

Police Priority Level Classification

Attachment 2

Priority Code	Definition/Example	Response Time Performance Target (80% of the time)
0	Officer in Distress / Officer Needs Assistance	
1	In Progress Person At Risk - Response will likely prevent or reduce harm to a person e.g., assault with a weapon <i>in progress</i>	Dispatch Time + Travel Time ≤ 7 minutes
2	In Progress Property At Risk - Immediate response will likely prevent or reduce the further loss of property e.g., a neighbor observing an auto theft <i>in progress</i>	Dispatch Time + Travel Time ≤ 12 minutes
3	Just Occurred - Immediate response will increase the likelihood of locating a suspect e.g., mischief that occurred very recently	Dispatch Time + Travel Time ≤ 17 minutes
4	The Nature of the Occurrence is Time Sensitive e.g., a shoplifter is in-custody with security and is cooperative	Dispatch Time + Travel Time ≤ 40 minutes
5	General Service - The nature of the offence is not time sensitive e.g., a business finds that they were vandalized the night before (i.e., the absence of <i>in progress</i> or <i>just occurred</i>)	Dispatch Time + Travel Time ≤ 180 minutes
6	The Occurrence is Minor in Nature (eg.) Bylaw	
7	Hold Event - A P5 general service call placed on hold until the EPS and the caller are both available to make contact. e.g., a business vandalism right before the business closes, which is put on-hold until next morning	
9	Broadcast - Information only	