



# DEPARTMENT BULLETIN

21-087  
06/09/21

## Requests for Service (Re-issue DB 19-117)

### Requests for Service by Notification In-Field:

When an officer in the field is contacted and asked for police services or is informed of the need for police services at another location and the call is of an *emergency* nature (in progress, just occurred with the chance of arrest, threat to life and/or property, etc.), the officer shall:

1. Handle the call personally, if "10-8," notifying DEM of the particulars and whether additional resources are necessary, **OR**
2. If not "10-8", immediately notify DEM over the radio of the particulars including location, name, and contact number, if available. If possible, remain with the reporting party until another police unit arrives on scene. If unable to remain on scene, have the reporting party call 911.
3. If outside of your District (i.e. returning to District from County Jail), broadcast the crime, assist with the preliminary investigation and remain on scene until a District Unit arrives.

When the call is of a non-emergency nature (cold crime, no threat to life or property, no chance of arrest or loss of evidence, etc.), the officer shall:

1. Offer the reporting party with the non-emergency telephone number (415) 553-0123 **or**
2. Notify DEM via the radio of the incident and, if possible, request that the reporting party remain available to answer additional questions.

DEM shall make an assessment of the call and other waiting calls for service and dispatch the call based on its urgency, priority, and in accordance with established DEM standards.

### Requests for service by telephone, social media outlet or in person at District Stations:

When a member is contacted by telephone, social media outlet or in person at the station and is asked to provide police service, the member shall:

1. If contacted by telephone at the district station and the call is of an *emergency* nature as defined above, the member shall remain on the line and immediately transfer the caller to DEM in addition to broadcasting the type of emergency and location (ensuring a police response); collect the caller's information, advise the caller if they get disconnected during the transfer to DEM, to hang up and dial 911 immediately.
2. If the member is contacted in person at the district station and the call is of an *emergency* nature as defined above, broadcast the type of emergency and location (ensuring a police response).

3. If the call is of a *non-emergency* nature as defined above, broadcast the particulars over the air for information and politely transfer the caller to the non-emergency telephone line (415) 553-0123 for assignment.
4. Provide the reporting party with the non-emergency telephone number (415) 553-0123 to the caller in case the transfer is unsuccessful.
5. If station social media officer or member in their official capacity is contacted via Direct Message or by a post reporting a crime, the member shall respond by directing the person to official channels of reporting (in person walk-in at station, on-line reporting, non-emergency police line).

DEM shall make an assessment of the call and other waiting calls for service and dispatch it based on its urgency, priority and in accordance with the established dispatch standards.

#### **Requests for Services at Hospitals:**

When the Department of Emergency Management (DEM) receives a call from a hospital or medical facility, DEM shall determine the location of occurrence and direct the call to the District in which the follow-up investigation will be conducted, or the "cold" report should be made. Any requests to re-direct hospital calls should be made through the officer's chain of command.

#### **Report Taking Policy and Counter Reports:**

Writing incident reports is a primary function of patrol officers. Members working in the District, in which a call is received or on-viewed, shall take full responsibility for all aspects of the initial investigation and follow-up reports. Officers, including Station Duty personnel and Police Service Aides, shall not refer members of the public back to the District where the incident occurred.

When a Police Service Aide is required to call a unit from the field to the station to prepare a certain report and conduct a preliminary investigation, the Police Service Aide shall notify a Sergeant of the pending call and inform the Reportee(s) the reason for the delay in reporting.

There are instances where DEM Dispatchers may refer callers to District Stations to make reports in an effort to reduce the volume of calls for service. When this occurs, members shall prepare reports as required by DGO 1.05.E.2, "Duties of Station Personnel."



WILLIAM SCOTT  
Chief of Police

*Per DN 20-150, all sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be made to [sfpd.writtendirectives@sfgov.org](mailto:sfpd.writtendirectives@sfgov.org) who will provide additional information.*