



# *Departmental Memorandum*

*Volume 24-4*

To: All Uniformed Personnel  
From: Captain Brent Kaneyuki, Metro Division

Katherine Lester, Chief of Police

## **Reporting Homeless Encampments to IMT**

**06-18-2024**

This memorandum provides guidelines for reporting homeless encampments to the city's homeless Incident Management Team (IMT) via **311**. The intent of this bulletin is to ensure all homeless encampments that patrol officers respond to are reported to the IMT. The reporting of encampments is necessary so outreach providers are aware of the encampment locations and can respond to offer services. The IMT will generally not mitigate encampments on private property.

### **Response Procedures**

#### **Public Property:**

- A. When responding to a call for service (CFS) at a homeless encampment on public property, patrol officers shall:
1. Properly resolve the call for service (273.5, 245, 242 415, 981, etc.) and complete all necessary documentation.
  2. Before clearing, one patrol officer on the call shall utilize their department-issued cell phone, and enter a CFS on the City of Sacramento **311 App**. That officer may also call 311 to enter a CFS. When utilizing the **311 App**, follow the below directions, under "Procedures for Entering a Call on the 311 App".

#### **Private Property:**

- A. When responding to a call for service at a homeless encampment on private property, patrol officers shall:
1. Properly resolve the call for service (273.5, 245, 242 415, 981, etc.) and complete all necessary documentation.
  2. Before clearing, one patrol officer on the call shall utilize their department-issued cell phone, and enter a CFS on the City of Sacramento **311 App**. That officer may also call 311 to enter a CFS. When utilizing the **311 App**, follow the below directions, under "Procedures for Entering a Call on the 311 App".
- B. When responding to a call for service that is only for trespassing on **private property and involves a homeless encampment**, patrol officers shall:
1. Refer to General Order 538.02 and ensure compliance with it when handling trespass violations.
  2. If an owner or designated agent is available, requesting to have the individuals removed, and wanting to sign a notice of trespass or there is one on file, an officer will be dispatched to encampments involving three (3) or less individuals. Homeless encampments with four (4) or more individuals will be referred to 311 via SPD Dispatch. If there is any question of property ownership, the incident shall automatically be referred to the IMT.
  3. Attempt to obtain voluntary compliance to vacate the property. If unsuccessful, enforcement action shall be taken for trespassing per G.O. 538.02, and if the following criteria are met:
    - a. there are three (3) or less individuals **and** each individual's property fits inside of a closed 55-gallon bag. Enforcement action includes arresting and booking the individual(s) as the crime is likely to continue.



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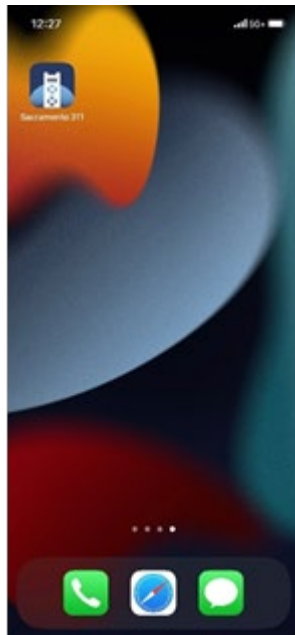
Katherine Lester, Chief of Police

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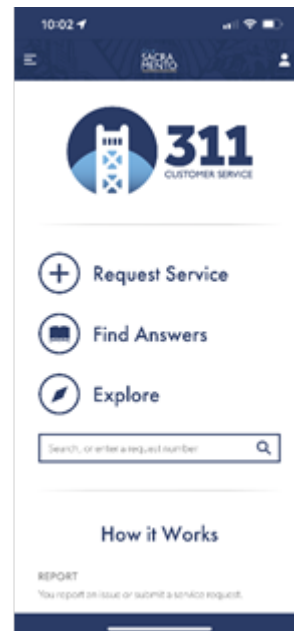
4. If the amount of property in #3 above is exceeded, responding Patrol Officers will take no enforcement action. Instead, patrol officers will issue the Notice of Trespass and document the circumstances in a Trespass Information Report for IMT follow-up. Information must include:
    - a. Names and identifying information of individuals contacted and advised.
    - b. Descriptions of the tent(s) to include: size, color, etc.
  5. If no enforcement action is taken, explain to the owner or agent that due to the size of the encampment, it is being referred to the IMT. Additionally, enter a CFS on the City of Sacramento 311 App as outlined below.
- C. After submitting the service request
1. A 311 call number will be provided.
  2. Officers shall enter that 311 call number along with the names and identifying information of the individuals they contacted on the CAD Call.
  3. Once submitted, the IMT will evaluate and determine the next appropriate steps.

## Procedure for Entering a Call on the 311 App

1. Locate and open the **Sacramento 311 App** on your Department-issued phone.



2. After opening the **311 App**, select **"Request Service."**





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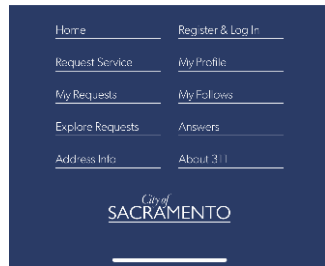
3. Officers with a 311 Account may utilize it, create an account using "Register & Log In" or select the "Continue as Guest" option.



