



# SACRAMENTO POLICE DEPARTMENT GENERAL ORDERS



## GENERAL ORDER 510.04 DISPATCHING SEQUENCE OF ASSIGNMENT 01-15-2025

### PURPOSE

The purpose of this order is to establish prioritization categories and ensure proper application of dispatching sequence for expedient assignment of calls for service.

### POLICY

It shall be the policy of the Sacramento Police Department (SPD) that calls for service are prioritized and dispatched as expeditiously as possible or referred to the proper agency or SPD unit. Units engaged in critical activities are not available for dispatch.

### PROCEDURE

#### A. CRITICAL ACTIVITY

1. Appearing in court.
2. Arresting suspects and booking prisoners.
3. Attending formal training.
4. Attending roll call.
5. Collecting or booking evidence.
6. Eliminating or correcting a hazard.
7. On directed patrol (D0) assignment.
8. On scene and investigating a priority 1, 2, or 3 call.
9. Transporting people.

#### B. PRIORITY DEFINITION

1. All calls for service shall be categorized into the following priorities:
  - a. Priority 1 - Vehicle and foot pursuits and requests for cover by police and fire units.
  - b. Priority 2 - An emergency situation requiring immediate police response to preserve life or apprehend a suspect (including combined medical aid incidents).
  - c. Priority 3 - Any crime against a person occurring within 15 minutes or less, calls with the potential to escalate, or other situations requiring the response of an officer in a timely manner.
  - d. Priority 4 - Low priority service calls, time-element misdemeanors, and report calls requiring a sworn officer.
  - e. Priority 5 - Report calls (Community Service Officers [CSO] and sworn officer) and ringing alarms.
  - f. Priority 6 - Errand calls, phone messages, and missing person reports (not at risk).
  - g. Priority 7 - Crime Scene Investigations (CSI) follow-up calls.
  - h. Priority 8 – Planned events, game plans, or local government calls.
  - i. Priority 9 - Supplemental employment.
2. The computer-aided dispatch (CAD) system ensures all incident type codes have been assigned a predefined priority consistent with this order.
  - a. A dispatcher shall have the discretion to change the priority (lower or raise) of an incident if specific circumstances warrant or as directed by a supervisor.
  - b. If a predefined priority is changed, the reason shall be clearly noted in the text of the incident.

#### C. DISPATCH SEQUENCE OF ASSIGNMENT

1. Dispatchers shall assign calls for service to available units and provide information and assistance, as needed, to the field supervisors.
2. Upon reviewing a call and depending on a call's circumstances, radio coordinators, sergeants, and watch commanders shall have the discretion to change proximity dispatching or regular dispatch.
3. Priority 1 and 2 calls and supplements shall be verbalized immediately and the closest available



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- units shall be proximity dispatched utilizing the DPCLOSE command.
4. First responding officers of priority 1 and 2 calls shall assume the primary officer role, unless relieved by the appropriate district officer.
  5. Officers shall not cancel (code 4) units who are proximity dispatched to calls unless the units are closer or with sergeant approval.
  6. Sergeants shall monitor the proximity dispatching of units across district boundaries.
  7. Priority 1 and 2 calls shall be proximity dispatched in the following sequence:
    - a. Two closest 909 units, citywide.
    - b. Closest unit on non-critical activity, to include units on code 7 and 907 status, citywide.
    - c. Closest 909 specialized unit, citywide.
  8. Priority 3 calls shall be verbalized immediately and dispatched in the following sequence:
    - a. Any 909 beat unit.
    - b. Closest 909 district unit.
    - c. Any district unit on non-critical activity to include units on 907 status and excluding units on code 7.
    - d. Any 909 specialized unit in district.
    - e. Closest 909 unit outside of district.
    - f. Any district unit on code 7.
  9. Priority 4 service calls shall be dispatched as soon as possible in the following sequence:
    - a. Any 909 beat unit.
    - b. Closest 909 district unit.
    - c. Any 907 beat unit.
    - d. Closest 907 district unit.
  10. Priority 5 service calls shall be dispatched as soon as possible in the following sequence:
    - a. Any 909 beat unit.
    - b. Closest 909 district unit.
    - c. Any 907 beat unit, if directed by a sergeant or above.
    - d. Closest 907 district unit, if directed by a sergeant or above.
  11. Priority 5 report calls shall be dispatched to any 909 beat unit, unless directed by a sergeant. If directed, dispatch the calls in the following sequence:
    - a. Any 907 beat unit.
    - b. Closest 909 district unit.
    - c. Closest 907 district unit.
  12. Priority 6 report calls may be held for the reasonable availability of a CSO.
    - a. If a CSO is not available in a reasonable time period, calls shall be dispatched to any 909 beat unit, unless directed by a sergeant. If directed, dispatch using the same sequence for dispatching priority 5 report calls.
    - b. A CSO shall not be dispatched to the following report calls:
      - (1) Brandishing.
      - (2) Shooting into an inhabited dwelling.
      - (3) Shooting into an unoccupied vehicle.
      - (4) Vandalism, involving a hate crime.
  13. If there is more than one unit identifier assigned to the same beat, the dispatcher shall use their discretion based on the incident type, district activity, workload, and unit location to determine which units respond.
  14. Priority 7 calls may be held for the availability of a CSI.
  15. Traffic collisions:
    - a. Traffic collisions that meet criteria for dispatch shall be dispatched when:
      - (1) Injury or death.
      - (2) Enforcement action may be required (e.g., disturbance, DUI, no driver's License).
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(3) Vehicle(s) are causing a hazard.

