



SACRAMENTO POLICE DEPARTMENT

GENERAL ORDERS



130.02 CALL EXPEDITOR 02-15-95

PURPOSE

To establish procedures for employees temporarily assigned to Call Expeditor positions.

POLICY

To have call expeditors responsible for answering non-emergency calls for service (via telephone) normally handled by patrol officers.

PROCEDURE

A. GENERAL

1. Assignment
 - a. Temporary or modified duty assignments as call expeditors shall be made per General Order 255.09. Assignments of regular duty Police Officers as call expeditors shall be made only with the approval of the Office Chief, Office of Operations (OOO).
 - b. Call expeditors shall not have their duties (as described in this order) changed, or substantially altered, without prior approval from their sector captain.
NOTE: Employees are reminded to follow restrictions outlined in [G.O. 255.09](#), Modified Duty, when working light duty. Officers are reminded to not put themselves in physical contact with the public in uncertain situations while recovering from injuries.
 - c. Officers shall sign in at the beginning of shift and sign out at the end of shift utilizing the roster provided by the Records Division Supervisor. A key to the Records Division shall be provided to you by the Records Division Supervisor. This key shall be returned to the Records Division Supervisor upon completion of your light duty assignment.
 - d. Any conflict with the assigned duties or working conditions shall be brought to the attention of the shift station commander.
2. Scheduling - Call expeditors shall, when available:
 - a. be located in the Report Writing Unit, 900 8th Street or within the Records Division.
 - b. be assigned their normal shift and retain their days off. NOTE: Based on the needs of the department the Office Chief, OOO, or designee, may adjust assigned work schedules, if necessary.
 - c. appear on the daily work schedule with the appropriate "EXP" identifier (e.g., EXP10, EXP10, EXP11; 20, 21; 30, 31; 40, 41, etc., depending on the sector and shift to which they are normally assigned).
 - d. submit time off requests to the respective station commander.
 - e. notify both the station commander and/or the records supervisor of appointments (i.e., doctor, physical therapy, etc.).
 - f. notify both the Communications Center and Records Division when the use of sick time is required.
NOTE/REMINDER: [General Order 252.02](#) discusses submitting time sheets. In case of absence, notify your temporary supervisor of the location of your time sheet so they can be submitted for you. [General Order 252.03](#) requires personnel in the office/unit where the employee is temporarily assigned to complete that employee's calendar pages.
3. Equipment - The expeditor shall have immediate access to report forms, telephones, Computer Aided Dispatch (CAD) computer terminals, a printer, and a portable radio.

B. CALL EXPEDITOR RESPONSIBILITIES/DUTIES

1. Call expeditors shall:
 - a. be responsible for the appropriate disposition of all calls referred to them,

SACRAMENTO POLICE DEPARTMENT
GENERAL ORDERS

- regardless of the sector of the call, including but not limited to:
- (1) the completion of necessary reports
 - (2) answering service-related questions
 - (3) making referrals to other police agencies or outside agency services (e.g., Fire Department, Animal Control, WEAVE, etc.).
- b. monitor the radio channel to which they are normally assigned.
 - c. sign on their assigned CAD computer terminal where they are assigned, at the beginning of their shift.
 - d. obtain report numbers by using only the "CN" (case number) command.
 - e. record the receipt of a call, dispositions, actions taken, and supplemental information obtained by using the "M" (miscellaneous) command.
 - f. use the "REQ" (request) command to advise a dispatcher to open and dispatch a call, and to close the call.
 - g. use the "INCIDENT" command to generate a CSI call, when necessary
 - h. use the "XREF" command to cross reference incident(s) and case number(s).
 - i. notify the radio coordinator when unavailable for referrals and advise the reason for their absence (Code 7, administrative assignment, etc.). The radio coordinator shall:
 - (1) make the appropriate entry on the call expeditor's unit history (reason for absence, start/stop times, etc.)
 - (2) update the call expeditor's status in the CAD system.
 - j. submit a hard copy of their unit history, daily at the end of watch, to the on duty station commander.
2. Call expeditor duties shall be prioritized as follows:
- a. Calls referred by patrol officers.
 - b. Stolen vehicle or missing person reports (not considered "at-risk"), whether referred by patrol officers or the radio coordinator.
 - c. Pending non-emergency calls (use "IS" incident status command) checks conducted on the CAD computer terminal. Call expeditors may attempt to handle pending calls for service which normally require the dispatch of a patrol officer. Calls involving unusual circumstances shall be referred to the supervisor prior to acceptance.
 - d. Report calls from the Report Writing Unit.
3. Upon receipt of calls from patrol officers, call expeditors shall:
- a. acknowledge receipt of referrals on the call history.
 - b. contact complainants, and complete the necessary reports, or take appropriate action.
 - c. if a report is necessary, obtain a report number using the "CN" (case number) command.
 - d. when a report is taken, notify the patrol officer making the referral that it will be necessary for that officer to complete an "observations" supplement, and suspect description only if an all units broadcast is made.
 - e. notify the radio coordinator (via phone or "REQ" command) when the call has been closed. Use the REQ command when using the computer.
4. Upon receipt of a call as a result of an incident status (IS) check, call expeditors shall:
- a. advise the radio coordinator via REQ that they will be handling the incident. The radio coordinator will show the expeditor on the call.
 - b. note on the call histories by using the "M" (miscellaneous) command.
 - c. make contact with complainants, complete the necessary reports, or take appropriate action.
 - d. immediately notify the appropriate dispatch position (POP1, POP3, etc.) using the "REQ" (request) command regarding the need of patrol unit response.
 - e. enter appropriate dispositions and any applicable comments on the call histories.
 - f. notify the radio coordinator (via "REQ" command or telephone) when the call has been closed.
 - g. complete a Management Criminal Information form (SPD 187) mail (prepare for mail) the second page of the form as mandated by state law.

