



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



534.07

TRANSPORTATION AND ERRAND CALLS

1-31-23

PURPOSE

The purpose of this Communications Directive is to provide Communications Division personnel direction when receiving transportation and errand requests.

POLICY

It is the policy of the Communications Division to provide transportation and perform errand calls in urgent situations.

PROCEDURE

A. TRANSPORTATION REQUESTS

1. The Department does not respond to requests for transportation for citizens unless it is a juvenile with no means of transportation and whose safety will otherwise be at risk.

B. PARENTAL NOTIFICATION

1. Should an outside agency request a reasonable juvenile notification be made within the City of Sacramento limits, the dispatcher shall enter a 992E call for dispatch with the concurrence of the shift supervisor.

C. EMERGENCY NOTIFICATIONS

1. If a citizen requests the Department's assistance to relay a message of an emergency nature to a resident of the City of Sacramento, the dispatcher shall question the caller to ensure that:
 - a. The caller is geographically too far away for the caller to deliver the message.
 - b. The caller has exhausted all efforts to contact the party (directory assistance, online resources, etc.).
 - c. There is no telephone at the residence in question.
 - d. An emergency need exists to contact the party. Emergency messages include, but are not limited to serious illness or injury, family member stranded and in dire need of assistance, or any other reasonable, immediate need to make contact with a party.
 - (1) When these conditions have been met, the dispatcher may enter a call for service utilizing the 992E type code.
 - (2) When the conditions have not been met, the caller will be advised to attempt other methods of contact.
 - e. All death notifications are handled by the Sacramento County Coroner's Office.