



# SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



## CD 130.13 TECHNOLOGY DESK DUTIES 03/19/2026

### PURPOSE

The purpose of this Communications Directive is to establish procedures for the Communications Division dispatchers assigned to the technology desk position.

### POLICY

It shall be the policy of the Communications Division to dedicate personnel to monitor specific software applications, notification, and alert systems utilized by the department to enhance public safety. These duties will be performed by dispatchers assigned to the technology desk position.

### PROCEDURE

#### A. TECHNOLOGY DESK RESPONSIBILITIES

1. The default location for the technology desk shall be SD11, but the duties may be performed at any service desk terminal when authorized by an on-duty supervisor.
  - a. The CHDESK command shall be used by the dispatcher to control the SD11 desk to the actual terminal where the technology desk duties are being performed.
2. The dispatcher assigned to the technology desk shall sign on to the telephone system using the call taker skill set from 0200-1200 and the radio skill set from 1200-0200 unless otherwise directed by the floor supervisor. The dispatcher assigned to the technology desk position shall perform the following duties:
  - a. Answer 9-1-1 telephone calls.
  - b. Monitor software and alerting systems including, but not limited to:
    - (1) Text-To-911.
    - (2) ShotSpotter.
    - (3) Helicopter Publisher.
    - (4) CommResponse email group.
    - (5) Versadex HCOMM handle.
    - (6) Other software alert and monitoring systems as assigned.

#### B. SOFTWARE AND ALERT SYSTEMS

1. Upon assuming the duties of the technology desk, the dispatcher shall log into and perform the following duties for each of the respective systems:
  - a. TEXT-TO-911
    - (1) In accordance with Communications Directive 532.25 (Text-To-911).
  - b. SHOTSPOTTER
    - (1) Upon activation, immediately transfer information from the SHOTSPOTTER software into CAD to generate a call for service.
  - c. HELICOPTER PUBLISHER
    - (1) Appropriately publish or delete helicopter activity.
  - d. COMMRESPONSE via OUTLOOK
    - (1) In accordance with Communications Directive 410.22 (COMMRESPONSE).
  - e. HCOMM HANDLE IN VERSADEX
    - (1) Enter calls for service or broadcasts when appropriate.
  - f. Other software alert and monitoring systems as assigned.