
MNP-██████████ - DISTURBANCE

MNP-26-██████████ - DISTURBANCE's feedback

Incident Date: 2026-██████████ Review Date: 2026-██████████

Duration: 03:11 Review For: ██████████

Event Type: DISTURBANCE

Evaluation — ESSENTIAL: Law Call Taking Evaluation

93.8%

Summary

A mother called reporting her 14-year-old daughter was being aggressive inside the home, punching and kicking at doors and taking a phone. The caller stated the daughter had no weapons, another family member (the father) was in the home, and an officer was being dispatched to contact them. The incident was classified in CAD as a disturbance at ██████████ Cabernet Ct with priority 1.

Asked for Caller's Name

PASS

*The call taker asked "What's your name?" and the caller responded "My name is ██████████ as well."
The CAD incident field also documents the caller name as ██████████ - MOM, confirming the name was obtained and recorded.*

Asked for Caller's Phone Number

PASS

The caller provided a phone number during the call ("503-██████████" at 1-██████████), and that same number is recorded in the CAD field as callerNumber. This confirms the call taker obtained and documented a usable caller phone number.

Obtained Initial Event Details

PASS

The call taker obtained and verified multiple situational details during the call introduction: the caller stated the nature of the event (14yearold daughter acting aggressive and damaging the door), the location was asked for and given, the daughter's name and date of birth were obtained, and the call taker asked about weapons. The call taker also asked about intoxication and who else was in the home later in the call. These items satisfy the requirement to obtain/verify situational information.

Determined Time of Occurrence

PASS

The caller repeatedly describes the behavior in present tense (e.g., "is acting aggressive," "is pushing my doors over her phone," and the caller asks for an officer to come speak to them now).

These statements imply the incident is ongoing/current. The CAD notes also list the incident as a disturbance and describe the 14-year-old as currently being aggressive. Although the call taker did not ask for an exact clock time, the caller's present-tense descriptions and request for immediate officer contact establish timing sufficiently for this criterion.

Asked for Incident location

PASS

The caller stated the address verbally ("I'm at [REDACTED] Court" in the transcript) and that address is recorded in the CAD incident field ([REDACTED]). The call taker asked for and received the location and it is documented in the CAD notes, so the location was obtained/verified successfully.

"OPTIONAL" - ACTIVE EVENT

4th Party Caller Acti

"OPTIONAL" - Verified Incident Location

PASS

The call taker explicitly asked for the address ("Where's the address you're at?") and the caller provided a full address ("I'm at [REDACTED]"). The call taker acknowledged ("Okay."). The CAD incident field also records the same address. This meets the verification criteria.

Calltaker asked for the caller's location

PASS

The calltaker asked for the address (117622012) and the caller provided it: "I'm at [REDACTED] [REDACTED]" (117622016). Thus the location was obtained by asking and the caller offering the information.

Disturbance

Calltaker asked if the disturbance is physical or verbal

PASS

The calltaker explicitly asked "How is she being aggressive?" (117622010) and the caller described physical actions ("she's taking my door, punching my door," 117622011). The calltaker further asked about weapons (117622028 and 117622051), which is an appropriate follow-up to determine physical threat. Therefore the calltaker did ask/determine whether the disturbance involved physical actions.

SUBJECT

4th Party Caller Subj

Call taker gathered a subject description?

PASS

The call taker obtained identifying/descriptive information about the subject: they asked for and received the subject's name, last name, and date of birth (age), confirmed the subject's location in the home (master bedroom), and asked about weapons (caller stated none). These details satisfy

the requirement for a subject description.

SCENE SAFETY

4th Party Caller Sce

Call taker provided safety instructions?

MISSING

The call taker gathered location and details and stated they would send an officer, but did not give any safety instructions or confirm that the caller or others were in a safe place. There is no advice to move away from the aggressor, stay in a locked room, separate parties, or otherwise reduce risk — only requests for information and that an officer be dispatched.

