

MINNEAPOLIS POLICE DEPARTMENT

SPECIAL ORDER



BY ORDER OF THE CHIEF OF POLICE

DATE ISSUED: October 10, 2025	DATE EFFECTIVE: October 15, 2025	NUMBER: SO25-024	PAGE: 1 of 3
TO: Distribution "A"			RETENTION DATE: Until Rescinded
SUBJECT: Calls-For-Service Management MP-8806			APPROVED BY: <i>Chief Brian O'Hara</i>

POLICY

It is the policy of the Minneapolis Police Department to respond to all calls-for-service in a timely manner. The public is entitled to expect a prompt response to calls-for-service, and members shall be effective and efficient in their response as they provide our community with excellent police service.

Every 9-1-1 call is someone reaching out for help in a moment of fear, danger, or crisis. When someone dials 9-1-1, it usually means they are facing a situation they cannot handle on their own – they are not just calling a number, they are asking for protection, support, and action.

QUEUE GOALS

Because of the importance of a timely response, the MPD is setting the following queue goals for calls for service, measured from dispatch to arrival on scene:

Priority 1 calls: 7 minutes or less

Priority 2 calls: 20 minutes or less

Lower priority calls: 90 minutes or less

Response times will be tracked and evaluated by the MPD to ensure the community is receiving proper service. **Supervisors will be responsible for response times.** Watch Commanders and Inspectors should monitor response times and member activities to ensure prompt response.

OFFICER SAFETY & LOCATION

In order to ensure officer safety, all members shall keep MECC, and their supervisors apprised of their safety, status, and location. To that end, the following procedures shall take effect:

- Members shall clear from all calls or other assignments as soon as the call or assignment is complete.
- Members assigned to a call-for-service, or who initiate a call for a police action or directed patrol, **shall clear and close out that call from the scene.**
- Members who leave the scene before the call is complete **shall update their location** with the dispatcher and advise the dispatcher of the reason for changing the location.

- By order of the Chief of Police, MECC dispatchers shall conduct a safety and status check after squads have been code 4 for **45 minutes**. All members shall comply and shall return to service if able.

PENDING CALLS AND REPORTS

- Members **will no longer be allowed to place calls back in pending** to finish the report later. MECC will no longer return active calls to a pending status (formerly known as Priority 9). Instead, the call will be closed. If a member needs to finalize the report later or add remarks, the call can be reopened by MECC.
- When feasible, members are reminded to complete their reports in their squad car, preferably in their district/assigned area.

POLICY REMINDERS

In accordance with P&P 7-103:

- It is the policy of the Minneapolis Police Department to respond to all calls for service within a minimum amount of time after being dispatched or notified of the need for police service.
- Members **shall respond without delay** to calls for police service unless otherwise directed by proper authority. Emergency calls for service shall take precedence; however, all dispatched calls shall be answered as soon as possible consistent with departmental procedures.
- **The dispatcher shall have the authority to assign calls to all available sworn personnel, including superior officers. Members shall not refuse to take a call.**
- All members are expected to close out their OTL upon completion. Dispatchers shall call squads that fail to do so and clear them from OTL.

RESPONSIBILITIES OF SUPERVISORS

Supervisors are responsible for:

- Ensuring roll call is promptly and professionally completed, generally within the designated 15 minutes allotted. Supervisors shall monitor for any pending priority calls, and assign/send personnel from roll call if needed.
- Monitoring calls pending as shift change approaches and shall hold over for at least one hour any squads necessary to ensure priority calls are answered promptly.
- Ensuring all members arrive promptly, diligently patrol their designated sectors/beats, and remain on post unless properly relieved.
- Clearing the station. Supervisors shall ensure members remain in the field and are not inside the precinct station when they should be patrolling their assigned sectors.
- When MECC advises a supervisor of a priority call pending, the supervisor shall have a plan assign the call promptly. That shall include:
 - Updating the status of all squads currently assigned to calls when priority calls are pending,

- Disrupting squads from lower priority calls or calls where non-emergent tasks can be completed later when a priority call is pending,
 - Designating a squad to handle when they are about to be in-service, and
 - Assigning overtime, buyback, and other personnel available when needed to respond to priority calls pending.
- Monitoring the activities of officers to ensure that officers are alert and attentive and that they carry out their duties promptly and efficiently.

See CM23-009 for additional procedures to manage call response and resources at the scene.



CM23-009 Scene
CFS Management.doc

COMPLIANCE CHECKS

The Commander of the Inspections Unit shall ensure that random spot checks are conducted weekly to ensure compliance with this directive. The Commander shall be responsible for reporting to the Chief of Police and command and supervisory personnel who has failed to ensure compliance with this directive.