

# Police Call Procedures for NON-Emergency Incidents

## Emergency: Call 911

1. Call 893-7780
2. Your call is answered by a "call-taker." This person asks you questions:
  - Location? – WF Park and Pinellas Trail, use new GPS Safety Markers.
  - Direction of travel N/S/E/W ~ “Walking/biking/driving north on 80<sup>th</sup> Street.”
  - Do you know the person?
  - Describe this person: Male/Female, Ethnicity, Height, Weight, Hair Color, etc.
  - What is this person wearing?
  - Are they armed?
  - Have they committed a crime?

Answer the questions as completely and accurately as possible.

The call-taker electronically enters the data while you are talking.

Be sure to GET the CALL-TAKER’S NAME and NOTE the TIME + DATE.

If the call-taker attempts to "talk you out of having a problem,"

ask for officer be dispatched and your call referred to SPPD “Dispatch Director.”

3. Information from the call-taker is immediately forwarded to a dispatcher.  
Dispatcher assigns an Event/Call-for-Service Number and dispatches an officer.\*
4. Wait for the officer to arrive.  
Get the officer's name and the Event number.  
There is a Event number assigned to every call, even if the officer takes no action.  
When action is taken, a "control/incident number" or official police report is created.  
This report records the details of the actions taken. Get the Report Number.

**Escalation:** if the incident escalates (gang fighting, display of a weapon, or attempting to harm someone) **call 911 Emergency.**

\*Keep in mind that calls are prioritized by urgency.

Vagrants not doing anything, teens with boom boxes, and unobvious teenage drinking are low priority compared to murders and forcible felonies . . .

thus it may take a while for an officer to respond.

If response is delayed, feel free to call dispatch again to request the status.

(At that time you can obtain the Event/Call-for-Service Number.)

### **Community Liaison Unit – 551-3183**

Our Community Police Unit: for ongoing incidents or needs-attention but less urgent.  
Leave detailed message + your phone number. An Officer returns your call in 24 hours.

### **Online Police Report**

<http://police.stpete.org/solve-crime/file-a-report.html>