



Departmental Memorandum

Volume 26-04

To: All Uniformed Personnel

Zachary Bales, Interim Chief of Police

From: Office of Investigations, Captain Ethan Hanson

ESCARS Reporting

09-23-2026

To help improve and streamline the ESCARS process, the following changes have been implemented:

With sergeant approval, an officer responding to an ESCARS call may clear the call using detailed Computer Aided Dispatch (CAD) remarks when any of the following criteria are met:

- The officer is unable to locate the scene or any involved parties.
- The officer determines the report is unfounded (no crime occurred), and/or
- The incident does not meet criteria for a criminal complaint.

A simple "UTL" or "unfounded" entry in CAD without more information is not sufficient. These additional steps should be followed:

1. Unable to Locate (UTL) Cases

If the officer cannot locate any involved parties, CAD remarks must document the investigative steps taken, including:

- Phone numbers checked in Versadex and other law enforcement databases.
- Associated addresses checked.
- Contacts with neighbors and results of those contacts.

2. Unfounded or Does Not Meet Criteria Cases

If the officer determines there is no evidence of child abuse or neglect, CAD remarks must document:

- The location where parties were contacted.
- The identities of all contacted parties, including all children present in the home.
- A description of the conclusive evidence supporting findings of no abuse or neglect.

3. Report Writing

These scenarios do not prevent an officer from writing a full report if they deem it appropriate. An ESCARS call may only be dispositioned with CAD remarks with sergeant approval.

4. Examples

- "Officers responded to (address if different from the original dispatch location), contacted (involved parties), and found no evidence of abuse or neglect based on statements and lack of injuries or other observable indicators. Sergeant (name) approved CAD remarks."
- "Officers checked all associated addresses and attempted to call all numbers listed in Versadex and TLO but were unable to contact any involved parties. Officers spoke with neighbors at (addresses), who reported no observed abuse. Sergeant (name) approved CAD remarks."

Expiration

This memorandum expires upon completion of the revision of:



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- General Order 540.02 Reporting Child Abuse, Neglect, Molestation, or Sexual Exploitation, last updated 08-22-2017.
- Roll Call Training Bulletin 25-09 SCAR Reports and ESCARS, last updated 02-27-2025.

If you have any questions or concerns regarding this process, contact the SACA Sergeant at (916) 808-0584 or sacainvestigations@pd.cityofsacramento.org.