SACRAMENTO POLICE DEPARTMENT
GENERAL ORDERS

5. Upon receipt of a call from the radio coordinator, call expeditors shall:
 - a. acknowledge receipt of referrals on the call histories.
 - b. make telephone contact with complainants and complete the necessary reports, or take appropriate action.
 - c. enter appropriate dispositions and any applicable comments on the call histories.
 - d. notify the radio coordinator (via "REQ" command or telephone) when the call has been closed.
6. If, after contact by call expeditors, the complainant requires a patrol officer's response, enter any supplemental information received from the complainant on the call history and send it to the radio coordinator for dispatch using the "REQ" command.

C. PATROL OFFICER RESPONSIBILITIES

1. If, after arrival on the scene, the patrol officer determines the call can be handled by a call expeditor, the patrol officer may refer the call and shall:
 - a. provide the call expeditor with the incident number, complainant's name and telephone number, and the details of the incident.
 - b. confirm that the call expeditor has accepted responsibility for the call prior to leaving the scene.
2. When a report is referred to a call expeditor, patrol officers shall complete the "Observations" portion of the report and suspect description if an all units (AU) broadcast was made.
3. Officers may refer calls to the Report Writing Unit if:
 - a. no call expeditor or CSO is available to take the report.
 - b. a supervisor gives approval for the referral.
 - c. the report is authorized for assignment to report writers, such as:
 - (1) "Simple" assault and batteries
 - (2) Burglaries of vehicles, or residences only when property is taken from an unlocked garage, or the burglary occurred more than 5 days prior
 - (3) Incident, Information, Lost Property, Supplemental, Missing Persons reports
 - (4) Theft reports, not otherwise specified, and Vandalism reports, except bias crimes.
4. Officers referring calls shall:
 - a. provide the complainant a Citizen Report Referral Form (SPD 970).
 - b. document the referral of the incident on the call history, and enter the appropriate disposition (i.e., "RWR" or "EXP") and applicable comments and the classification that should be assigned to the report.
 - c. NOT obtain a report number.

D. COMMUNICATIONS RESPONSIBILITIES

1. When a complaint taker determines an incident can be referred to a call expeditor, the call taker shall advise the complainant that a police officer will contact them in person or by telephone within 24 hours.
2. When a radio dispatcher receives an incident that can be handled by a call expeditor, the radio dispatcher shall contact the radio coordinator to ascertain the availability of an expeditor.
3. When a radio coordinator receives the request for an expeditor, the radio coordinator shall:
 - a. contact an expeditor and obtain clearance to refer the call.
 - b. dispatch the expeditor or hold the incident for the expeditor (D or U command).
 - c. REQ an advisal to the referring dispatcher on the status of the incident, i.e. if patrol or expeditor handle.
 - d. advise the channel dispatcher, using a requester code, that a patrol unit is to be dispatched.

E. SUPERVISORY RESPONSIBILITIES

1. Designated station commanders shall:
 - a. be responsible for the overall management of the call expeditor program.
 - b. ensure call expeditor(s) appear on the daily work schedule with the appropriate "EXP" identifier.

SACRAMENTO POLICE DEPARTMENT
GENERAL ORDERS

- c. conduct monthly statistical audits and complete a summary memorandum. The summary memorandum shall be routed, through the chain of command, to the Office Chief, OOO, and the Professional Standards Unit, Office of the Chief, by the 10th day of each month.
2. Daily supervision of call expeditors shall be the responsibility of the on-duty station commander and the Report writing Unit Supervisor.
3. Sector sergeants shall:
 - a. ensure call expeditors appear on the daily work schedule with the appropriate "EXP" identifier.
 - b. monitor pending calls for service and make necessary referrals to the call expeditor(s).
4. The Report Writing Unit supervisor shall provide training for new expeditors, and ensure expeditors are provided a copy of the Call Expeditor Reference List (SPD 911).