

## San Diego Police Department Communications Division Dispatch Priority System

The Dispatch Priority System has six levels:

**Priority Zero: Dispatch Immediately.** Priority E calls involve an imminent threat to life. Examples include: officer or person down, no detail accidents and attempted suicide.

**Priority One: Dispatch Immediately.** Priority One calls involve serious crimes in progress or a threat to life. Examples include: missing children, child abuse, domestic violence, disturbances involving weapons/violence and bomb threats.

**Priority Two: Dispatch as quickly as possible.** Priority Two calls involve complaints regarding less serious crimes in which there is no threat to life. Examples include: prowlers who have left, preserve the peace, crime reports for residents standing by at an inconvenient location, blocked driveway when the caller is waiting to leave, injured animals, loud parties with mitigating circumstances.

**Priority Three: Dispatch as quickly as possible.** Priority Three calls involve minor crimes or requests for service which are not urgent. Examples include: investigating a cold crime, loud parties involving noise only.

**Priority Four: Dispatch when no higher priority calls are waiting.** Priority Four calls involve minor requests for police service. Examples include: found property, most parking violations, etc.

**Priority Nine:** Calls that are formatted for the Telephone Report Unit (TRU). Priority Nine calls involve requests for police service, which have limited or no suspect information. Examples include: petty theft, vehicle break-in and false use of another's identity.

The dispatch priority system is designed to be only a guide as a higher or lower priority may be more appropriate.

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