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19-117
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Requests for Service
(Re-issue DB 17-071)

Requests for Service by Notification In-Field:

When an officer in the field is contacted and asked for police services or is informed of the need for police services at another location and the call is of an *emergency* nature (in progress, just occurred with the chance of arrest, threat to life and/or property, etc.), the officer shall :

1. Handle the call personally, if "10-8," notifying DEM of the particulars and whether additional resources are necessary, **OR**
2. If not "10-8", immediately notify DEM over the air of the particulars including location, name, and contact number, if available. If possible, remain with the reporting party until another police unit arrives on scene. If unable to remain on scene, have the reporting party call 911.
3. If outside of your District (i.e. returning to District from CJ1), broadcast the crime, assist with the preliminary investigation and remain on scene until a District Unit arrives.

When the call is of a non-emergency nature (cold crime, no threat to life or property, no chance of arrest or loss of evidence, etc.), the officer shall:

1. Offer the reporting party the non-emergency line (415) 553-0123 or
2. Notify DEM via the radio of the incident and, if possible, request that the reporting party remain available to answer additional questions.

DEM shall make an assessment of the call and other waiting calls for service and dispatch the call based on its urgency, priority, and in accordance with established DEM standards.

Requests for service by telephone or in person at District Stations:

When an officer is contacted by telephone or in person at the station and asked to provide police service, the officer shall:

1. If an officer is contacted by telephone at the district station and the call is of an *emergency* nature as defined above, the officer shall remain on the line and immediately transfer the caller to DEM in addition to broadcasting the type of emergency and location (ensuring a police response); collect the caller's information, advise the caller to hang up and dial 911 immediately.

2. If the officer is contacted in person at the district station and the call is of an *emergency* nature as defined above, broadcast the type of emergency and location (ensuring a police response), immediately contact a 911 dispatcher and have the reporting party relay further information on the incident.
3. If the call is of a *non-emergency* nature as defined above, broadcast the particulars over the air for information and politely transfer the caller to the non-emergency police line, (415) 553-0123 for assignment.
4. Provide the non-emergency police line, (415) 553-0123 to the caller in case the transfer is unsuccessful.

DEM shall make an assessment of the call and other waiting calls for service and dispatch it based on its urgency, priority and in accordance with the established dispatch standards.

Requests for Services at Hospitals:

When the Department of Emergency Management (DEM) receives a call from a hospital or medical facility, DEM shall determine the location of occurrence and direct the call to the District, in which the follow-up investigation will be conducted or the "cold" report should be made. Any requests to re-direct hospital calls should be made through the officer's chain of command.

Report Taking Policy and Counter Reports:

Writing incident reports is a primary function of patrol officers. Members working in the District, in which a call is received or on-viewed, shall take full responsibility for all aspects of the initial investigation and follow-up reports. Officers, including Station Duty personnel and Police Service Aides, shall not refer citizens back to the District where the incident occurred.

There are instances where DEM Dispatchers may refer callers to District Stations to make reports in an effort to reduce the volume of calls for service. When this occurs, members shall take reports as required by DGO 1.05.E.2, "Duties of Station Personnel."


WILLIAM SCOTT
Chief of Police

Per DB 19-070, sworn members are required to electronically acknowledge receipt and review of this Department Bulletin in HRMS. Any questions or clarification regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional guidance about the directive.