

COVID-19 Unsheltered Response

As we navigate new territory during this COVID-19 crisis all posting of camps and excess property will temporarily be handled by the Impact Team. Should personnel encounter a camp that necessitates removal or poses a significant safety hazard (e.g., blocking a sidewalk, driveway), they should notify the Impact Team at SPDImpact@pd.cityofsacramento.org. Impact Team personnel will evaluate each situation based on the current CDC guidelines. In this time of COVID-19, all officers will continue to educate our unsheltered community members about current CDC guidelines (staying 6' apart, washing hands, etc.) as well as work with other entities to connect them to services.

Please note the following for further direction on how to handle specific situations:

Private Property

Owners or managers calling about their property should utilize the non-emergency phone number (916) 808-5471 to report their complaint. If dispatch criteria are met, patrol may complete a "Notice of Trespass" at the request of the owner or manager. The private property owner will be responsible for any trash left behind.

Neighbors calling about camping on the property of another should be referred to 311 for the Impact Team to manage. After prioritizing, the Impact Team should make efforts to get the owner or property manager to manage their own property.

Alleys, Streets, and Paved Sidewalks

Complaints of camping on alleys, streets, and paved sidewalks should be viewed with public safety in mind and can be handled by patrol as time allows. During the COVID-19 crisis, CDC guidelines should be considered. Officers contemplating addressing the blocking of sidewalks or other ordinance violations should focus on the impact of the violation, i.e. the questionable inability of a person to pass safely, rather than the encampment itself. If asking for voluntary compliance is not successful, please notify the Impact Team at SPDImpact@pd.cityofsacramento.org

Criminal Activity

Criminal activity should be handled by patrol per policy.

City Parks, Parkland, Bike Trails, Community Centers, City-owned Golf Courses

These should be referred to 311 to be addressed by Park Rangers. Park Rangers can and do ask us for assistance when needed. Park Rangers also have access to their own clean-up crews.

Patrol should still respond to crimes in progress per policy.

County Parks

These areas have special rules. Complaints of camping on these areas should be referred to the Sacramento County Park Rangers. City Code (camping, public storage, etc.) does not apply in these locations per our City Attorney.

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Caltrans Property

This is usually property adjacent to the freeways, not including the streets and sidewalks that run over or below the freeway. City Code (i.e., camping, public storage, etc.) does not apply here per our City Attorney. Caltrans property is public property. Caltrans has their own clean-up crews. Complaints should be referred to Caltrans at <https://csr.dot.ca.gov>

*Caltrans has temporarily suspended clean-ups pending the course of COVID-19.

Patrol should still respond to crimes in progress per our policy.

Railroads

In Sacramento, land which contains railroad track is typically owned or managed by Union Pacific. This should be treated like private property. Union Pacific has their own Police Department and their own clean-up crews. Complaints should be referred to Union Pacific Railroad Police at 888-877-7267.

Patrol should respond to crimes in progress per policy.

Vacant City Lots

Reports of camps on vacant city-owned lots should be referred to 311 for the Impact Team to address.

Regional Transit Property

Regional Transit has their own Police Department and clean-up crews. Complaints for Regional Transit property should be referred to 916-556-0275.

Fires

The homeless may have safe fires for heating and cooking. The Sacramento Fire Department is best qualified to determine the safety of such fires. Complaints about fires or fire hazards should be referred to the Sacramento Fire Department.

Critical Infrastructure

The maintenance of some public property is critical to the infrastructure of the city. At the request of infrastructure experts, the Impact Team can clear areas of people and camps for such maintenance to occur. Some common examples include:

- Levee inspection and maintenance
- Routes to and from the location
- The mowing of grass to prevent fires
- The trimming of trees to prevent limbs from falling on people or property

Trash

Obvious trash on public property can be referred to 311 for additional action.

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Excess Property

Storage of excess property in violation of the City Code (12.52.040 SCC) may be addressed by the Impact Team as deemed necessary.

How To Direct Citizens Who Are Reporting Homeless Concerns

Do not refer the public directly to Impact Team office phones or emails. Please use SPDImpact@pd.cityofsacramento.org

- Non-Emergency line (916) 808-5471 – Occupied camps, disturbances, blocking sidewalk or roadways, drug use or other non-emergency concerns
- 911 – Crimes in progress or other emergency situations where safety is jeopardized
- 311 – Unoccupied camps or litter pick up associated with a prior camp
- 211 - Individuals who are requesting access to services (e.g., housing, food) including COVID-19 related resources