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## MNP-26- [REDACTED] - FIGHT NOW

### MNP-26- [REDACTED] - FIGHT NOW's feedback

Incident Date: 2026- [REDACTED] Review Date: 2026- [REDACTED]

Duration: 04:16 Review For: [REDACTED]

Event Type: FIGHT NOW

## Evaluation — ESSENTIAL: Law Call Taking Evaluation

90.9%

### Summary

Caller reporting an ongoing physical altercation between two males in a park near the river. The caller observed both subjects fighting in a field, provided clothing descriptions (one in a gray/silver vest and blue jeans, the other in a dark blue sweatshirt with a bicycle), gave real-time updates as the subjects moved (one went into the trees by the river, the other walked/rode toward the park and parking lot), and remained on scene to observe until officers arrived. No weapons or injuries were reported.

#### Asked for Caller's Name

PASS

*The call taker asked for the caller's name ("And your name?") and the caller responded "I'm Christy [REDACTED]". The caller name is also recorded in the CAD as CHRISTY [REDACTED], confirming the information was obtained and documented.*

#### Asked for Caller's Phone Number

PASS

*The call taker asked for the caller's phone number. The caller provided it verbally ("503, [REDACTED] [REDACTED]"), and the CAD field documents callerNumber as 503-4 [REDACTED]. This confirms a usable phone number was obtained and recorded.*

#### Obtained Initial Event Details

PASS

*The call taker immediately asked for the address and the caller provided the location (Joe Dancer Park). Early in the call the caller described the nature of the incident (two males fighting/chasing each other), and the call taker asked clarifying situational questions (weapons present). The caller supplied descriptions of involved parties (one on a bicycle/dark blue sweatshirt; one in a gray/silver vest and blue jeans), and ongoing location/movement updates (one went into trees by the river; the other walked/rode his bike toward the park/first parking lot). The call taker also obtained the caller's name and phone number. These meet the criteria for obtaining/verifying situational information during the introduction.*

**Determined Time of Occurrence****PASS**

*The caller described the incident in present tense and ongoing (e.g., "There's two guys down by the river fighting," "They're going at it again," "Yes, I can see them," and "I can hear the police coming"), which clearly indicates the event was in progress. The CAD also classifies it as FIGHT NOW, supporting that timing was current. Therefore the call taker accepted/acknowledged that the incident was occurring now.*

**Asked for Incident location****PASS**

*The caller immediately gave a usable location: "I'm down in Joe Dancer Park, right on the water and light side," when the calltaker asked for the address. The transcript shows the calltaker confirmed details and tracked the caller's observations, and the CAD incident field documents a location (1650 Se Brooks St) related to the report. Therefore a usable incident location was obtained and recorded.*

**"OPTIONAL" - ACTIVE EVENT****4th Party Caller Acti****"OPTIONAL" - Verified Incident Location****MISSING**

*The caller explicitly gave a landmark location ("Joe Dancer Park, right on the water and light side") and the call taker asked follow-up clarifying questions about where in the park they were (multiple confirmations about trail/parking lot/heading toward soccer fields). However, this was a 911 call and the verification requirement for 911 calls in the rubric requires that the CAD location match the caller-provided location. The CAD Field shows a street address (1650 Se Brooks St) that is not explicitly the same as the caller's stated landmark in the transcript, and there is no clear mapping in the record confirming they are the same. Because the CAD location does not clearly match the caller-provided "Joe Dancer Park," the verification criteria (per the 911-call rule) are not met.*

**Calltaker asked for the caller's location****PASS**

*The calltaker explicitly asked "911, what's the address of your emergency?" and the caller responded with their location ("I'm down in Joe Dancer Park..."). The location was obtained by the calltaker asking and the caller (who was on scene) providing it.*

**WEAPON****Call taker determined if weapons were involved or mentioned?****PASS**

*The call taker explicitly asked about weapons ("Any weapon scene?") and the caller responded that none were seen and it was just fists. This confirms the call taker obtained/verified whether weapons were involved.*

**Disturbance****Calltaker asked if the disturbance is physical or verbal****PASS**

The caller described that the two males were "fighting, chasing each other" and later clarified "No, none seen, just fist." The calltaker also asked about weapons ("Any weapon scene?"). Although the calltaker did not explicitly ask "is this verbal or physical," the caller provided clear information that this was a physical altercation (fighting, fists), and the calltaker sought clarification about weapons. Therefore the question should be marked as passing.

