



Clarifying Issues between Dispatch and Patrol

(Re-issue DB 17-085)

Members of the SFPD and the Division of Emergency Communications (DEC) have been meeting to discuss ways to enhance the effectiveness of our service to the community. This bulletin documents the results of those discussions, clarifies roles, prioritizes service and reviews agreed-upon procedures.

Patrol Supervision

Patrol Sergeants fulfill a crucial role as they are responsible for the direct supervision and activities of officers assigned to them (DGO 1.04 - Duties of a Sergeant); while dispatchers broadcast runs, relay and document orders from supervisors, and update unit status.

Patrol Sergeants are responsible for directing unit activities, prioritizing waiting assignments, ensuring that runs are being handled efficiently and acknowledging serious situations requiring immediate supervision over the radio (for CAD notation). Sergeants shall review waiting assignments on an hourly basis to determine if a waiting assignment requires an expedited response. Sergeants shall respond to handle a waiting assignment requiring an expedited response if no patrol units are available. Sergeants are responsible for immediately responding, when feasible and/or required, to the following:

- Reportable uses of force.
- CIT incidents.
- Vehicle pursuits.
- Any additional incidents as required by policy or circumstances.
- Any incident which may garner media attention.

Sector and Beat Integrity

Unless staffing prohibits, sector cars and foot beat officers are responsible for handling calls in their sector or on their beat. Dispatch, in an effort to dispatch low priority calls for service, will attempt to dispatch "C" priority runs first to a foot beat or sector car officer and then to any available unit in order to have the assignment handled in a timely manner. Patrol Sergeants are responsible for ensuring that officers handle calls for service and for locating units who are not responding to dispatch. Nothing prohibits a Patrol Sergeant from directing officers from another sector to handle a "C" priority run.

Answering the Radio and Call Priority

Officers are responsible for answering the radio when called by Dispatch. Dispatch will indicate "NC" (no contact) in CAD for units who do not answer the radio after being called two times and "NCC" (no contact complaint) in CAD for units who do not answer the radio after being called three times. Dispatch will notify Sergeants when units do not respond to the radio. The Patrol Sergeant will be responsible for locating an unresponsive unit.

Patrol Sergeants will be notified when "A" priority runs have not been dispatched within 2 minutes, and "B" priority runs have not been dispatched within 10 minutes.

Dispatchers use the following criteria as a guide to prioritizing "C" runs and officers should use these criteria when choosing pending "C" runs:

- 1) Residential 459, 851, and 853 reports.
- 2) All other report runs.
- 3) All other non-report runs.
- 4) 915s and 919s.

Officers should not request a run by referencing a CAD number. Rather, the request should be the type of call and the location (e.g., "The 240 on Powell St"), so other units and supervisors know the type of call and the location should an emergency occur.

Regardless of priority, members should be focused on the highest ideals of service, justice, and fundamental fairness when answering runs.

For example, even though an "A" or "B" priority 100 (a potential crime) gets a faster response than a cold residential 459 report (an actual crime and serious intrusion into the sanctity/safety of the home), we are reminded that this "cold report" is frequently of greater consequence to our citizens and must be handled expeditiously.

Preparing Reports and Follow Up at the Station

Unless permission is obtained from the Patrol Sergeant to be placed out of service for the purpose of preparing an incident report(s) or for following up on an incident/investigation (10-7A), officers are available to respond to "A" priority assignments while at the station preparing reports.

It is the discretion of the Patrol Sergeant whether to interrupt officers preparing reports at the station and direct the officer(s) to respond to "B" priority assignments. Officers are responsible to advise their Patrol Sergeant on how complicated their report/investigation is and the estimated time their investigation will take. Sergeants must consider if the officer's investigation is complicated or if evidence needs to be processed or booked at the risk of being lost or the chain of custody interrupted.

A "C" priority in the officer's sector or beat will be held for them unless another sector officer(s) is given the assignment by the Patrol Sergeant or Dispatch.

Passing Calls/Muni Inspections

Officers conducting passing calls (903) are available for "A" or "B" priority assignments and shall break from their (903) when requested to do so by Dispatch or a Patrol Sergeant.

Officers who are conducting passing calls/Muni inspections at a Muni Facility (908) are available for "A" or "B" priority assignments when requested to respond by Dispatch or a Patrol Sergeant. *If an officer is on a Muni vehicle which is traveling, they are not available for a call for service until they have cleared the (908) assignment.* It is important that officers provide dispatch with "908" information such as the bus line, number and direction of travel to indicate they are traveling on a Muni vehicle.

Traffic Stops

Officers shall practice good officer safety techniques by broadcasting traffic stops over the radio before the traffic violator has been contacted to ensure other officers are aware of traffic stop locations at all times. Officers shall not use the MDT to place their traffic stop in CAD. Officers are reminded to make required entries in the Stop Data Collection System (SDCS) for each traffic stop.

Arrival on Scene

Officers should broadcast over the radio, when reasonable to do so; they are "10-97" on an "A" or "B" priority assignment. In addition, it is the officer's discretion to also use the MDT to indicate they arrived at scene. On "C" priority assignments, officers should use the MDT, when available, to indicate they arrived at scene.

Radio Channel

Officers should place their PIC radio on the appropriate even number channel and the Low Band radio in the patrol car on the appropriate odd number channel.

Dispatch will broadcast low priority runs on both channels to ensure foot beat officers are aware of calls for service in their area.

Requests for an Ambulance

Requests to dispatch for an ambulance require at a minimum: age, sex, chief complaint, breathing status, bleeding status (controlled/uncontrolled/not bleeding), and whether the scene is secure for paramedics. A scene is never 100% safe, but is *secure* for paramedics to enter when immediate threats are abated and there are sufficient police personnel on-scene who can reasonably protect the unarmed medics while in the performance of their duties.

"Is the Air Clear?"

At times, members switching between radio frequencies are unsure whether there is a "Code 33" on the channel. Asking, "Is the Air Clear," unnecessarily ties up the air. Utilizing a short broadcast of one's call-sign to dispatch will prompt a quick response if the air is not clear such as, "Is this related to the Code 33?" or "Code 33 on A(X)."

Dispatch Supervisor Notification of DOC

When practical, dispatch supervisors are permitted and encouraged to maintain dialogue with the SFPD DOC by calling (415) 553-1071 on matters deemed to be developing critical incidents or investigative call outs. This does not relinquish the responsibility of the reporting officer to notify DOC when appropriate (DB 18-217 - Mandatory Notification to The Department Operations Center.)

Notification to Platoon Commander

When feasible the Dispatch supervisor should contact the District Platoon Commander when a call for service has been pending for over 120 minutes.


WILLIAM SCOTT
Chief of Police

Per DB 19-070, both sworn and non-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.written@directives@sfgov.org who will provide additional guidance about the directive.