Use an Account?  
An account will make it easier for you to track your request, and will ensure we have accurate information for future requests.

Register & Log In

Continue as Guest



4. Select the "Homeless Camp" option.



Requesting Service

SERVICE LOCATION DETAILS CONFIRM

Search for a service or browse below

Animal Care

Building and Planning

Business Resources

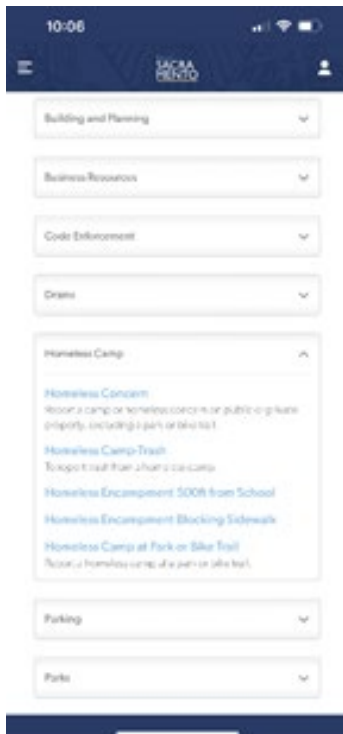
Code Enforcement

Drains

Homeless Camp

Parking

5. Then, select the most appropriate option from the list.



6. Select "Request this service."



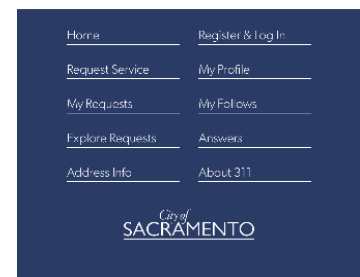
Homeless Concern

SERVICE LOCATION DETAILS CONFIRM

Reports of camps are reviewed by the Department of Community Response. Due to the high volume of reports received, a response may not be possible in all cases. Concerns for personal safety or suspected illegal activity should be reported to SacPD.

Request This Service

Browse Other Services





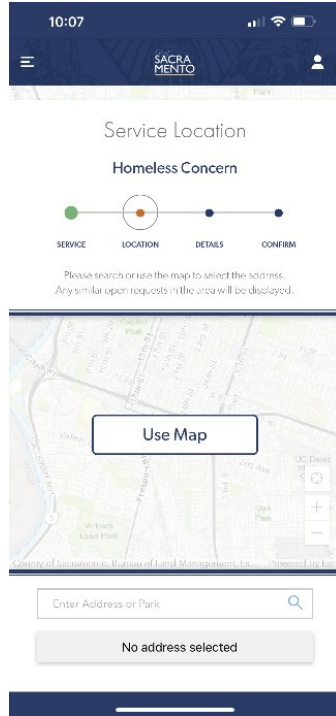
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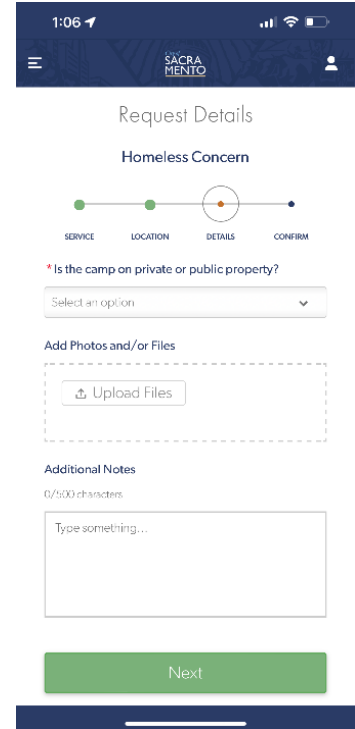
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- 7. Enter the address where the camp is located or use the map feature to drop a pin at the camp's location.



- 8. Enter “public or private property” using the dropdown boxes, and add photos via the, “Upload Files” tab, if applicable. Add photographs of individuals contacted and the tents. This will assist when the IMT responds for follow-up.



- 9. In the “Additional Notes” box, officers shall enter:
  - a. patrol1
  - b. Officer’s last name
  - c. SPD CAD Call or Report Number

(This will allow IMPACT/DCR Staff to search for calls entered by patrol officers)





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10. Officers may enter their contact information on the **"Contact Details"** page or check the **"I'd rather stay anonymous"** box. Adding a contact on this page will allow the Officer to receive a disposition of the call after it is closed.

11. On the **"Request Confirmation"** page, confirm the information you entered is accurate and hit the **"Submit"** button.

If there are questions or concerns regarding the content of this bulletin, or regarding the department's homeless response, please contact one of the Impact Sergeants or IMPACT Lieutenant.

Captain Brent Kaneyuki  
Metro Division, OSS

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## Private Property Flow Chart:

