



**SACRAMENTO POLICE DEPARTMENT  
COMMUNICATIONS DIVISION DIRECTIVE**



**500.01  
PRIORITIZING CALLS FOR SERVICE  
1-31-23**

**PURPOSE**

This Communications Directive establishes procedures for Communications Division personnel to prioritize calls for service.

**POLICY**

It shall be the policy of the Communications Division to prioritize calls for service to ensure the expedient assignment of calls to field units.

**PROCEDURE**

A. PRIORITY DEFINITION

1. All calls for service shall be categorized into the following priorities levels:
  - a. Priority 1 - All vehicle and foot pursuits; requests for cover by police and fire units.
  - b. Priority 2 - An emergency requiring immediate police response to preserve life or apprehend the suspect(s). This includes combined medical aid incidents (245PA, 245TA, 215PA, 215TA, 273.5A).
  - c. Priority 3 - Any crime against a person occurring with a time element of 15 minutes or less; priority service calls with the potential to escalate or other situations requiring the response of an officer on a timely basis. This priority includes such in-progress incidents as 242P.
  - d. Priority 4 – Low-priority service calls; time element misdemeanors; some of the report calls requiring a sworn officer.
  - e. Priority 5 - Report calls (community service officers and sworn officers); ringing alarms.
  - f. Priority 6 - Errand calls; phone messages; missing person reports (not at risk).
  - g. Priority 7 - Crime Scene Investigator follow-up calls.
2. The CAD system ensures all incident entry type codes have been assigned a predefined priority consistent with these definitions.
  - a. The dispatcher has the discretion to lower or raise the priority of an incident if the specific circumstances warrant the change.
  - b. If a predefined priority is lowered or raised, the reason will be clearly noted in the text of the incident.

B. DISPATCH OF CALLS BY PRIORITY

Dispatchers shall assign calls, as outlined in General Order 510.04 (Dispatching Sequence of Assignment) to available units and provide field supervisors with information and assistance as needed.