



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



510.07 DISPATCH OF POLICE UNITS 1-31-23

PURPOSE

The purpose of this Communications Directive is to provide direction to radio dispatchers for the dispatch of police units to calls for service.

POLICY

It shall be the policy of the Communications Division to dispatch calls for police service and to document related activity in accordance with department policies.

PROCEDURE

A. RECEIVING AND ENTERING CALLS FOR SERVICE

1. Radio dispatchers will receive calls for service from service desk or other radio positions in the form of a CAD incident or, when CAD is unavailable, a Manual Mode card.
 - a. The radio dispatcher shall record the incident history events and activities that occur from the time a call for service is received until the time it is cleared with a disposition.
 - b. The radio dispatcher shall record the incident history of all actions reported verbally or via Mobile Data Computer (MDC) by the field units to the dispatcher.
2. Radio dispatchers will receive calls for service over the radio from field units and/or other agencies.
 - a. The radio dispatcher shall enter a call for service in the form of a CAD incident, or when CAD is unavailable, a Manual Mode card.
 - b. The radio dispatcher shall record the incident history of all actions reported verbally.
3. The radio dispatcher shall utilize CAD commands (see the CAD Manual) to record required information.
4. Whenever possible, radio dispatchers shall use abbreviations contained in Communications Directive 500.05 -- Abbreviations.

B. DISPATCHING CALLS FOR SERVICE

Radio dispatchers shall:

1. Comply with Communications Directive 500.02 (Police Incident Type Codes).
2. Use prudent judgment when changing the pre-defined priority of an incident and shall note in the incident history an explanation for any change.
3. Comply with General Order 510.04 (Dispatching Sequence of Assignment).
4. Refer to the CAD Manual for dispatch commands that include, but may not be limited to:
 - a. Dispatching units to incidents.
 - b. Assisting units to incidents.
 - c. Changing a unit's location.
 - d. Changing a unit's availability.
 - e. Stacking calls.
 - f. Exchanging units on calls.
 - g. Proximity dispatching.
 - h. Clearing units from incidents.
 - i. Adding Racial and Identity Profiling Act (RIPA information).
 - j. Transporting victims, witnesses, or suspects.