## SUBJECT

### 4th Party Caller Subj

Call taker gathered a subject description?

**PASS**

The caller provided multiple descriptive details (dark blue sweatshirt, silver/gray vest, blue jeans, one on a bicycle) and the call taker asked clarifying/confirming questions (e.g., "And you said blue shirt, bicycle for the first male?"). This shows the call taker obtained and verified subject description information.

## SUBJECT: LEFT SCENE

Call taker determined location or direction of travel?

**PASS**

The call taker asked about and confirmed where the subjects were and which way they were going. The caller described their position ("they're on my right-hand side, down into the farmer's field"), movement ("he's walking west on the trail," "he went back into the trees," "he's coming off the trail...made it to that first parking lot," "heading towards the first roundabout"), and the call taker accepted and clarified these location/direction details. Therefore the exchange established the subjects' current/last known locations and directions of travel.

## SUBJECT: MULTIPLE REPORTED

Calltaker questioned about the number of subjects involved?

**PASS**

The caller clearly states "There's two guys down by the river fighting" and later describes one as on a bike and the other in a gray vest. The call taker also asks follow-up questions about the other male's location, confirming awareness of two subjects. This meets the requirement that the number of individuals was provided/confirmed.

## VEHICLE

### 4th Party Caller Veh

Call taker gathered a vehicle description?

**PASS**

The caller volunteered a vehicle description: "And a white car just pulled in, and it's still just parked there," which provides color and presence of the vehicle. The call taker did not need to prompt for this detail; it was provided by the caller, so the criterion for obtaining a vehicle description is met.

## VEHICLE: LEAVING SCENE



Call taker determined location or direction of travel?

**PASS**

*The caller and call taker discussed the subject's movements multiple times. The caller confirmed the male in the gray vest was walking west on the trail toward the soccer fields/parking lot and later that he reached the first parking lot and appeared to be riding his bicycle toward the first roundabout. The call taker asked "which way is he going?" and the caller provided direction and location updates, so location/direction of travel was obtained.*

"OPTIONAL" - CALLER FOLLOWING

Call taker advised the caller to stop following?

**PASS**

*The caller indicated they were moving (walking up the hill) to observe the situation. The call taker said, "Okay, if you need to leave that, that's fine," which is an attempt to discourage the caller from remaining near the incident and implies it is acceptable to stop following/approaching. This meets the criteria of the call taker advising against continuing to stay/approach the subjects.*

INJURY

4th Party Caller Inj

JUST OCCURED

Call taker determined if anyone has been injured?

**MISSING**

*The caller was on scene (stated location). The call taker asked about weapons and the caller replied "No, none seen, just fist," which addresses weapons/means of assault but does not confirm whether anyone was injured or state that no one was injured. There is no explicit question or answer about injuries or any caller observation like "nobody is hurt" or "I see someone injured." Because the transcript lacks clear, firsthand information about injuries (presence, absence, uncertainty, or refusal to provide), the criterion is not met.*

Communicated with Professionalism and Respect

**PASS**

*The call taker remained calm and professional throughout: they clearly asked for location and follow-up details, used courteous language (e.g., "Okay," "If anything changes, give us a call back"), and repeatedly rephrased questions to obtain critical information (weapon, descriptions, directions of travel). They stayed composed, patiently guided the caller to clarify positions and movements, and informed the caller officers were en route. There is no evidence of rudeness, loss of control, or unprofessional language. Therefore this meets the criteria for passing.*

Did the call taker ask leading questions?

