



NEW ORLEANS POLICE DEPARTMENT OPERATIONS MANUAL

CHAPTER: 82.4

TITLE: POLICE COMPLAINT SIGNALS AND DISPOSITIONS—CHANGING OF ITEM SIGNALS AND DISPOSITIONS

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PURPOSE

The purpose of this Chapter is to establish the official police signals and complaint call dispositions used by the New Orleans Police Department and the associated plain text verbiage to be used during public safety radio transmissions. As well as, establish standards for changing the signal or disposition of an item number when it is closed, i.e. marked up, by the primary unit.

POLICY STATEMENT

1. Calls for service are communicated through the Orleans Parish Communications District (OPCD). The calls can come in via the "911" emergency number or the 504-821-2222 non-emergency number. The nature of the complaint or request for service is classified based on the information and answers to questions provided by the caller. The Call-for-Service (CFS) is relayed to the appropriate geographic police District or unit for handling. When required, the classification of the CFS made by OPCD may be changed by the officer(s) actually handling the CFS based on updated information.
2. The accurate, final disposition of calls for service is critical to ensure that complainants and victims receive the appropriate police response and to maintain accurate data for assessment and analysis of the Department's response. NOPD participates in the training of call-takers and dispatchers at the OPCD, when requested, to provide information that will assist in the proper classification of signals. Changing item signals and dispositions by members shall only be permitted under limited circumstances as outlined in this Chapter.

DEFINITIONS

Definitions relevant to this Chapter include:

Disposition—A valid identifier added to an item when it is closed, such as, but not limited to:

- (a) Necessary action taken (NAT)
- (b) Report to follow (RTF)
- (c) Unfounded (UNF)
- (d) Gone on arrival (GOA)
- (e) Duplicate of another item (DUP)
- (f) VOID (For internal Communications Services and CAD use only)
- (g) Referred to other agency (REF)
- (h) Supplemental Report (SUPP)

District/division commander—Under normal circumstances, the commissioned Department employee responsible for and in command of the unit who generally holds the position of Police Captain.

Orleans Parish Communication District (OPCD) —Official name for the “911 Call Center,” the Orleans Parish Communications District, which includes both emergency and non-emergency call requests for Police, Fire, and EMS.

Plain Language/Text—Radio communication that can be understood by the intended audience and meets the purpose of the communicator. Plain language is designed to eliminate or limit the use of police codes and acronyms, as appropriate, during incident response involving more than a single agency. In the context of the National Incident Management System (NIMS), plain language replaces coded substitutions with common terminology and definitions that can be understood by individuals from all responder disciplines and across jurisdictions.

Primary unit—The police unit as indicated in the OPCD Computer Aided Dispatch (CAD) system as the unit responsible for handling the call for service; this unit is also responsible for relaying the appropriate disposition.

Primary dispatch talk group—The designated location or channel on the police radio that has been designated for either a particular geographic police district or a specific police unit. Most commonly referred to as a “channel.”

Signal—The alphanumeric identifier given a particular call for service that was in place at the time the item was given a final disposition.

INSTRUCTIONS

3. All calls for service generated through the Computer Aided Dispatch System (CAD) of the OPCD shall have a unique alphanumeric identifier referred to as the item number.
4. The primary unit shall have the responsibility for providing an appropriate disposition for each item thus causing the item to be closed in CAD.
5. Dispatching calls for service, giving dispositions, or changing unit status shall not be conducted over the telephone. These actions must be broadcast over the primary dispatch talk group for the police district or over the Mobile Data Terminal (MDT).
6. Should special circumstances relating to the classification or handling of a CFS require that a dispatcher be contacted by the officer over the telephone, such calls should be routed through the Communication Services – NOPD Liaison.
7. If an officer assigned to handle a call for service determines that the signal needs

to be changed in order to correctly identify the call for service, the officer may change the signal, without the approval of a supervisor, **unless**:

