



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



510.22 TELEPHONE MESSAGES FOR OFFICERS 1-31-23

PURPOSE

The purpose of this Communications Directive is to establish guidelines for Communications personnel when taking urgent telephone messages for officers.

POLICY

Communications personnel shall relay urgent telephone messages to on-duty officers, in the field, in a timely manner.

PROCEDURE

A. SERVICE DESK

1. Telephone messages for officers on duty.
 - a. When a member of the public calls in with a telephone message for an officer, the dispatcher shall first verify if the officer is on or off duty.
 - b. If the officer is on duty a 914E call shall be entered into CAD.
 - c. The service desk dispatcher shall relate the 914E call to the primary call for service in the CAD system, if applicable.
2. Telephone messages for off-duty officers.
 - a. If the officer is not on duty, and the telephone message relates to an urgent matter, the service desk dispatcher shall enter a telephone message using the 914E type-code for the district sergeant to call the caller.
 - b. If the officer is off duty, and the telephone message does not relate to an urgent matter, the caller shall be given the officer's work email address, or be advised to call back when the officer is on duty.
 - c. The service desk dispatcher shall not provide the officer's duty schedule.
 - d. The service dispatcher shall relate the 914E call to the primary call for service in the CAD system, if applicable.
 - e. For any complaints regarding a field unit, a 914S shall be entered into the CAD system in accordance with Communications Directive 510.23 (Supervisory Telephone Messages).
3. For telephone messages, the incident mask in the CAD system shall be completed as follows:

Address:	URGENT TELEPHONE MESSAGE
Coverage:	DISTRICT THE OFFICER IS CONTROLLED TO
Name:	CALLER'S NAME
Phone:	NUMBER OFFICER IS TO CALL
Text:	NAME AND UNIT CALL SIGN OF OFFICER TO BE CONTACTED, RELATED CALL NUMBER (IF APPLICABLE), AND A BRIEF SYNOPSIS ON WHY THE CALLER IS NEEDING PHONE CONTACT FROM THE OFFICER
Call Type:	914E

B. RADIO DISPATCH

1. The radio dispatcher shall determine the officer's assignment and make contact via MDC or radio.
2. If the officer does not have an MDC, and the telephone number is not to be broadcast, the radio dispatcher shall advise the officer to call the Communication Center for relay of the telephone message.
3. A different unit can be dispatched to handle the telephone message incident if the officer advises they will not be able to handle the 914E in a timely manner.
4. Disposition code "AN" will be used when the officer completes the phone call.