency Equipment During Emergency and Non-Emergency Situations**

Members operating vehicles engaged in non-emergency operations may use emergency lights (flashing red and/or blue lights), siren, hazardous warning lights, the spotlight, headlights, and public address system as additional safety measures during non-emergency operations at the discretion of the member. [CFA 14.07 A, B, C, D, E]

Examples of such activity include traffic stops, assisting motorists, parking on/off roadways, and crowd or traffic control. During these types of activities, the sworn member is not using emergency equipment for the purpose of emergency response, but for the purpose of commanding attention. Use of emergency equipment during routine activities shall be limited to that equipment necessary to the effective performance of the assigned task.

Members operating authorized vehicles engaged in emergency operations shall utilize emergency lights (flashing red and/or blue lights) and siren, unless circumstances of the call dictate a change in response. Hazardous warning lights, the spotlight, headlights, and public address system may be used as additional safety measures during emergency operations as determined by the member. The member shall take into consideration the type of call and traffic conditions when utilizing the equipment. [CFA 14.07 A, B, C, D, E]

***Glossary***

**Priority One Emergency Response** – Any unit responding to a situation as rapidly and safely as possible, using both emergency lights and siren.

**Priority Two Emergency Response** – Any unit responding to a situation as rapidly and safely as possible, using only emergency lights and the occasional use of the siren.

**Priority Three Response** – A non-emergency, routine response to a call for police service(s). Use of emergency lights and sirens is not authorized.

***Attachment***

List of Priority Calls

CAA 06/30/2020 Filed: General Order 704

**Title: Responding to Routine and Emergency Calls**

**Approved:**   
**Terri S. Brown, Chief**

**Date:** 06/30/2020

## Attachment

### 1. Priority 1 Calls for Service (Emergency lights, siren, hazard warning lights are required)

Aircraft Accident	Hostage/Abduction
Armed Person	Medical Emergency
Arson	Missing Adult, >21 (in danger)
Burglary of Occupied Structure/Dwelling	Missing Child, <12 Years of Age
Drowning	Missing person, 18-21 (in danger)
Escaped Prisoner	Officer Needs Assistance
Explosive Device Found	Person Shot
Explosion	Person Stabbed
Fire, Robbery	Robbery, Armed
HAZMAT Incident	Robbery, Strong-Arm
Hit & Run w/Injury	Sexual Battery
Homicide	Suicide, Actual or Attempted
	Traffic Crash with Injuries

### 2. Priority 2 Calls for Service (Emergency lights are required. The siren may be used as necessary)

Alarm, Audible  
Alarm, Burglar  
Alarm, Fire  
Alarm, Panic/Distress  
Alarm, Robbery  
Assault and Battery  
Bomb Threat  
Death Investigation  
Disturbance  
Hazardous Conditions  
Impaired/Reckless Driver  
Mentally Ill Person  
Missing Elderly Person  
Missing Juvenile, Non-Custodial Runaway  
Physical Fight  
Prowler/Loiterer  
Riot/Civil Disturbance  
Sexual Offense, Non-violent  
Sick/Injured Person  
Subject Screaming  
Wanted Person