



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



130.11

RADIO SUPPORT DUTIES

1-31-23

PURPOSE

This Communications Directive establishes procedures for Communications Division dispatchers assigned to the radio support position.

POLICY

It shall be the policy of the Communications Division to dedicate personnel to support radio dispatchers, field units, and field supervisors by accurately and efficiently assisting with specific requests.

PROCEDURE

A. RADIO SUPPORT RESPONSIBILITIES

1. The radio support dispatcher may perform the duties of the position from any service desk terminal with the permission of an on-duty supervisor.
 - a. When the duties of the radio support position are performed from any terminal other than the SD9 terminal, using the 'CHDESK' command, the radio support dispatcher shall ensure that the control of the SD9 desk is at the terminal where the radio support duties are actually being performed.
2. When assigned to the radio support position, the dispatcher shall sign on to the telephone system and monitor the CAD system as follows:
 - a. Telephone system: shall use the call taker skill set at all times unless directed otherwise by a supervisor.
 - b. CAD system: monitor the County queue via the Versadex Status Screen
 - (1) All misdirected calls for service shall be redirected to the appropriate radio channel in a timely manner.
3. The duties of the radio support position are prioritized as follows:
 - a. Answer 9-1-1 telephone calls.
 - b. Handle requests from radio dispatchers and field units, including but not limited to:
 - (1) Fire and medical requests.
 - (2) Callbacks and updates pursuant to Communications Directive 510.06 (Delayed Calls).
 - (3) Tow truck requests.
 - (4) Registered owner checks.
 - c. Process tow truck requests by gathering the following information:
 - (1) The location where a tow is needed.
 - (2) The vehicle year, make, model and license plate.
 - (3) Additional information regarding the vehicle's condition.
 - (4) Any roadway hazard in which specialized towing equipment may be needed.
 - d. Serve as the Communication Division's liaison for allied agencies, City 3-1-1, and other outside businesses during strategic situations such as, but not limited to:
 - (1) Rainy Day Procedure.
 - e. Act as the primary backup for the technology desk pursuant to Communications Directive 130.12. (Radio Relief Duties).