



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



510.06 DELAYED CALLS 1-31-23

PURPOSE

This Communications Directive establishes procedures for Communications personnel regarding calls for service that cannot be dispatched immediately.

POLICY

It shall be the policy of the Communications Division to ensure calls for service that cannot be dispatched immediately are appropriately updated in accordance with General Order 510.02 (Officer Safety-Communications Procedures) and General Order 510.04 (Dispatching Sequence of Assignment).

PROCEDURE

A. PRIORITY 1, 2, and 3 INCIDENTS

1. When no units are available in the district, the radio dispatcher shall:
 - a. Immediately broadcast the call as a pending priority call (Code 12), requesting field supervisor acknowledgement in the broadcast.
 - b. Document on the incident history that a Code 12 broadcast was done.
 - c. Document on the incident history that an attempt to notify the field supervisor of the pending incident was made and how the attempted notification was made (via air or MDC).
 - d. Document on the incident history when acknowledgement from the field supervisor is received.
 - e. Only indicate that a field supervisor copied the incident when an acknowledgement is received.
 - (1) If the field supervisor acknowledges the incident via a "TO" message to the radio channel dispatcher, the "TO" message may be attached to the incident.
 - (2) Multiple attempts to raise the field supervisors may be necessary.
2. When only a single one-officer unit is available to respond on a Priority 1, 2 or 3 incident requiring a minimum two-officer response, the radio dispatcher shall:
 - a. Immediately voice-dispatch the single one-officer unit and include in the broadcast the need for an additional unit, requesting field supervisor acknowledgement in the voice-dispatch.
 - b. Document, on the incident history, the information regarding the need for an additional unit and the attempted field supervisor notification.
 - c. Document, on the incident history, when acknowledgement from the field supervisor is received.
3. Priority 1, 2, or 3 incidents that cannot be dispatched in accordance with General Order 510.04 (Dispatching Sequence of Assignment) shall be re-broadcast by the radio dispatcher on a regular basis (15 minutes), and the field supervisor shall be re-advised of the status of the pending incident until it is dispatched. The field supervisor's re-advisement and acknowledgement shall be noted on the incident history.
4. For all bias, or hate crime, time element calls the radio coordinator shall advise the watch commander if the call has not been dispatched within 10 minutes. These calls shall not be a phone report and shall only be canceled with the watch commander's approval.



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B. PRIORITY 4 and 5 INCIDENTS

1. The radio dispatcher has discretion to voice broadcast or advise the field supervisor of any priority 4 and priority 5 incidents that cannot be dispatched pursuant to General Order 510.04 (Dispatching Sequence of Assignment).
 - a. The radio dispatcher shall take the totality of circumstances into consideration and err on the side of voice broadcasting to ensure field units are notified about a pending call for service.
 - b. The radio dispatcher shall advise the field supervisor of any pending priority 4 or priority 5 incidents involving sexual assault, bias or hate crimes, or unusual circumstances upon receipt of the incident.
 - c. The radio dispatcher shall document the way the notification to the field supervisor was made (via voice-broadcast or MDC).
2. Radio coordinator notification of the incident shall be made when:
 - a. Extenuating circumstances are present on any incident.
 - b. The incident requires notification of a watch commander.

C. EXTENDED DELAYS IN DISPATCH OF INCIDENTS

1. When incidents continue to pend due to the unavailability of units, the radio dispatcher shall:
 - a. Re-advise the field supervisor as necessary.
 - b. Document, on the incident, that an attempt to notify the field supervisor was made.
 - c. Document, on the incident, when acknowledgement from the field supervisor is received.
 - d. Shall request updated information on the incident when directed by the field supervisor or when requested by units dispatched on the call.
 - (1) Communications personnel shall not call into any felony-in-progress incident.
 - (2) Communications personnel shall attempt to contact the caller to obtain updated information and to determine if police services are still required.
2. When police services are still required, the radio support dispatcher/call taker attempting to contact the caller shall determine if the incident requires either upgrading to a higher priority incident or downgrading to a lower priority incident.
 - a. The incident shall be documented with information supporting the change and sent to the radio dispatcher prior to changing the priority of the call.
 - b. When police services are still required, and a priority upgrade or downgrade is not necessary, the incident shall be documented with the results of the call back and sent to the radio channel.
 - c. When police services are no longer required, the incident shall be documented with the reason for the request to cancel and sent to the radio dispatcher.
 - d. If the call back yields information that the circumstances of the incident have changed to the extent that a type code change is required, the radio support dispatcher/call taker shall:
 - (1) Document the incident with the details necessitating the type code change.
 - (2) Change the type code to the appropriate type code.
 - e. When immediate police response is no longer needed, but a report is required, the radio support dispatcher/call taker shall determine if the incident meets criteria for a referral to online or public counter reporting pursuant to Communications Directive 500.03 (Criteria for Dispatch). When such referral is necessary, the radio support dispatcher/call taker shall:
 - (1) Make the appropriate referral.
 - (2) Document the incident with information regarding the request to cancel.



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- f. Should the report incident require the dispatch of a police unit, the radio support dispatcher shall document the incident with the details.
 - (1) Priority 1, 2 and 3 incidents with delayed dispatching shall be changed to a report call only at the direction of a field supervisor.
 - g. Pending priority 4 and priority 5 incidents will be called back at the discretion of the radio support dispatcher, a communications supervisor, or a field supervisor.
- D. PRIORITY 6 and 7 INCIDENTS
- 1. Pending priority 6 and 7 incidents shall be:
 - a. Called back at the discretion of the radio support dispatcher if providing a notice of delay in dispatch.
 - b. Called back at the direction of a field supervisor or a communications supervisor.