



SACRAMENTO POLICE DEPARTMENT GENERAL ORDERS



510.04 DISPATCHING SEQUENCE OF ASSIGNMENT 07-01-15

PURPOSE

The purpose of this General Order is to establish a prioritization system and dispatching sequence for the expedient assignment of Priority 1 through 9 calls and to establish responsibility for ensuring proper application of and compliance with the dispatching sequence.

POLICY

It shall be the policy of the Sacramento Police Department that calls for service are prioritized and dispatched as expeditiously as possible, or referred to the proper agency or SPD unit.

PROCEDURE

A. CRITICAL ACTIVITY

1. Appearing in court.
2. Arresting suspects and booking prisoners.
3. Attending formal training.
4. Attending roll call.
5. Collecting or booking evidence.
6. Eliminating/correcting a hazard.
7. On directed patrol D0 assignment.
8. On scene investigating a Priority 1, 2, or 3 call.
9. Transporting people.

B. PRIORITY DEFINITION

1. All calls for service shall be categorized into the following priorities:
 - a. Priority 1 – vehicle and foot pursuits; requests for cover by police and fire units.
 - b. Priority 2 – an emergency situation requiring an immediate police response to preserve life and/or apprehend the responsible; incidents requiring police and fire/medical response.
 - c. Priority 3 – a crime against a person occurring within 15 minutes; urgent calls for service with the potential to escalate; property crimes in progress, other situations requiring the timely response of an officer.
 - d. Priority 4 – non-life threatening in-progress or time-element calls for service.
 - e. Priority 5
 - (1) Service calls - time-element property crimes; non-injury traffic collisions or non-injury hit and run traffic collisions; ringing alarms; non-violent calls involving persons.
 - (2) Report calls – crimes against person reports.
 - f. Priority 6
 - (1) Service calls – telephone messages, errands, found property, unoccupied vehicles.
 - (2) Report calls – property crime reports.
 - b. Priority 7 – Crime Scene Investigator (CSI) follow up calls.
 - c. Priority 8 – game plans, local government calls.
 - d. Priority 9 – supplemental employment.
2. The Computer Aided Dispatch (CAD) system ensures all incident type codes have been assigned a predefined priority consistent with the above definitions.
 - a. A dispatcher has the discretion to lower or raise the priority of an incident if the specific circumstances warrant the change or as directed by a supervisor.
 - b. If a predefined priority is changed, the reason shall be clearly noted in the text of the incident.



SACRAMENTO POLICE DEPARTMENT

GENERAL ORDERS



C. DISPATCH SEQUENCE OF ASSIGNMENT

1. Dispatchers shall assign calls for service to available units and provide information and assistance, as needed, to the field supervisors.
2. Priority 1 and 2 calls shall be verbalized immediately and the closest available units shall be proximity-dispatched utilizing the *DPCLOSE* command which accesses the GPS coordinates of MDC equipped vehicles to determine recommendations.
3. First responding officers on Priority 1 and 2 calls shall assume the primary officer role, unless relieved by the appropriate district officer. Officers shall not cancel or Code 4 units who are proximity dispatched to calls unless the units are closer. Sergeants shall closely monitor and make appropriate decisions related to the proximity dispatching of units across district boundaries.
4. Priority 1 and 2 calls shall be proximity dispatched in the following sequence:
 - a. Two closest 909 Officers, City wide.
 - b. Closest Unit on Non-Critical Activity, Citywide, to include units on Code 7 and 907 status.
 - c. Closest 909 Specialized Unit, Citywide.
5. Priority 3 calls shall be verbalized immediately and dispatched in the following sequence:
 - a. Any 909 Beat Unit.
 - b. Closest 909 District Unit.
 - c. Any District Unit on non-critical activity, with the exception of Code 7, to include units on 907 status.
 - d. Any 909 specialized unit in district.
 - e. Closest 909 unit outside of district.
 - f. Any District Unit on Code 7.
6. If supplements are received on Priority 1, 2 and 3 incidents, they shall be broadcast immediately.
7. Radio Coordinators, Sergeants, and Watch Commanders shall have the discretion upon reviewing a call to upgrade to proximity dispatch or lower to regular dispatch depending on circumstances.
8. Priority 4 service calls shall be dispatched as soon as possible in the following sequence:
 - a. Any 909 Beat Unit.
 - b. Closest 909 District Unit.
 - c. Any 907 Beat Unit.
 - d. Closest 907 District Unit.
9. Priority 5 service calls shall be dispatched as soon as possible in the following sequence:
 - a. Any 909 Beat Unit
 - b. Closest 909 District Unit
 - c. Any 907 Beat Unit, if directed by a sergeant or above
 - d. Closest 907 District Unit, if directed by a sergeant or above.
10. Priority 5 report calls shall be dispatched to any 909 Beat Unit, unless directed by a sergeant. If directed, dispatch the calls in the following sequence:
 - a. Any 907 Beat Unit.
 - b. Closest 909 District Unit.
 - c. Closest 907 District Unit.
11. Priority 6 report calls may be held for the reasonable availability of a CSO.
 - a. If no CSO is available in a reasonable time period, calls shall be dispatched to any 909 Beat Unit, unless directed by a sergeant. If directed, dispatch using the same sequence for dispatching Priority 5 report calls.
 - b. A CSO shall not be dispatched to the following Priority 6 report calls:
 - (1) Brandishing.
 - (2) Death threats.
 - (3) Shooting into an inhabited dwelling.
 - (4) Shooting into an unoccupied vehicle.



