



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



410.22 COMMRESPONSE 1-31-23

PURPOSE

The purpose of this Communications Directive is to establish guidance for the management of the CommResponse email account.

POLICY

It shall be the policy of the Communications Division to monitor and respond to CommResponse email inquiries and service requests.

PROCEDURE

A. DEFINITIONS

1. **COMMRESPONSE:** The Departmental electronic mail (email) account established for receiving and responding to non-emergent inquiries and service requests:
commresponse@pd.cityofsacramento.org.
2. **INBOX:** The default folder that contains incoming email messages.
3. **FILE:** A collection of email messages identified by a specific filename.
4. **FOLDER:** A collection of files organized in a manner for expedient viewing.
5. **CABINET:** The area where customized folders are contained, and processed email messages are stored.
6. **SPAM:** Unsolicited email messages attempting to sell products or services.

B. MONITORING

1. CommResponse shall be monitored 24-hours per day, 7-days per week by a dispatcher assigned to the technology desk or radio support.
2. The dispatcher assigned CommResponse shall:
 - a. Ensure the inbox is monitored at all times.
 - b. Coordinate relief to ensure continuity of monitoring.
 - c. Send replies using the CommResponse email address.

C. HOW MESSAGES ARE RECEIVED

1. The public can send email messages by visiting www.sacpd.org > Contact us > Email a station. Those email messages will default to the CommResponse Inbox.
2. The public can also send email messages through the 'contact us' and/or 'report an issue' feature in the SacPD Smartphone App.
3. Other City departments (e.g., City 311, City Traffic Engineering) may forward police-related inquiries to CommResponse.
4. Dispatchers may also provide this email to other entities such as cell phone companies in the course of performing a cell phone ping.

D. HOW MESSAGES ARE PROCESSED

1. The dispatcher shall review the content of the email to determine the nature of the request or question.
2. Once the nature is determined, the appropriate action and/or referral shall be made in accordance with Directive 410.02 (Responding to Requests for Service). Examples of such actions are:
 - a. Entering a CAD incident for dispatch or broadcast.
 - b. Forwarding the email to the appropriate district captain.
 - c. Forwarding the information to City 311 via email 311@cityofsacramento.org.
3. When possible, the dispatcher shall reply to email messages detailing the action taken or referral information.
 - a. The dispatcher shall use plain, reader-friendly language.
 - b. The dispatcher shall use correct grammar, punctuation, and spelling.



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- c. The dispatcher shall use professional, standardized formatting in messages:
 - (1) Salutation (i.e., Hello).
 - (2) Content.
 - (a) The dispatcher shall summarize his/her understanding of the problem or concern.
 - (b) The dispatcher shall specify the action taken.
 - (c) The dispatcher shall provide referral and/or contact information, when appropriate.
 - (3) Valediction (i.e., Sincerely).
 - (4) Dispatcher's First or Last Name/Badge/Non-Emergency number.
4. Dispatchers shall not delete any messages.
 - a. All correspondence shall be maintained electronically in the appropriate folder.
 - b. Electronic correspondence shall be purged in accordance with applicable law and the City of Sacramento's Record Retention Schedule.
 - c. If a dispatcher receives a spam message, it shall be placed in the junk email folder.

E. RESPONSIBILITY:

1. A Dispatcher III shall be assigned the administrative responsibility of developing an electronic filing system to include:
 - a. Folders for respective districts.
 - b. A collection of files within each folder.
 - c. Any corresponding training essential to the expedient and consistent monitoring of CommResponse.
 - d. Systems for reviewing CommResponse for spam and to ensure any unsolicited messages are purged.
2. The on-duty Dispatcher III or designee shall ensure that a qualified dispatcher is assigned to monitor and respond to CommResponse.
3. The assigned dispatcher shall:
 - a. Monitor the CommResponse Inbox.
 - b. View and respond to incoming messages.
 - c. Ensure processed messages are appropriately filed so that the CommResponse Inbox contains only new messages.