



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



510.47 9-1-1 ALTERNATE ROUTING 1-31-23

PURPOSE

The purpose of this Communications Directive is to provide Communications Division personnel with direction for the alternate routing of 9-1-1 calls [REDACTED]

POLICY

In the event of a 9-1-1 system failure, building evacuation, or at other required times the alternate routing of 911 calls shall be utilized to maintain a continuity of service for residents and businesses receiving emergency services from [REDACTED]

PROCEDURE

A. SACRAMENTO POLICE DEPARTMENT

When the Sacramento Police Department (SPD) experiences a 9-1-1 system failure, evacuation of the Communications Center is required, or it is necessary to activate alternate routing of 9-1-1 calls from the City of Sacramento jurisdiction to the County of Sacramento Sheriff's Office (SSO) jurisdiction, the shift supervisor or on-duty floor supervisor shall:

[REDACTED]

B. SACRAMENTO SHERIFF'S OFFICE (SSO)

If the SSO determines a need for SPD to receive an alternate routing of 9-1-1 calls from the County of Sacramento to the City of Sacramento, the following shall occur:

[REDACTED]



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[REDACTED]

C. ELK GROVE POLICE DEPARTMENT (EGPD)

If EGPD determines a need for SPD to receive an alternate routing of 9-1-1 calls from the City of Elk Grove to the City of Sacramento, the following shall occur:

[REDACTED]

D. AGENCY RESPONSIBILITY

The SPD Communications Division, Sacramento Sheriff's Office Communication Bureau, and Elk Grove Police Department Communications Bureau have agreed to the following:

[REDACTED]



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[REDACTED]

E. TESTING AND DRILLS

[REDACTED]