**PASS**

*The call taker primarily used clarifying and confirmatory questions rather than leading ones. Examples: "Any weapon scene?" seeks factual information without suggesting an answer; "And you said blue shirt, bicycle for the first male?" and "He's riding the bicycle now?" are confirmations of caller-provided details; "So he's going to go further into the park, like he's going to walk around towards the skate park?" and "When you say the soccer field's on the path or like through the field*

itself?" are location-pinpointing clarifications (acceptable per instructions). No questions in the transcript suggest a specific answer or attempt to influence the caller's response—they either request facts or confirm what the caller already reported. Therefore the call passes.

#### Demonstrated Active Listening Skills

PASS

The call taker asked for and confirmed the location (asked "what's the address" and caller identified Joe Dancer Park; CAD captured location and the incident type as FIGHT NOW). The call taker asked about weapons ("Any weapon seen?") and the caller replied "No, none seen, just fist," which was documented. The call taker repeatedly confirmed descriptions and movement (male on bicycle, gray/silver vest, direction toward park/parking lot/roundabout), asked clarifying questions about their path and where the other male went, and obtained the caller's name and phone number. The CAD notes reflect those details (caller name/number, descriptions, officers on scene, and an arrest/transport entry), showing the call taker accurately documented the information. Overall the call taker consistently listened, confirmed key facts, asked relevant clarifying questions, and recorded the information in CAD.

#### Demonstrated Good Judgement & Decision Making

PASS

The call taker consistently asked clarifying questions about location (address/where in the park), whether weapons were present, descriptions of the subjects and their direction of travel, and where they were headed. They collected caller ID info (name, phone), verified movements of both individuals, and confirmed units were being dispatched. The call taker also provided appropriate safety guidance (advising the caller it was fine to leave if needed) and closed by instructing the caller to call back if anything changed. The interactions show effective balance of listening and targeted questioning and appropriate decisions consistent with prioritizing caller safety and dispatching officers.

#### Appropriate Closing of the Call

PASS

The call taker provided reassurance that officers were en route ("All right, we've got officers on the way.") and gave clear follow-up instructions ("If anything changes, give us a call back."). The interaction concludes politely with acknowledgement and allows the caller to disconnect. This meets the requirements for a professional, appropriate closing.

#### Call Handling

TRUE

Pass. The call taker obtained and documented key verification details: asked for address (caller gave park location, later CAD shows location and caller info), obtained caller name and phone number which appear in CAD. The caller reported an in-progress physical fight; the call taker treated it as active (CAD coded FIGHT NOW) and focused questions on immediate, high-priority details — location within the park, subjects' clothing, movement/direction, and whether weapons were present. The caller volunteered that no weapons were seen and that the altercation appeared to be fist-only; the call taker explicitly asked about weapons. The call taker tracked the subjects' movements (which way each went, whether one was heading to the parking lot/roundabout) and confirmed the subject riding/walking the bike. They maintained call control, clarified situational details, and advised the caller officers were en route and to call back if anything

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*changed. While the call taker did not explicitly ask about injuries beyond asking about weapons, the caller stated "none seen, just fist," which addressed immediate injury risk; the call taker also offered permission to leave for safety. Overall the questioning and flow matched the incident's criticality, gathered essential identifying/location/description information, and prioritized responder dispatch and caller safety.*

#### Barriers Encountered

TRUE

*Barriers were present but limited. The primary challenges were situational: the subjects were mobile (fighting, one walked into trees and one moved along the trail/into the parking lot/roundabout), which caused shifting and sometimes incomplete location information. The caller had to relocate (walking up the hill) and at times could not see one male after he went into the trees, so the call taker needed repeated updates on direction and location. Information issues: the caller initially gave a general park location rather than a street address (Joe Dancer Park / "water and light side"), requiring verification of caller info and phone number (which she provided). Communication/behavior barriers were minimal — the caller was calm, coherent, and responsive, with no language issues or emotional distress that impeded information gathering. Environmental factors (trees/field/river and distance) limited visibility of one subject. Overall these situational and information limitations impacted precise location and suspect description updates but did not prevent effective information exchange or dispatching officers.*

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