2.7 ACS Dispatch system Use for Dispatch Procedure for 9-1-1 Calls

2.7.1 Purpose

The purpose of this policy is to detail the ACS dispatch process and call types that have been determined through a cross-collaboration between City of Albuquerque public safety departments, Albuquerque Police Department (APD), Albuquerque Fire Rescue (AFR) and the Albuquerque Community Safety Department (ACS). 9-1-1 Calls received for ACS assistance shall be provided in a standardized manner following approved ECC/Fire Dispatch protocols for assigning determination of appropriate response configurations, modes, and providing post-dispatch instructions and pre-arrival instructions.

2.7.2 Policy

It is the policy of the Department to coordinate the delivery of services with requests from the Emergency Communications Center (ECC) and Fire Dispatch to respond to calls for service related to mental and behavioral health and meet low 4 and 5 priority 9-1-1 calls, which do not require services from law enforcement or fire/medical services. These procedures and practices include sending an appropriate response; receiving telephone assistance, and communicating necessary information to dispatch and other responders.

2.7.3 Procedure

1. 9-1-1 Calls are answered by the ECC 911 Operators whom gathers critical information and prioritize calls for service while keeping callers calm and safe. The 911 Operators prioritize the call according to a 1 to 5 system for Police and determine if Medical/Fire services and/or ACS mental and behavioral health related services are required to be sent to the call for service. There are three options for 911 Operators.

> a. 911 Operator to APD dispatchers for APD response

> b. 911 Operator to AFR dispatchers for medical and fire fighter response

> c. 911 Operator to AFR dispatchers for ACS response related to mental and behavioral, and within priority categories of 4 and 5.

2. ECC 911 Operators will send calls for service requiring law enforcement response to Dispatchers. The Dispatchers manage calls for service while delegating these calls to Police officers and sending additional resources needed for various situations pertaining to the call for service.

> a. APD dispatchers may request an ACS Responder to be dispatched to higher priority calls, related to mental and behavioral health, after the police have secured the scene.

3. ECC 911 Operators send calls for service requiring Medical and/or Fire to AFR Alarm Room Dispatch. The Alarm Room dispatchers are sworn firefighters that manage calls for service requiring medical and fire services.

a. AFR dispatchers may request and dispatch an ACS Responder to higher priority calls, related to mental and behavioral health, after the police have secured the scene.

4. ECC 911 Operators will send calls for service that prioritized as category 4 and 5 and related to mental or behavioral health related; and included within ACS call type.

a. ACS Responders can be dispatched to higher priority calls for service when requested by Police Officers after scene is secured. APD dispatchers will request ACS units by notifying AFR Alarm Room dispatchers then AFR will dispatch ACS Responders to call for service.

b. ACS Responders are to respond and proceed with caution when dispatched to higher priority calls categorized as 1, 2, or 3.

2.7.4 Priority Call Types for Service

1. ECC and APD Priority 1-5 Call System

Priority	Definition	Examples
1	Any life threating situation with a great possibility of death or serious injury or any confrontation between people which could threaten the life or safety of any person. Situations which are in progress or just occurred (just occurred is up to five minutes time delay).	Shootings; Stabbings; Armed Robberies Sexual Assault Aggravated Assaults In progress burglary into an occupied dwelling/Home invasions Hostage situations Domestic Violence with weapon involved
2	Any crime in progress which *may* result in a threat of injury to a person, major loss of property or immediate apprehension of a suspect. This also includes accidents with injury. Situations in progress or Just occurred	Vehicle accident Injury; Non-Injury accidents blocking major roadways. Responses with AFD Missing Persons (endangered and 12 & under) Any Armed Robbery, Panic, Duress, ATM Tamper or Ambush alarm Child left in vehicle, unattended Domestic Violence Calls IP/JO Resid/Commercial; Burgs J/O or unk when occurred and the location has not been checked.
3	Minor incidents in progress or just occurred with no threat of personal injury, major loss of life or property.	Neighbor Trouble; Large Loud Parties Animals left in vehicles Shoplifter causing problems Non-injury accidents on side roads
4	Minor incidents with no threat of personal injury, loss of life or property. Delayed reports when the caller is at a public location.	Nuisance incidents; Civil standby Delayed call where caller is in a public location Burglary alarms
5	Crime has already occurred no suspect at or near the scene and no threat of personal injury loss of life or property. Delayed reports where the caller is at home or at their workplace for an extended period of time.	Delayed reports where a crime has already occurred and a delay will not prevent a crime from occurring, aid in the immediate apprehension of a suspect or cause a delay in an injured person(s) receiving aid

a. 911 Operators and Dispatchers utilize APD Ten Codes when transmitting. 911 Operators and Dispatchers may use short hand when entering comments in the Computer Aided dispatch (CAD) system.

b. 911 Operators and Dispatchers will dispatch ACS Responders to calls for service prioritized as 4 and 5 under Ten Codes:

