



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



510.61 REQUESTS BY FIELD UNITS

1-31-2023

PURPOSE

The purpose of this Communications Directive is to provide Communications Division personnel instructions for handling officers' requests for information or emergency assistance.

POLICY

The appropriate resources shall be dispatched for field-generated emergency requests, and all requests for information shall be handled accurately and in a timely manner.

A. INFORMATION REQUESTS

1. Warrant, record and field contact checks are handled by the Warrants Unit.
2. Refer to General Order 510.01 (Radio Communications) for back up channels and procedure requests regarding warrants radio.
3. Should the Warrants Unit not have access to a radio channel, warrants check from field units will be directed to the main channel dispatcher who will relay the requests to the Warrants Unit via the radio support position.
4. The following automated file queries requested by field units shall be handled by the Communications main channel dispatcher:
 - a. Stolen Vehicle System.
 - b. Vehicle Registration File.
 - c. Driver License Record File.
 - d. Automated Property System.
 - e. Automated Firearms System.
 - f. Automated Securities System.
 - g. CLETS/NCIC Automated Wanted Persons System (if terminals for Warrants Unit are inoperable).
 - h. CAD Notepad (INFO Files).
5. Confirming positive hit information
 - a. All outside agency hit information must be confirmed by the outside agency.
 - b. The Warrant Unit is responsible for confirmation of warrant entries.
 - c. The Communications Division is responsible for confirming hits on any other automated file.
 - d. For active warrants, the entering agency shall be requested to confirm the want via an Administration Message addressed to the Sacramento Police Department's main CLETS terminal (located in the Records Division).

B. EMERGENCY ASSISTANCE

1. Communications Division dispatchers are responsible for ensuring that officers' requests for emergency assistance are handled expeditiously and in accordance with department policy.
 - a. The radio dispatcher is responsible for the immediate dispatch of units on all emergency assistance requests from field units.
 - b. Field units may change the dispatched unit assignments when aware of extenuating circumstances in the field which are not apparent to the channel dispatcher, (i.e., a unit is in a closer to a call for service than another unit at the time of dispatch).
2. Emergency Assistance Radio Codes.
 - a. Code 900: Dire emergency. Dispatchers shall assign two (2) units and a field supervisor Code 3, unless the requesting officer specifies the number of units needed. The field supervisor and the radio coordinator shall be immediately notified.
 - b. Cover: An officer's request for immediate assistance. Dispatchers shall assign two (2) units, unless the requesting officer specifies the number of units needed. The field supervisor and the radio coordinator shall be immediately notified of all cover requests.
 - c. Back-Up: An urgent request which shall be answered without delay. The dispatcher shall



