

<p style="text-align: center;">East Haven Police Department</p> 	Type of Directive: Policies & Procedures		No. 403.3
	Subject/Title: Classifications of Responses to Calls for Service	Issue Date: December 17, 2019	
		Effective Date: January 15, 2020	
	Issuing Authority: Honorable Board of Police Commissioners	Review Date: Annually	
References/Attachments: Policies and Procedures #: 411 Connecticut General Statutes § 14-283		Rescinds: 403.3	Amends: N/A

I. PURPOSE

- A. The purpose of this directive is to set forth the policies and procedures of the East Haven Police Department (EHPD) regarding the classification of the urgency and scale of police responses to calls for service.

II. POLICY

- A. It is the policy of the East Haven Police Department to balance the need for rapid response to emergency situations with due regard for the safety of officers and citizens. All operations of East Haven Police Department vehicles shall be conducted in accordance with Connecticut General Statute § 14-283ⁱ.

III. GENERAL CONSIDERATIONS AND GUIDELINES

- A. The manner of response will vary, depending upon the nature of the call, as well as on factors such as weather, and vehicle and pedestrian traffic.
- B. The type of response shall be tailored to ensure the safety of the general public and the officers.
- C. A response level is inappropriate when the response itself creates a greater danger to the safety of the community than the situation being responded to.
- D. While this policy is designed to guide an officer in the manner in which he/she responds to a call, it also serves as a guide for the East Haven Public Safety Communications Center (EHPSCC) personnel when assigning calls and response priorities.

- E. The Department classifies the motorized response to radio calls as either basic or emergency. EHPSCC personnel are responsible for receiving, evaluating and classifying calls for service. However, it is the responsibility of the responding officer to interpret the information given by EHPSCC personnel, along with the officer's experience and training, to determine the appropriate response.

IV. PROCEDURES

A. General Procedure for the Response to Calls for Service

1. Calls are classified as follows in order of priority.
 - a. Emergency Response.
 - b. Urgent Response.
 - c. Basic Response.
2. An emergency is a set of circumstances that requires immediate action and response. Officers must use their discretion, along with all the facts available through the dispatcher, and other available sources to determine whether an emergency response is appropriate and/or necessary.
3. All units should monitor the radio in the event the situation changes.
4. A supervisor or a unit at the scene will report the current situation and other units will adjust their response accordingly. Any units that are called off by the dispatcher, officers on scene, or a supervisor will immediately discontinue emergency operation.

B. Emergency Response is indicated under the following conditions.

1. Any apparent threat to life or danger of serious physical injury or major property damage.
 - a. Examples of emergency calls include shootings, stabbings, personal injury motor vehicle accidents, natural disasters, life threatening need for medical assistance, bank or armed robberies in progress, person with a gun or other deadly weapons, bombings, explosions, major fires, building collapse and hostage situations.
2. Any on-going felony or misdemeanor that involves violence and may result in injury.
3. Any felony or violent misdemeanor that has just occurred, and there is reason to believe the suspect is still in the area.
4. Any incident that involves exigent or unique circumstances that demand an immediate police response.
5. An "Officer in Trouble" call or Officer Requesting Assistance call.
6. In responding to emergency calls, officers should use both emergency lights and siren at all times.

7. The response should be as rapid as possible and should be made by units in an expeditious but safe manner, taking into consideration the traffic conditions, the safety of the general public, and the safety of the officers. Units responding to Emergency calls should be attentive to the radio, as the situation may change quickly to a more or less serious incident.
 - a. Exceptions to these procedures may be made when the safety of the officers and public warrants a silent response. Example: To avoid precipitating a hostage situation.
 - b. Connecticut General Statutes § 14-283 states the operator of any emergency vehicle may park or stand such vehicle, proceed past any red light or stop signal or stop sign, but only after slowing down or stopping to the extent necessary for the safe operation of such vehicle, exceed the posted speed limits or other speed limits as long as such operator does not endanger life or property by so doing, and disregard statutes, ordinances or regulations governing direction of movement or turning in specific directions.
8. Supervisors may use emergency lights and sirens when responding to requests or requirement for a supervisor where there is an exigency or urgency.
9. Unmarked vehicles, not equipped with emergency lights and siren, and undercover vehicles shall not respond as emergency vehicles.

C. Response to Urgent Calls

1. Immediate response, though there is no imminent threat to life or property (i.e. property damage accident with roadway blocked).
2. Emergency lights and/or siren may be used intermittently at the officer's discretion.
3. Unless emergency lights and siren are activated, the officer shall obey all laws and ordinances pertaining to routine (non-emergency) motor vehicle operations.

D. Response to Basic Calls

1. Response to basic calls, which do not require an emergency or immediate response, will involve no emergency lights or siren. The response should be prompt but at a normal traffic speed. Examples of basic response include the following.
 - a. A call to take a report
 - b. Transport of prisoners unless exigent circumstances exist.

ⁱ **Sec. 14-283. Rights of emergency vehicles. Obstruction of.** (a) "Emergency vehicle", as used in this section, means any ambulance or emergency medical service organization vehicle responding to an emergency call, any vehicle used by a fire department or by any officer of a fire department while on the way to a fire or while responding to an emergency call but not while returning from a fire or emergency call, any state or local police vehicle operated by a police officer or inspector of the Department of Motor Vehicles answering an emergency call

or in the pursuit of fleeing law violators or any Department of Correction vehicle operated by a Department of Correction officer while in the course of such officer's employment and while responding to an emergency call.

(b) The operator of any emergency vehicle may (1) park or stand such vehicle, irrespective of the provisions of this chapter, (2) proceed past any red light or stop signal or stop sign, but only after slowing down or stopping to the extent necessary for the safe operation of such vehicle, (3) exceed the posted speed limits or other speed limits imposed by or pursuant to section 14-218a or 14-219 as long as such operator does not endanger life or property by so doing, and (4) disregard statutes, ordinances or regulations governing direction of movement or turning in specific directions.