



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIVISION DIRECTIVE



510.23 SUPERVISORY TELEPHONE MESSAGES

12-9-2020

PURPOSE

This directive establishes procedures for communications personnel upon receiving a notification of a concern regarding patrol, communications personnel or services performed.

POLICY

It shall be the policy of the Communications Division to utilize communications supervisors to relay the information regarding the concern to field supervisors in a timely and confidential manner.

PROCEDURE

A. SERVICE DESK

1. The call taker shall determine if the complaint concern is regarding patrol personnel, communications personnel, services performed, or a general inquiry regarding a call for service.
2. General inquiries related to calls for service shall be handled in accordance to Communications Directive 510.22 (Telephone Messages for Officers).
3. Call takers receiving concerns regarding services performed by communications or patrol personnel shall place the citizen on hold for a communications supervisor.

B. COMMUNICATION SUPERVISORS

1. For concerns regarding patrol personnel or incidents that occurred outside of the communications center, the communications supervisor shall enter a supervisory phone message and relay it to the appropriate patrol supervisor.
 - a. To relay the phone message, the communications supervisor may use email, the forward command, send a point to point message, or call the appropriate patrol supervisor.
 - b. Concerns involving a patrol officer, Community Service Officer (CSO), or any officer working a specialty assignment shall be directed to the appropriate patrol sergeant. Communications supervisors will also advise the on-duty watch commander.
 - c. Concerns involving a patrol sergeant shall be directed to the on-duty watch commander.
2. The incident mask shall be completed as follows using the shift +F1 command:
 - a. Address: INTERNAL AFFAIRS, 5760 FREEPORT BLVD
 - b. Coverage: P4/4C
 - c. Name: CALLER'S FIRST AND LAST NAME
 - d. Phone: NUMBER PATROL SUPERVISOR IS TO CALL
 - e. Caller's Address: THE CALLER'S COMPLETE PHYSICAL ADDRESS
 - f. Text: NAME AND UNIT CALL SIGN OF SUPERVISOR HANDLING, AND THE RELATED CALL NUMBER
 - g. Call Type: 914S
3. Should the call need to be opened, it shall be redirected to coverage group P9. The unit being dispatched shall be reassigned to P9 for the duration of time spent on the call.