- (a) The incident originated as a sexual assault related signal (see **Chapter 42.2 – Sexual Assault**); or
 - (b) The incident originated as a child abuse related signal (see **Chapter 42.19 – Child Abuse**); or
 - (c) The signal was a call of Domestic Violence (see **Chapter 42.4 - Domestic Violence**); or
 - (d) The signal should be changed from a LIBRS/NIBRS Group A offense to a lesser offense.
8. An officer assigned to handle a call for service may change a signal initially identified by a dispatcher as a domestic violence signal (see (c) above) only upon the approval of a supervisor. In order to request such a change, the assigned officer will contact a supervisor by radio and provide the supervisor with an explanation for the requested change. The supervisor will communicate the approval, if granted, on the primary dispatch channel to Communications Services. If approved by the supervisor, the written explanation of the reason for the requested signal change will be included in any subsequent associated police report.
9. An officer assigned to handle a call for service may change a signal initially identified by a dispatcher as a LIBRS/NIBRS Group A offense to a signal for a lesser offense only upon the approval of a supervisor. In order to request such a change, the assigned officer shall contact a supervisor by radio and provide the supervisor with an explanation for the requested change. The supervisor will communicate the approval, if granted, on the primary dispatch channel to Communications Services. If approved by the supervisor, the written explanation of the reason for the requested signal change will be included in any subsequent police report.
10. If it becomes necessary to change either the signal or disposition of an item after the item has been closed in CAD, the following shall occur:
- (a) Platoon supervisors are authorized to change or correct the item number, signal, disposition, and location, within the limitations outlined in this Chapter, of any incidents or events within 24 hours of the item being closed in CAD.
 - (b) In the event that a platoon supervisor seeks to change a signal more than 24 hours after the item being closed:
 - 1. A **Change of Signal or Disposition Form** (Form 226) shall be completed by the platoon commander or, in their absence, the platoon supervisor on duty at the time the item was handled.
 - 2. Form 226 shall be completed in its entirety, including a complete written explanation of the reason for the requested change. If the item number (incident) has an associated police report, then a Offense Modifying Supplemental report (OMS) shall be written containing a complete written explanation of the reason for the requested change.
 - (c) The completed Form 226 shall be forwarded to the district/division commander for review. In the event of a prolonged absence of the district/division commander, the acting district/division commander, may be authorized to complete Form 226.

- (d) Upon approval by the district/division commander, or the acting district/division commander, the original Form 226 shall be forwarded to the **Orleans Parish Communications District (OPCD)** for update and one copy shall be forwarded to the **NOPD Technical Services Section**. Distribution of the original Form 226 and all required copies shall be made by the district/division requesting the signal change or correction.
 - (e) A copy of the submitted Form 226 shall be maintained at the district/division level.
11. The available complaint call/signals disposition abbreviations and their corresponding text is listed in **Appendix B - COMPUTER AIDED DISPATCH DISPOSITIONS / PLAIN TEXT VERBIAGE** attached to this Chapter.

COMPLAINT SIGNALS

12. The existing police signals utilized by the New Orleans Police Department are listed in **Appendix A - POLICE COMPLAINT CALLS / SIGNALS** attached to this Chapter.
13. The complaint calls / signals and their corresponding verbiage are utilized by Communication Services for categorizing Calls for Service (CFS) and in police reports for proper classification in the "Signal" and "Incident" boxes.
14. The addition or removal of police complaint calls/signals to the listing in Appendix A shall only be made by a General Order approved by the Superintendent.
15. All changes to police complaint calls/signals shall be communicated to the Orleans Parish Communications District by the police liaison to Communications Services immediately upon approval by the Superintendent.

