

Call Classification Training Activity

Training 9-1-1 Heroes

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Call Classification Training Activity

Trainer Guide

Activity Goal: The trainee will consider the details of the scenarios provided and determine the appropriate call classification/call type.

Suggested Time of Activity: 20-30 minutes

Trainer Responsibility: Allow the trainee to work through the scenarios on their own, then discuss the scenarios with the trainee. If a trainee has an incorrect answer, ask the trainee to explain their thought process behind their choice of call classification.

Discussion Points: Discuss the importance of classifying calls correctly (correct priority, officer image of the call, etc.).

Take the opportunity to ask what kinds of questions should be asked for the call classification.

Many agencies teach to justify the call classification with the first line of notes. Ask the trainee to write down what they would write for their first line of notes to let dispatchers/responders know what's going on.

Explain types of scenarios would change the call type. Example: shoplifter ran out of Walmart, typically would be theft. Discuss that if the shoplifter displayed a gun as he went out, this would change the call type to Robbery (dependent on agency policy, penal code, etc.)

Discuss calls also require Fire or EMS response.

Discuss things callers say. Such as my car was robbed, it wasn't robbed, it was burglarized.

Grading: Each question listed is worth 5 points. The answer guide is not all-inclusive, the trainer may accept other answers, or agency specific answers. The call classifications/call types listed may differ slightly from your agency, be sure to grade according to your agency policy and procedure.

Call Type Classification Quiz

Based on the scenario presented, determine which call type you would use to enter the call.

	Call Classification / Call Type	Scenario
1.		The ex-wife wishes to pick up her personal belongings from her old residence. The ex-husband confronted her last time and she doesn't want any further problems.
2.		The complainant's boyfriend has taken her vehicle with permission, but that was two days ago and now the complainant wants to report the vehicle as stolen.
3.		Bicycles have been stolen from the complainant's garage.
4.		A 12-year old is detained by the 7-11 clerk when he tries to leave the store without paying for the candy he took.
5.		It is 11:30 p.m. and the complainant hears someone making noise in the garage, but hasn't seen anyone.
6.		Complainant calls and wants to report that his house was robbed while he was on vacation.
7.		Complainant calls and wants us to check the residence of his ex-girlfriend. He says he has just broken up with her and she left his apartment headed for home. She said she was going to kill herself and the complainant knows she has a gun at home.
8.		Caller states there is a car parked in front of her residence that has been there since last night. The caller thinks it's odd because when the driver got out of it last night, he got into another car that was following him and left.
9.		Complainant advises his mailbox has been knocked over and there are tire tracks in his yard.
10.		A woman yells help me into the phone and hangs up.

	<i>Call Classification / Call Type</i>	<i>Scenario</i>
11.		A caller on a cell phone advises there is an abandoned vehicle in the left turn lane of in front of McDonald without its flashers on.
12.		Complainant says there has been an accident at a busy intersection. The complainant doesn't know if anyone's injured or not, but the cars look like they are totaled.
13.		The caller advises that the house across the street has the front door standing open. He hasn't seen anyone go in or out of it, but there have been a lot of burglaries in the neighborhood lately.
14.		Complainant states there is a boat parked in the street in front of his house. It's the neighbor's boat and it has been there without moving for over a week.
15.		The caller says that she has found a briefcase in her flowerbed with the contents scattered all over her front yard.
16.		Complainant advises his wife has gone crazy and is burning his clothes and hitting him.
17.		Caller states he was assaulted by a group of little green men who broke into his house and ate his ice cream sandwich.
18.		A caller reports there are two subjects "beating the hell out of each other."
19.		Complainant says that when she is at work, someone comes into her apartment and rearranges all of her furniture.
20.		Complainant advises that his sister-in-law came to his house upset over a break-up with her husband and took 29 Prozac.

Call Type Classification Quiz Answer Key

Based on the scenario presented, determine which call type you would use to enter the call.

	<i>Call Classification / Call Type</i>	<i>Scenario</i>
1.	<i>Civil Standby</i>	The ex-wife wishes to pick up her personal belongings from her old residence. The ex-husband confronted her last time and she doesn't want any further problems.
2.	<i>Unauthorized Use of Motor Vehicle</i>	The complainant's boyfriend has taken her vehicle with permission, but that was two days ago and now the complainant wants to report the vehicle as stolen.
3.	<i>Burglary</i>	Bicycles have been stolen from the complainant's garage.
4.	<i>Theft/Shoplifter</i>	A 12-year old is detained by the 7-11 clerk when he tries to leave the store without paying for the candy he took.
5.	<i>Noise/ City Ordinance</i>	It is 11:30 p.m. and the complainant hears someone making noise in the garage, but hasn't seen anyone.
6.	<i>Burglary</i>	Complainant calls and wants to report that his house was robbed while he was on vacation.
7.	<i>Welfare Check</i>	Complainant calls and wants us to check the residence of his ex-girlfriend. He says he has just broken up with her and she left his apartment headed for home. She said she was going to kill herself and the complainant knows she has a gun at home.
8.	<i>Suspicious Vehicle</i>	Caller states there is a car parked in front of her residence that has been there since last night. The caller thinks it's odd because when the driver got out of it last night, he got into another car that was following him and left.
9.	<i>Criminal Mischief/Vandalism</i>	Complainant advises his mailbox has been knocked over and there are tire tracks in his yard.
10.	<i>Welfare Check / 9-1-1 Hangup</i>	A woman yells help me into the phone and hangs up.

	Call Classification / Call Type	Scenario
11.	Traffic Hazard	A caller on a cell phone advises there is an abandoned vehicle in the left turn lane of in front of McDonald without its flashers on.
12.	Major Accident/Unknown Injury Accident	Complainant says there has been an accident at a busy intersection. The complainant doesn't know if anyone's injured or not, but the cars look like they are totaled.
13.	Open Door/Suspicious Circumstances/Welfare Check	The caller advises that the house across the street has the front door standing open. He hasn't seen anyone go in or out of it, but there have been a lot of burglaries in the neighborhood lately.
14.	Parking Violation/City Ordinance Violation	Complainant states there is a boat parked in the street in front of his house. It's the neighbor's boat and it has been there without moving for over a week.
15.	Suspicious Package/Suspicious Circumstances	The caller says that she has found a briefcase in her flowerbed with the contents scattered all over her front yard.
16.	Domestic Violence/Family Violence	Complainant advises his wife has gone crazy and is burning his clothes and hitting him.
17.	Welfare Check/Mental	Caller states he was assaulted by a group of little green men who broke into his house and ate his ice cream sandwich.
18.	Fight/Physical Disturbance	A caller reports there are two subjects "beating the hell out of each other."
19.	Welfare Check/Mental	Complainant says that when she is at work, someone comes into her apartment and rearranges all of her furniture.
20.	Attempted Suicide/Overdose	Complainant advises that his sister-in-law came to his house upset over a break-up with her husband and took 29 Prozac.