Communicated with Professionalism and Respect

PASS

The call taker asked clear, relevant questions (address, spelling of name, DOB, weapons), repeated/clarified information when needed, remained composed and courteous (used calm language such as "Okay," "All right," and "I've given the information to an officer to come get in contact with you"), and redirected the caller appropriately by arranging officer contact. There is no disrespectful or unprofessional language and the caller was handled patiently throughout, so the interaction demonstrates professionalism and control.

Did the call taker ask leading questions?

PASS

The call taker used open and neutral questions to gather needed information (e.g., "How is she being aggressive?"; "Where's the address you're at?"; "And does she have any weapons on her?"; "And is she under the influence of any drugs or alcohol?"; "All right, who else is in the home?"). These are clarifying or fact-finding questions and do not suggest or influence a particular answer. Other brief prompts (such as requests to spell names or confirm details) are routine verification and not leading. No questions in the transcript steer the caller toward a specific response, so the interaction passes the leading-question check.

Demonstrated Active Listening Skills

PASS

The call taker repeatedly confirmed the address, obtained the daughter's full name and date of birth, asked about weapons and intoxication, asked who else was in the home, and collected the caller's phone number. These items were accurately recorded in the CAD (incident type DISTURBANCE, caller name/number, and location). Questions were appropriate and brief, and the call flowed logically to gather necessary details, indicating active listening and engagement.

Demonstrated Good Judgement & Decision Making

PASS

The call taker asked clarifying, relevant questions about the nature of the aggression, the location/address, presence of weapons, who else was in the home, and whether the juvenile was under the influence. They balanced questioning and listening (obtained names, DOB, phone number) and provided appropriate guidance by advising the caller not to engage and by dispatching an officer to respond. These actions demonstrate appropriate judgment and decision-

making given the situation.

Appropriate Closing of the Call

PASS

The call taker told the caller that information had been passed to an officer who would come make contact (reassurance that help was being dispatched) and closed with brief polite acknowledgements before the caller said thank you and goodbye. This satisfies providing reassurance/appropriate closing.

Call Handling

TRUE

The call taker obtained and documented key information: address ([REDACTED]), caller name ([REDACTED]), caller phone number (503 [REDACTED]) and the juvenile's name and DOB; these appear in the CAD and transcript. The call taker recognized the incident as a disturbance and treated it as an active/high-priority domestic-type event (CAD shows DISTURBANCE, priority 1) and dispatched an officer. Relevant safety questions were asked: whether the juvenile had weapons and whether she was under the influence; the caller identified the only other person present (father) and the child's location (master bedroom). The call taker maintained control of the call, kept questioning focused, and avoided unnecessary escalation; they also advised the caller they had sent an officer and the caller expressed they did not want to engage further. Minor omissions: the call taker did not explicitly ask about injuries, whether anyone was being physically harmed at that moment (beyond describing punching doors), whether the juvenile had access to other weapons in the home (knives, etc.), or whether anyone was barricaded/able to secure themselves — useful details for an in-progress aggressive juvenile. However, the caller denied weapons and impairment and declined further engagement, and the call taker reasonably prioritized officer response. Overall the call handling demonstrates sound judgment, adequate safety screening, and appropriate escalation for the reported disturbance.

Barriers Encountered

TRUE

Barriers were present but not critical. Identified barriers: 1) Multiple speakers/overlap — the juvenile is loud and argumentative and there is at least one other person speaking (the caller and the juvenile), which created interruptions and some unclear exchanges. 2) Emotional/aggressive behavior — the daughter was aggressive (punching doors, yelling), which likely increased stress and risk and could impede calm information exchange. 3) Repetition/clarification needed — the call taker had to repeat/address questions (e.g., spellings of the last name were requested multiple times) indicating brief comprehension/clarification delays. 4) Confusing/self-correcting responses — callers provided slightly inconsistent or unclear responses at times (e.g., who was speaking, slight name/last-name confusion). 5) Limited situational detail — while the address and phone were obtained, some situational specifics (exact location of other parties in the house beyond "master bedroom," any escalation timeline) were minimal. No evidence of language-line use, total non-responsiveness, or poor connection. Overall the barriers slowed some info-gathering and required repetition but did not prevent dispatch from being completed.