Appendix A - POLICE COMPLAINT CALLS/SIGNALS

15-Citizen holding a suspect	24-Medical
17 Attachment	24-C Medical Communicable Disease
17-E Extradition/Prisoner Pickup	24-K Medical Sexual Assault Kit
17-F Fugitive attachment	24-N Medical - Naloxone
17-J Juvenile attachment	25-Call dispatcher
17-M Municipal Court attachment	26-Police officer
17-R Warrant stop and release	27-Attempt crime
17-T Traffic attachment	27-30 Attempted Murder
18-Traffic incidents (other than those designated by signal)	27-42 Attempted Aggravated Rape
18-A Abandoned Vehicle	27-42O Attempted First Degree Rape (OUT OF PARISH)
18-AB Abandoned Boat	27-43 Attempted Simple Rape
18-DE Directed traffic enforcement	27-43BO Attempted Misdemeanor Sexual Battery (OUT OF PARISH)
18-F Flooded Vehicle	27-43O Attempted Third Degree Rape (OUT OF PARISH)
18-PW Public Works Enforcement	27-44 Attempted Abduction
18-S Disabled/Stranded Motorist	27-45 Attempted Simple Kidnapping
19-Drunk	27-51 Attempted Aggravated Arson
20-Auto accident	27-52 Attempted Simple Arson
20-A Airplane crash	27-60 Attempted Aggravate Burglary
20-C Auto Accident City Vehicle	27-62 Attempted Simple Burglary
20-CI Accident with injury in City Veh	27-62C Attempted Simple Burglary Vehicle
20-I Injury accident	27-64 Attempted Armed Robbery
20-F Fatal accident	27-64J Attempted Armed Carjacking
20-X Accident involving police vehicle	27-65 Attempted Simple Robbery
20-XI Accident with injury in PD Vehicle	27-65J Attempted Carjacking No Weapon
21-Complaint	27-67 Attempted Theft
21-AB Abandoned Boat	27-67A Attempted Auto Theft
21-B Blighted property	27-67C Attempted Theft from Vehicle
21-C Curfew	27-80 Attempted Carnal Knowledge of a Juvenile
21-E Electronic Monitoring	29-Death
21-F Flood event	29K Hurricane Katrina Death
21-H Homeless	29-S Suicide
21-J Missing juvenile	29-SA Suicide Attempt
21-L Lost or stolen	29-ST Suicide Threat
21-M Missing adult	29-U Unclassified death
21-MG Parade Item Number	30-Homicide
21-N Noise complaint	30-C Homicide, cutting
21-P Lost Property	30-D Homicide, domestic
21-Q Quality of Life Issue	30-S Homicide, shooting
21-R Foreign stolen/local recovery	34-Aggravated battery
21-S Asset seizure	34-AS Active Shooter
21-T Truant violation	34-C Aggravated battery, cutting
21-U Underage drinking violation	34-D Domestic aggravated, battery
21-V Voting/election complaints	34-S Aggravated battery, shooting
22-Disperse subjects	35-Simple battery
22-A Area Check	35-D Simple battery, domestic
22-B Business Check	37-Aggravated assault
22-D Directed Patrol	37-D Aggravated assault, domestic
22-N Troop N Area-Business-Residence Check	38-Simple assault
22-R Residence Check	38-D Simple assault, domestic
22-W Walking Beat	
23-Traffic congestion	