1. 10-43-1; Suicide

2. 10-40; Behavioral Health Issue

3. 10-31D/31S/31; Suspicious/Intoxicated Subject

4. 10-10-01; Welfare Checks

5. 10-39; Disturbances

6. 10-51; Message for Delivery

7. 10-39-5; Pan Handlers

8. 10-24; Abandoned Vehicles

2. AFR Alarm Room Dispatch will follow Standard Operating Guidelines (SOG) 11-1-08 EMD v13.3 Run Strings. 911 Calls for Medical and Fire will be prioritized using letters A to E with EMD codes 01 to 32.

a. A to E; Alpha, Bravo, Charlie, Delta, Echo (low to high priority). EMD codes 01 to 32; established for consistent unit response to EMS emergencies and provides units with information needed to prepare for any event(s).

b. AFR Alarm Room will dispatch ACS Responders to calls for service under:

1. 32B1—Unknown Problem; individual is standing, sitting, moving, or talking

2. 32B3—Unknown Problem; Unknown status of the individual.

3. ACS Call Types and Priority

ACS Priority	Incoming	APD/AFR Code	ACS Code	Call Type
1	APD	10-43-1	**CSSUIC**	Suicide 43-1
1	APD	10-40	**CSBH**	Behavioral Health Issue 40
1	APD	10-39	**CSD**	Disturbances 39
2	APD	10-31D/31S/31	**CSSP**	Suspicious/Intox Subject 31D/31S
2	AFR	32B1	**CSWELD**	Down and Outs 32Bs (Intoxicated)
2	AFR	32B3	**CSWELF**	Down and Outs 32Bs
2	APD	10-0-1	**CSWC**	Welfare Checks 10-0
2	APD	10-51	**CSMD**	Message for Delivery 51
3	APD	10-39-5	**CSPH**	Pan Handlers 39-5
3	APD	10-24	**CSAV**	Abandoned Vehicles 24
3	311		**CSUI**	Unsheltered Individuals
3	311		**CSPU**	Needle Pick-Ups

a. ACS Call Codes were created by ECC and AFR Alarm Room and integrated into the Computer Aided Dispatch (CAD) system for ACS Responders.

b. ACS priority levels are for internal use only. It provides AFR Alarm Room with guidance on which 911 call for service takes precedence when determining which ACS Responder to dispatch.

c. CSUI and CSPU are call types that will be generated from 311 tickets, not 911 calls.

2.7.5 ACS Call Types Categorized by Responder

1. ACS Call Types does not apply to Mobile Crisis Team (MCT) Clinicians. MCT Clinicians will respond to all high-acuity behavioral health related calls with a sworn officer. These units will be dispatched by APD Dispatchers only.

2. ACS Community-Oriented Response and Assistance (CORA) Responder will not be dispatched by AFR Alarm Room. This responder will organize outreach to communities affected by tragedy and violence in Albuquerque.

3. ACS Behavioral Health Responders will be dispatched to the following call types with associated ACS priority level:

BHR: Behavioral Health Responders				
ACS Priority	Incoming	APD/AFR Code	ACS Code	Call Type Description
1	APD	10-43-1	CSSUIC	Suicide
1	APD	10-40	CSBH	Behavioral Health Issue
1	APD	10-39	CSD	Disturbances
2	APD	10-31D/31S/31	CSSP	Suspicious/Intox Subject
2	AFR	32B3	CSWELD	Down and Outs (Intoxicated)
2	AFR	32B1	CSWELF	Down and Outs
3	APD	10-39-5	CSPH	Pan Handlers
3	APD	10-0-1	CSWC	Welfare Checks
3	APD	10-51	CSMD	Message for Delivery

4. ACS Street Outreach and Resource Coordinators will be triaged by FCS and 311 to the following call types with associated ACS priority level:

SO: Street Outreach and Resource Coordinator Responder				
ACS Priority	Incoming	APD/AFR Code	ACS Code	Call Type Description
3	311		CSUI	Unsheltered Individuals
3	311		CSPU	Needles

a. 311 Tickets will generate a response to CSUI and CSPU call types.

5. ACS Community Responders will be dispatched to the following call types with associated ACS priority level:

CR: Community Responders				
ACS Priority	**Incoming**	**APD/AFR Code**	**ACS Code**	**Call Type Description**
1	AFR	32B3	**CSWELD**	Down and Outs 32Bs (Intoxicated)
1	AFR	32B1	**CSWELF**	Down and Outs 32Bs
2	APD	10-24	**CSAV**	Abandoned Vehicles
3	311		**CSAV**	Abandoned Vehicles
3	311		**CSPU**	Needles

    a.   311 Tickets will generate a response to CSUI and CSPU call types.

    b.   911 Calls for service take priority over 311 tickets.

AFR SOG 11-1-06 Medical/Fire Priority Dispatch System Use Dispatch Procedures

ECC Dispatch Priority Definitions and Examples word doc