



Austin Police Department *Emergency Communications Division*

Call Priority Emergency Communications

Incident categories from incoming calls by order of priority:

- **HOT SHOT:**
 - In progress
 - Immediate threat to life and/or public safety
 - Examples: shootings, stabbings, rapes, riots
 - Dispatched immediately

- **URGENT/PRIORITY 1:**
 - Against persons
 - Just occurred
 - Offender is still in the area
 - Officers may be able to apprehend the subject and/or prevent further injury.
 - Examples: Disturbances, Shots Fired/Heard, Burglaries
 - Dispatched within one minute

- **PRIORITY 2:**
 - Against property
 - In progress or just occurred
 - Examples: auto thefts, car burglaries, suspicious persons
 - Dispatch within 5 minutes

- **PRIORITY 3:**
 - Protection of life or property is not at risk
 - Immediate police response will not likely prevent further injury, loss of property or adversely impact an investigation
 - Pay phone Hang Ups, Phone report refusal, Parking Violations, No Injury Collisions
 - Dispatch these calls within 15 minutes.

- **INFORMATION:**
 - Do not require police response
 - Require documentation and/or dissemination to law enforcement personnel.
 - Examples: Reckless drivers where the caller no longer sees the vehicle, EMS or AFD calls that do not require police response