(4) City equipment or other government vehicle(s) are involved.

- b. Traffic collisions with injuries (to include complaint of pain or visible injuries not needing an ambulance) shall be dispatched in accordance with priority 3 calls in the following sequence:

(1) Any 909 beat unit and a CSO.

(2) Closest 909 district unit and a CSO.

(3) Any district unit on non-critical activity to include on 907 and excluding units on code 7 and a CSO.

(4) Any 909 specialized unit in district and a CSO.

(5) Closest 909 unit outside of district and a CSO.

(6) Any district unit on code 7 and a CSO.

16. The sequence of assignment shall not be altered unless the officer has obtained permission from a supervisor to be unavailable for calls for service or to leave the district.

## D. SPECIALIZED UNITS

1. Specialized units may be dispatched to handle priority 1, 2, and 3 incidents in their entirety.
2. Canine units shall be dispatched on:
  - a. Alarm calls.
  - b. Felonies in progress.
  - c. Prowler calls.
  - d. Incident involving armed or dangerous suspect(s).
  - e. Search for concealed or fleeing suspect(s).
  - f. Search for articles or evidence.
  - g. Felony vehicle stop.
  - h. Pursuit.
  - i. Stolen vehicle with suspect(s) on scene or in the vicinity.
3. Bike, Mounted, Foot Patrols, and School Resource Officers shall be dispatched to pending calls within their service area and handle necessary reports at the scene, with the exception of contract of grant funded assignments and officers assigned to Regional Transit Police Services.
4. Units on directed patrol:
  - a. D0 units shall be dispatched, only if authorized by the watch commander.
  - b. D1 units shall be available for priority 1, 2, and 3 calls.
5. Regional Transit Police Services (RTPS):
  - a. RTPS units shall not be included in the dispatching sequence of assignments or be responsible for any patrol calls including Sacramento Regional Transit District (SRTD) related incidents.
  - b. RTPS officers may be advised of patrol calls involving Regional Transit via the RTPS dispatch.
  - c. Contacting RTPS dispatch and advising them of a call does not relieve the SPD patrol unit from the primary responsibility for handling the call.
  - d. The RTPS sergeant shall be under the supervision of the RTPS lieutenant. RTPS officers shall be under the supervision of the RTPS sergeants. If an RTPS sergeant is unavailable, an RTPS officer requesting supervisory assistance may contact the appropriate district sergeant.

## E. AVAILABILITY OF PATROL UNITS

1. Personnel shall be in-service no later than 30 minutes after the start of their shift, unless authorized by their immediate supervisor.
2. When units are held over due to pending priority calls, the supervisor shall notify the watch commander.
3. Whichever is later or unless authorized by a supervisor, officers shall remain within their beat or district or other assignment until 30 minutes prior to the end of their shift or shall leave their



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assignment to arrive at a police facility 15 minutes before the end of their shift.

4. Officers shall not report out of service while they are en route to a police facility. Signing off the MDC or portable radio and reporting out of service at the end of shift shall be done at the assigned parking area of a police facility.

## F. RESPONSIBILITY

1. Public Safety IT Section shall ensure that the CAD system is programmed to meet dispatch requirements.
2. Dispatchers shall follow the sequence of assignment unless specific justification exists that requires reasonable discretion by the dispatcher or direction of a supervisor.
3. Once the sequence of assignment has been exhausted, dispatchers shall inform the district sergeant of the call type, location, and pertinent information by voice broadcast for priority 1, 2, and 3 calls and by MDC for priority 4, 5, and 6. The district sergeant shall be advised and will determine unit response. When it is necessary to cross-district dispatch, dispatchers shall control the units to the involved radio channel. Dispatchers shall advise the district sergeants from the affected districts of the call type, location, and pertinent information.
4. If necessary, the district sergeant can request a 907 unit be placed in unavailable status.

## G. CODE 1

1. The watch commander may institute a code 1 when necessary to limit dispatched calls and self-initiated activity to priority 1, 2, and 3 incidents.
  - a. The district sergeant or the radio coordinator shall notify the watch commander if they believe a code 1 should be instituted.
  - b. Limitations of code 1 may be modified as necessary at the discretion of the watch commander.
2. If a watch commander orders code 1, the dispatcher shall make a broadcast to all affected units alerting them of the status and announcing that all non-critical self-initiated activity shall be approved by the sergeant. Elements of code 1 include, but are not limited to:
  - a. Units on non-critical activity shall immediately clear current calls.
  - b. Units shall refrain from self-initiated activity with the exception of priority 1, 2, and 3 incidents.
  - c. Units shall refrain from requesting code 7 or returning to the station for end of watch.
  - d. Dispatchers shall only dispatch priority 1, 2, and 3 incidents.
3. Units shall obtain approval from the district sergeant prior to conducting self-initiated activity during a code 1. Dispatchers shall advise the district sergeant of any officer self-initiated activity outside of the code 1 policy.