



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



500.03 CRITERIA FOR DISPATCH 08-12-2026

PURPOSE

The purpose of this Communications Directive is to provide guidelines for Communications Division personnel to use when screening incoming calls for service.

POLICY

It shall be the policy of the Communications Division to enter an incident into the Computer Aided Dispatch (CAD) system for calls meeting the criteria for dispatch.

PROCEDURE

A. PARAMETERS

1. The following shall be considered when making decisions regarding requests for service:
 - a. Is there an injury or illness for which medical aid could possibly save a life or reduce trauma?
 - b. Is a crime in progress or just occurred that requires an officer's presence to preserve life and property or to make an apprehension?
 - c. Is a fire in progress or is there imminent threat of fire?
 - d. Is an officer needed to prevent a pending crime or injury?
 - e. Does a physical hazard exist that endangers life?
 - f. Does a situation exist for which no other agency is available or more appropriately suited to provide services and there is a possibility of harm to an individual if someone does not intervene?

B. INCIDENTS REQUIRING DISPATCH OF A POLICE UNIT

1. All crimes in progress.
2. Alarms: ringing or silent. Police officers shall not be dispatched on recorded alarms telephoned to the police department (A recorded alarm is when an automated system calls in a prerecorded message about an alarm).
 - a. Police will not respond to Residential Ringing Alarms where no permit is on file.
3. Any threat of serious bodily harm or death that the victim believes is credible and may be carried out.
4. Arson in progress or within the last 15 minutes.
5. Bias/Hate crimes.
6. Bomb threats or explosive devices.
7. Brandishing of a weapon that has occurred within the last 15 minutes.
8. Burglaries of businesses or residences (unless the burglary was discovered over 3 days ago).
9. Car clout where law enforcement equipment or identification has been taken.
10. Carjacking.
11. Child abuse or child neglect.
12. Civil Standbys when the one of the following applies:
 - a. History of or potential for violence (i.e., 245, 243 and 415W).
 - b. Child custody issues with history of violence, potential for violence, or a threat of violence.
 - c. Request from allied outside agencies.
13. Critical Tips (involving school/active shooting reports, or major investigations such as AMBER alerts, etc.).
14. Deceased persons with suspicious circumstances or the death of a child.
15. Disturbances in progress.
16. Domestic violence.
17. Drunk persons in public.



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18. Suspected drunk drivers when the caller has a visual of the suspect.
19. Elder and dependent-adult abuse or neglect.
20. Errands requiring specific follow-up.
21. Felony assaults.
22. Felony battery.
23. Felony hit and runs.
 - a. To include complaint of pain or visible injuries not needing an ambulance.
24. Forgeries with the suspect on scene.
25. Found property.
26. Hazards.
27. Homicides.
28. Incomplete telephone calls for help to include panic alarms from mobile devices.
29. Indecent exposures in progress or with suspect in immediate area.
30. Kidnapping.
31. Medical aid requests that involve some type of criminal activity or may pose a danger to the public safety personnel responding to render medical aid.
32. Mental subjects creating disturbances or presenting safety hazards to themselves or others.
33. Misdemeanor assaults in progress or with the suspect still on scene.
34. Misdemeanor hit and runs when one of the following criteria exists:
 - a. Suspect vehicle left on scene.
 - b. City of Sacramento property or on-duty employees are involved.
 - c. Any government vehicle or property is involved (owned, rented, or leased by their department).
 - d. A hazard exists.
35. Missing persons falling within the “at-risk” categories, and “non-at-risk” missing persons.
36. Narcotic activity in progress.
37. Noise disturbances between 2200-0600 hours.
38. Officer assistance requested by an allied agency.
39. Possession of stolen property.
40. Prisoners in custody.
41. Protective custody holds for children who have been abandoned, or holds at the request of CPS who may ask for assistance in placing a child in protective custody
42. Prowlers.
43. Public Demonstration Activity
44. Rapes and sex crimes.
45. Reckless drivers at locations when caller has a visual of the suspect.
46. Robberies.
47. Shootings into inhabited dwellings.
48. Shootings into unoccupied vehicle.
49. Shots fired less than 15 minutes ago or any report of sounds of shots fired where the origin is unknown.
50. ShotSpotter activations.
51. Soliciting prostitution.
52. Stolen vehicles in progress and reports.
53. Stolen vehicle recoveries.
54. Suspicious persons, circumstances, or vehicles.
55. Suicides, and attempted suicides, when the methods are other than overdose.
56. Thefts in progress and all license plate or firearm thefts.



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57. Traffic control for fire or hazmat situations.
58. Urgent hazardous encampments to include one or more of the following:
 - a. Non-vehicle camps that are in the roadway.
 - b. Blocking the entry/exit to an open business.
 - c. Blocking access to a public safety facility, hospital, or jail.
 - d. If the camp is in the path of impending fires or floods.
59. Vandalism in progress under either of the following:
 - a. To city property.
 - b. With hate crime connotations.
60. Vehicle accidents on city streets or private property resulting in significant injury requiring immediate medical intervention.
 - a. Significant injuries include but are not limited to:
 - 1.) Apparent broken bones
 - 2.) Loss of consciousness
 - 3.) Wound requiring immediate medical intervention (i.e. heavy bleeding, punctures)
 - 4.) Death
 - 5.) Unknown medical issues requiring immediate response
61. Vehicle accidents without injuries on city streets or private property when one of the following criteria exists:
 - a. A hazard exists.
 - b. City of Sacramento property or on-duty employees are involved
 - c. Any government vehicle or property is involved (owned, rented, or leased by their department)
 - d. Resulted from police activity (i.e. pursuit)
 - e. Vehicle into a building
 - f. A disturbance is involved.
 - g. Indications a DUI is involved.
62. Vehicles blocking driveways, or parked in violation zone, when Code Enforcement is not available.
63. Wanted suspects who have confirmed warrants and are at a fixed location.
64. Welfare checks on possible ill or dangerous persons.
65. White powder call or suspicious substances.