SACRAMENTO POLICE DEPARTMENT GENERAL ORDERS



- (5) Vandalism, involving a hate crime.
12. If there is more than one (1) unit identifier assigned to the same beat, the dispatcher shall use discretion based on the incident type, district activity, workload, and unit location to determine which units respond.
13. Priority 7 calls may be held for the availability of a CSI. A CSO may be dispatched to process a 459C if there are no Priority 6 report calls pending, citywide.
14. Traffic Collisions
 - a. Traffic collisions involving the following circumstances shall be dispatched:
 - (1) City equipment.
 - (2) Pending fatalities.
 - (3) All other traffic collisions that meet criteria for dispatch.
 - b. Traffic collisions with injuries shall be dispatched in accordance with Priority 3 calls in the following sequence:
 - (1) Any 909 Beat Unit and a CSO.
 - (2) Closest 909 District Unit and a CSO.
 - (3) Any District Unit on non-critical activity, with the exception of Code 7, to include units on 907 status, and a CSO.
 - (4) Any 909 specialized unit in district and a CSO.
 - (5) Closest 909 unit outside of district and a CSO.
 - (6) Any District Unit on Code 7 and a CSO.
15. The sequence of assignment shall not be altered unless the officer has obtained permission from a supervisor to be unavailable for calls for service or to leave the district.

D. SPECIALIZED UNITS

1. Specialized units may be dispatched to handle Priority 1, 2 and 3 incidents in their entirety.
2. Canine units shall be dispatched on:
 - a. Alarm calls within the district(s) where the unit is currently assigned.
 - b. Felonies in progress.
 - c. Prowler calls.
3. Bike, Mounted, Foot Patrols, and School Resource units shall be dispatched to pending calls within their service area and handle necessary reports at the scene, with the exception of grant funded and Regional Transit units.
4. Units on Directed Patrol
 - a. D0 units shall be used only with the permission of the Watch Commander.
 - b. D1 units shall be available for Priority 1, 2, and 3 calls.
5. Regional Transit Police Services (RTPS):
 - a. RTPS units shall not be included in the dispatching sequence of assignments or be responsible for any patrol calls including Sacramento Regional Transit District (SRTD) related incidents.
 - b. RTPS officers may be advised of patrol calls involving Regional Transit via the RTPS Dispatch.
NOTE: Contacting RTPS Dispatch and advising them of a call does not relieve the SPD patrol unit from the primary responsibility for handling the call.
 - c. The RTPS Sergeant(s) shall be under the supervision of the RTPS Lieutenant. The RTPS officer(s) shall be under the supervision of the RTPS Sergeant(s). If an RTPS Sergeant is temporarily unavailable, an RTPS officer needing supervisory assistance may contact the appropriate District Sergeant.

E. AVAILABILITY OF PATROL UNITS

1. Personnel shall report "in-service" no later than 30 minutes after the start of their shift unless authorized by their immediate supervisor.
2. When units are held over due to pending priority calls, the supervisor shall notify the Watch Commander.



SACRAMENTO POLICE DEPARTMENT

GENERAL ORDERS



3. Unless authorized by a supervisor, officers shall remain within their beat/district or other assignment until 30 minutes prior to the end of their shift, or shall leave their assignment to arrive at the police facility 15 minutes before the end of their shift, whichever is later.
4. Officers shall not report out of service while they are en route to a police facility. Signing off the MDC/portable radio and reporting out of service at the end of shift shall be done at the assigned parking area.

F. RESPONSIBILITY

1. Public Safety IT Section shall ensure that the Computer Aided Dispatch (CAD) system is programmed to meet dispatch requirements.
2. Dispatchers shall follow the sequence of assignment incorporating discretion or as specifically directed by a supervisor.
3. Once the sequence of assignment has been exhausted, dispatchers shall inform the District Sergeant of the call type, location, and pertinent information by voice broadcast for Priority 1, 2 and 3 calls and by MDC for Priority 4, 5, and 6. The District Sergeant shall be advised and will determine unit(s) response. When it is necessary to cross-district dispatch, dispatchers shall control the unit(s) to the involved radio channel. Dispatchers shall advise the District Sergeants from the affected districts of the call type, location and pertinent information.
4. If operationally necessary, the District Sergeant can request a 907 unit be placed in unavailable status.
5. The Watch Commander can institute a Code 1 when necessary to limit dispatched calls and self-initiated activity to Priority 1, 2, and 3 incidents. The District Sergeant or the Radio Coordinator shall notify the Watch Commander if they believe a Code 1 should be instituted.
 - a. The limitations of the Code 1 may be modified as necessary at the discretion of the Watch Commander. For example, when Communications Center staff is operating in manual mode, the full range of calls may be dispatched, but self-initiated activity restricted.
6. If a Watch Commander orders "Code 1," the dispatcher shall make a broadcast to all affected units alerting them of the Code 1 status and announcing that all non-critical self-initiated activity must be approved by the sergeant. Elements of Code 1 include:
 - a. Units on non-critical activity shall immediately clear current calls.
 - b. Units shall refrain from self-initiated activity with the exception of Priority 1, 2 and 3 incidents.
 - c. Units shall refrain from requesting Code 7 or returning to the station for end of watch.
 - d. Dispatchers shall only dispatch Priority 1, 2, and 3 incidents.
7. Units shall obtain approval from the District Sergeant prior to conducting self-initiated activity during a Code 1. Dispatchers shall advise the District Sergeant of any officer self-initiated activity outside of the Code 1 policy.