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- assign one unit unless the requesting officer advises otherwise.
- d. Assistance: A request for assistance for a non-emergency task. The dispatcher shall ascertain from the requesting officer the type of task to ensure the appropriate type and number of units needed are dispatched (i.e., traffic control, building search, etc.)
 - e. Pursuits: Pursuit of a vehicle or of a person on foot. Pursuits are requests for immediate Code 3 assistance. (Refer to General Order-521.01 Pursuit of Vehicles for specific instruction regarding the handling of vehicle pursuits.)
3. Code 3 Responses
- a. When an emergency request dictates Code 3 response, the dispatcher shall broadcast that a unit(s) is responding Code 3 and ensure the sergeant copies.
 - b. The incident shall be documented with which unit(s) is responding Code 3.
 - (1) The following commands are acceptable for documenting the Code 3 response:
 - (a) Code 3 (C3).
 - (b) Miscellaneous (M).
 - (c) Supplement (SUPL).
 - c. Refer to General Order 521.02 (Code 3 Driving) for additional information.
- C. INCOMPLETE CALL OR INCOMPLETE RADIO TRANSMISSION - OFFICER NEEDS HELP
1. Dispatchers shall immediately ascertain the location of the officer requiring help and immediately dispatch assisting units.
 - a. Mapping a unit in CAD or BWC may also be utilized to assist in determining the location of the vehicle or the location of the equipment the officer is logged on to.
 2. Activate the Emergency in Progress (EIP) signal and document the activation on the incident.
 3. If the identity of the officer is not known, the dispatcher:
 - a. From the radio console display, shall immediately retrieve the abra number, vehicle number or the electronic serial number of the radio from which the unidentified unit transmitted.
 - b. Shall use the WHO command for vehicle numbers, the WHERE command for abra numbers or the information binder (located at each radio terminal), to determine the name or agency of the officer to which the radio is assigned.
 4. When the identity of the officer needing help is determined, the dispatcher shall dispatch two (2) units to the officer's last known location and advise the area supervisor and the radio coordinator.
 5. If unable to determine the radio from which help was requested:
 - a. Enter a 981 incident.
 - b. Initiate an All Zones (AZ) broadcast advising of the unidentified transmission
 - c. Notify the area supervisor via air and the radio coordinator via the RC Special Assistance Request command.
 - (1) If the area supervisor does not acknowledge the verbal hail, advise the radio coordinator for area supervisor notification to be made via telephone.
 - d. Initiate a roll call on all channels in an attempt to identify and locate the unit.
 - (1) The roll call is preceded by the broadcast: "All units stand by for roll call due to an unidentified transmission."
 - (2) Each channel dispatcher shall immediately poll all units on the channel in the following order:
 - (a) Units assigned to violent calls.
 - (b) Units assigned to vehicle stops.
 - (c) Units assigned to report calls.
 - (d) Units not assigned to calls.
 - (3) The polling process shall continue until the safety of all officers is verified.
 - (4) When the welfare of all officers on all channels checks satisfactory, an AZ broadcast advising of such shall be transmitted ensuring the area supervisor copies the information via air or MDC and the radio coordinator copies the information via



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- the "RC Special Assistance Request Command".
- (5) If an officer does not respond to the welfare check, two officers will be dispatched to the last known location of the officer. Officers will conduct a search for the missing officer as directed by the field supervisor.
 - (6) Ensure all hotline agencies copied the AZ broadcast and document the incident with the information.
 - (a). Confirmation that the hotline agencies copied the AZ broadcast may be made as follows:
 - i. A telephone call to the agency via the radio support position.
 - ii. Confirmation via air on the hotline.
 - (7) Log details of the roll call on the 981 incident.
 6. Should the radio belong to another agency, advise the agency via the hotline, or send a radio support request to call the agency's emergency telephone line.
 - a. If the agency is being called, continue attempting to raise the unit needing help using plain language (i.e., "SSO unit on SACPD Channel 1, what is your location?").
 7. Calls from citizens via telephone
 - a. Telephone calls from citizens reporting an officer in need of assistance shall be handled at the service desk in accordance with General Order 510.02 (Officer Safety Communications Procedures).
 - b. Upon receipt of these incidents in radio, the radio dispatcher shall immediately determine if SPD, or other officers, are on an assignment at or near the location given by the caller.
 - (1) If so, using the "Proximity Dispatch" command, the radio dispatcher shall immediately dispatch two (2) cover units and advise the area supervisor and the radio coordinator.
 - (2) If a check of the location and area are negative for the officer, the dispatcher shall immediately initiate a city-wide roll call and advise other agencies of the situation as indicated in section C (5)(d)(6) of this directive.
 - c. The area supervisor and the radio coordinator shall be notified immediately.
 8. Calls from a member of the public via an officer's mobile radio
 - a. A member of the public may transmit a call for help on an officer's mobile radio. Often, the information the member of the public citizen can provide is very limited. Using plain language, the radio dispatcher shall question the member of the public to obtain as much information as possible regarding the nature and location of the situation.
 - b. The radio dispatcher shall advise the member of the public to stand by the radio, if safe to do so, in the event additional information is needed.
 - c. The radio dispatcher shall obtain the member of the public's name in order to re-establish contact. Using names on the radio is permissible in this type of situation.
 - d. If the location given by the member of the public is in the county, the dispatcher shall dispatch two (2) SPD officers and advise the Sheriff's Office via the hotline. If SPD units are responding from a distance, the radio dispatcher shall request Sheriff's units also be dispatched, as they may be closer.
 - e. The area supervisor and the radio coordinator shall be notified immediately.