



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



532.25 Text-To-9-1-1 1-31-2023

PURPOSE

This Communications Directive establishes procedures for the handling of emergency calls received via Short Message Service (SMS) text messages by Communications Division personnel.

POLICY

It shall be the policy of the Communications Division to respond quickly, professionally, and accurately to all Text-To-9-1-1 requests for service.

PROCEDURE

A. GENERAL

1. Dispatchers shall comply with procedures pursuant to Communications Directive 410.02 (Telephone Answering, Section A).
2. Dispatchers receive Text-To-9-1-1 calls via the next generation technology.
3. Dispatchers shall search the number in the next generation technology portal for a location.
4. Dispatchers shall verify location information with the person who is texting the information.
5. Dispatchers shall question Text-To-9-1-1 callers using a combination of preset and typed messages.
6. Dispatchers shall document all Text-To-9-1-1 calls in CAD using the appropriate incident type code.

B. SYSTEM OPERATION

1. Logging on and off the next generation system
 - a. Dispatchers assigned to the technology desk shall log on Text-To-9-1-1 (SMS) messaging via the next generation technology system at the beginning of their shift, as messages will only appear when the system is logged on.
 - b. When the assigned dispatcher is on a break or meal period, or when relieved from the assigned position, they will ensure that they are logged off the next generation technology system and that the assigned relief person is logged into the system.
 - c. During periods of relief, it is incumbent upon both dispatchers to complete a briefing of call information that is relevant to any active SMS calls for service.
2. Receiving Text-To-9-1-1 SMS Messages
 - a. All texts are processed using the same priority criteria as incoming voice 911 calls.
 - b. Upon receiving a Text-To-9-1-1 SMS, dispatchers may place themselves "Not Ready" on the phone system while actively corresponding in the text messaging session.
 - c. Dispatchers entering a Text-To-9-1-1 SMS into CAD shall change the "how received option" to "X".
3. Location/Rebid
 - a. It is crucial that the incident location be obtained as soon as possible.
 - b. Due to the inaccuracy of the location normally provided; dispatchers shall run the number in the next generation technology system.
 - c. Rebid is not required.
 - d. Once the location is confirmed, if the incident is not within Sacramento city limits, the dispatchers shall:
 - (1) Advise the caller they are being transferred and include the agency name to which they are being transferred.
 - (2) Enter an ADV incident noting the Text-To-9-1-1 call and the transfer.
 - (3) Direct the caller to make a voice call to 9-1-1, if the appropriate agency cannot process Text-To-9-1-1 calls, and if it is deemed safe for them to do so; if not, the call taker will verbally relay call information to the appropriate agency.



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- (4) Take the necessary information (i.e., location, caller name, synopsis, and phone number) if the caller is unable to make a voice call and relay it to the appropriate agency.
 - e. If the caller is reporting a medical or fire emergency, the dispatcher shall:
 - (1) Confirm that the request for medical attention is not due to any type of crime, if known, or a situation requiring law enforcement.
 - (2) Transfer the Text-To-9-1-1 session to the Fire Department
 - (3) Call the Fire Department and relay all information to ensure it is received.
 - (4) Advise the caller to contact the Fire Department and provide the appropriate telephone number.
 4. Ending the Call
 - a. When ending a Text-To-9-1-1 session, the dispatcher shall confirm the address again, and advise the caller that the text session is ending.
 - b. The dispatcher shall then end the session.
 - (1) Once the text session has ended, that text session cannot be restored or initiated by dispatch.
 - (2) Only callers can initiate a text session and only dispatchers can end it.
- C. CALL PROCEDURES
 1. Nonresponse
 - a. If the dispatcher receives an initial text message that has been determined to be nonresponsive, the dispatcher shall send a follow-up text message in an attempt to establish communications.
 - (1) The text message shall read, "The Sacramento Police Department is unable to establish communication with you via text. I will be calling this device to further assist you."
 - b. If the text message response is unsuccessful, the dispatcher shall attempt voice communications by calling the caller.
 - c. If, based upon the original text, an emergency was determined to be taking place, and a location was given, the dispatcher shall enter a call for service using the appropriate type code pursuant to Communications Directive 532.18 (Wireless 911 Call Handling).
 - d. If, based upon the original text, it was determined there was no emergency, and a location was given, the dispatcher shall process the text session pursuant to Communications Directive 532.18 (Wireless 911 Call Handling).
 - e. If, based upon the original text, an emergency was determined to be taking place, and a location was not given or able to be bid (W911/Uninitialized), the dispatcher shall handle the message pursuant to Communications Directive 532.18 (Wireless 911 Call Handling).
 - f. If, based upon the original text, no emergency was determined, and a location was not given or able to be bided (W911/Uninitialized), the dispatcher shall enter an ADV incident.
 2. Questioning Callers
 - a. Dispatchers shall follow the same policy and procedures when questioning callers using the 5 Ws: Who, What, When, Where, Weapons, pursuant to Communications Directive 410.02 (Telephone Answering).
 3. Translation
 - a. Dispatchers shall select the needed language for the caller, should the software not automatically select it.
 4. Text Abbreviations
 - a. Dispatchers shall refrain from using slang, emojis, and text abbreviations, including, but not limited to: LOL, OMG, IDK, etc.
 - b. When receiving a call from someone using text abbreviations, the dispatcher shall advise the caller that plain language is required to eliminate any confusion.



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5. Multimedia
 - a. Multimedia (MMS) is not available via text messaging. The caller will receive a variation of a message advising that their MMS message did not go through and to make a voice call or to send a text without attachments.
 - b. The dispatcher will either receive no text at all or a message from the cell phone provider advising that the caller attempted to send an MMS message.
 - c. Service providers may advise that the MMS has been saved on their server.
 - d. The cell phone provider may advise that, if a copy is desired, the Police Department can call the service provider at a designated phone number, and the service provider will send a copy of the MMS message.
 - e. Dispatchers shall not request a copy of saved MMS messages from the cell phone provider; only detectives or a supervisor shall call and request a copy.