39-Negligent injury	63-Trespass, prowler
40 Stalking Incident	63-P Protest
42-Aggravated rape	64-Armed robbery
42-B Oral sexual battery	64-A Silent robbery alarm
42-M Aggravated rape, male victim	64-AB Panic/Holdup Alarm - Business
42O First Degree Rape (OUT OF PARISH)	64-AR Panic/Holdup Alarm Residential
43-Simple rape	64-G Armed robbery, gun
43-B Sexual battery	64-J Armed car jacking
43-BO Sexual Battery (Out of Parish)	64-K Armed robbery, knife
43-I Intentional Exposure to HIV or AIDS	65-Simple robbery
43-M Simple rape, male victim	65-J Carjacking, no weapon
43-MB Misdemeanor Sexual Battery	65-P Simple robbery, purse snatching
43-MBO Misdemeanor Sexual Battery (OUT OF PARISH)	66-Extortion
43-O Third Degree Sexual Battery (OUT OF PARISH)	66-D Domestic threats
44-Aggravated kidnaping	67-Theft
44-B Barricaded subject	67-A Auto theft
44-H Hostage	67-AR Simultaneous stolen / recovery
45-Simple kidnaping	67-B Bicycle theft
45-D Abduction/Custody Dispute Domestic	67-C Theft from exterior of auto
46 Human Trafficking	67-D Theft Domestic
46-C Child Human Trafficking	67-E Theft by embezzlement
51-Aggravated arson	67-F Theft by fraud
51-B Bomb threat	67-P Pickpocket
52-Simple arson	67-S Theft by shoplifting
52-D Simple Arson, domestic	68-Unauthorized use of movables
52-E Explosion	69 Possession of stolen property
52-F Fire	71-Issuing worthless checks
52-R Rescue	72-Forgery
54-Placing combustible substances-fire bomb	78 - Protective Custody
55-Aggravated criminal damage to property	79-Violation of protective orders
56-Simple criminal damage to property	80-Carnal knowledge of a juvenile
56-D Domestic criminal damage	80-O Carnal Knowledge of a juvenile (OUT OF PARISH)
58-(10-18) additional information	81-Indecent behavior
58R Local stolen / local recovery	81-O Indecent behavior with a juvenile (OUT OF PARISH)
59-Criminal mischief	81-S Sexting
59-D Criminal mischief, domestic	82-Prostitution
59-P Taking temporary possession	83-Solicitation for prostitution
60-Aggravated burglary	84-Pandering
60-D Aggravated Burglary Domestic	87- Abortion
61-Automobile smash & grab	89-Crime against nature
62-Simple burglary	90-Gambling
62-A Burglary alarm	90 - C Gambling with cards
62-AB Burglary Alarm - Business	90 - H Gambling with handbook
62-ANR Burglar Alarm, Silent, Far, No Response	90 - L Gambling with lottery
62-AR Burglary Alarm – Residential	90 - P Gambling with Pinball
62-B Simple burglary, business	91-Unlawful sale to minors
62-C Simple burglary, auto	92-Contributing to delinquency of a juvenile
62-D Simple burglary, domestic	93-Cruelty to a juvenile
62-H Home Invasion	93-E Elder Abuse
62-L Local alarm	93-O Cruelty of a Juvenile (OUT OF PARISH)
62-R Residence burglary	94-Illegal use of weapons
62-S Safe burglary	94-F Fireworks

94 - S Shotspotter-Reported Gunshots
95-Illegal carrying of a weapon
95-G illegal carrying of a weapon
(concealed gun)
95-K illegal carrying of a weapon (knife)
97-Picketing
98-D.W.I.
99-Reckless operation
100-Hit and run
100-C Hit & Run City Vehicle
100-CI Accident with Inj Hit and Run in City Veh
100-I Hit and run, injury
100-F Hit and run, fatality
100-X Hit and run, police vehicle
100-XI Accident with Inj Hit and Run in PD Veh
101-Desecration of graves
102-Cruelty to animals
103-Disturbance
103-D Disturbance, domestic
103-F Disturbance, fight
103-M Disturbance, mental
103-MV Mental Health Crisis - Violent
103-P Protest
103-R Disturbance, riot
106-Obscenity, exposing one's person
107-Suspicious person
107-P Suspicious package
107-S Suspicious package
107-U Unattended package
108-Officer Need's assistance, life in danger
109-Aggravated escape
110-Simple escape
110-E Electronic Monitoring Escape/Evasion
112-Impersonating an officer
116-Flag desecration
118-Public bribery
283 Video Voyeurism
283-O Video Voyeurism (OUT OF PARISH)
284-Peeping tom
542 Sex Offender Registration Check
911-Unknown trouble call
966-Drug law violations
1028 Air Clearance Request
1028-NP Vehicle No-Pursuit
1028-P Vehicle Pursuit
1055 - Officer Needs Assistance
1055E – EMS Unit Needs Assistance
1055F – Fire Unit Needs Assistance

Appendix B - COMPUTER AIDED DISPATCH DISPOSITIONS / PLAIN TEXT VERBIAGE

G.O.A.	Gone on arrival
UNF.	Unfounded
R.T.F.	Report to follow
N.A.T.	Necessary action taken
DUP.	Duplicate of another item
VOID	(For internal Communications Services and CAD use only)
SUPP.	Supplemental report
REF	Referral (with MCIU)