

**SAN DIEGO POLICE DEPARTMENT  
PROCEDURE**

**DATE:** FEBRUARY 7, 2018

**NUMBER:** 8.07 – CRITICAL INCIDENTS

**SUBJECT:** RECALLING OFF-DUTY PERSONNEL

**RELATED POLICY:** 8.07

**ORIGINATING DIVISION:** OPERATIONAL SUPPORT

**NEW PROCEDURE:**

**PROCEDURAL CHANGE:**  **MINOR CHANGE**

**SUPERSEDES:** DP 8.07 – 8/2/2016

---

**I. PURPOSE**

This Department procedure establishes guidelines regarding the use of the Department’s “call-back” system.

**II. SCOPE**

This procedure applies to all members of the Department.

**III. DEFINITIONS**

- A. Call-back System – a method of contacting personnel through a descending chain of command.
- B. Test call-back – used to keep personnel familiar with the call-back procedure and to evaluate its effectiveness. Test call-backs will be conducted periodically. When contacted, each member shall be clearly informed that it is a test.

#### **IV. CALL-BACK PROCEDURES**

- A. The Chief, or designee, will contact the Watch Commander and request that a call-back be initiated.
  - 1. If an actual call-back is initiated, the requester shall indicate:
    - a. How many persons are needed;
    - b. For how long;
    - c. For what purpose; and,
    - d. If uniformed, non-uniformed, reserve, volunteer, or civilian personnel are needed.
  - 2. If it is a test call-back, the requestor shall inform the Watch Commander of this fact. The extent of the call-back shall also be indicated.
- B. The Watch Commander will initiate the call-back by sending a text message to all Chiefs and commanding officers, including both sworn and civilian.
  - 1. Each commanding officer contacted during the call-back will be clearly informed whether it is a test or an actual call-back.
  - 2. If it is an actual call-back, each person will be given instructions on where and how to respond.
  - 3. The Chief or designee will indicate which units or divisions are to be included in the call-back and any other pertinent details.
- C. Commanding officers will contact their lieutenants, or civilian equivalents, to conduct the call-back.
  - 1. If commanding officers are unable to reach one of their lieutenants/ civilian equivalents, the commanding officer will need to assign someone else to make sergeant/supervisor notifications for that employee or do it themselves. In the event a sergeant/supervisor cannot be notified, commanding officers or their designees will need to assign someone else to make notifications to the officers of that squad or do it themselves.
- D. Lieutenants/civilian equivalents will contact their sergeants or supervisors to conduct the call-back.

1. If lieutenants or civilian equivalents are unable to reach one of their sergeants/supervisors, lieutenants will need to assign someone else to make notifications to the officers of that squad or do it themselves.
- E. Sergeants or supervisors will contact as many of their subordinates as possible.
1. Within one hour, each sergeant or supervisor will inform his/her lieutenant or civilian equivalent of how many officers or personnel were personally contacted.
    - a. Sergeants who have trainee officers assigned to Field Training within his/her squad shall include them in their call-back. Sergeants are required to obtain those trainees' contact numbers when they are assigned to their squads.
    - b. Supervisors shall include personnel who are at training in their call-back.
  2. Each lieutenant/civilian equivalent will then immediately inform his/her commanding officer of how many personnel were contacted.
  3. The commanding officer will then immediately:
    - a. Inform the Watch Commander, at 531-2205 or 531-2778, how many personnel were contacted; and,
    - b. Inform their respective assistant chief of the same results.
  4. Due to the high volume of telephone calls received by the Watch Commander's Office and Communications Division during a call-back, Department personnel should refrain from calling either location to obtain telephone numbers of other Department employees. Personnel should refer their inquiries to their own unit/command.
- F. The Watch Commander's Office and Operational Support Administration personnel also have the capability of conducting mass notifications of Department personnel through the use of the My Voicemail Network (MVN) system. This system allows messages recorded for specific purposes (e.g., critical incidents, natural disasters) to be disseminated to Department personnel by utilizing the Department call-back rosters. The messages can either be received in person or left as a voice message for the intended recipient. The MVN call-back will utilize the same criteria as described in section V., A. below.

- G. Communications Division also has in place, the option to use the “Alert San Diego” call-back system to call department command staff (Chiefs, Captains, and Lieutenants) if needed. This system is often used during major critical incidents to contact large groups of citizens with critical information during an emergency.

**V. AUTOMATIC CALL-BACK**

- A. In the event of a large-scale disaster or critical incident, it is very probable that telephone communications will be disrupted or overloaded and normal call-back procedures will not be feasible. Personnel should not attempt to call Communications Division, as their telephones will be overtaxed. Local radio stations should be monitored for emergency communications. In that event:
  - 1. All off-duty officers, reserve officers, trainee officers, and civilian personnel will immediately go to their assigned duty station without delay.
  - 2. If unable to reach their station, they are to go to the nearest police facility.
- B. It is possible that Sigalert bulletins may be used to communicate messages to off-duty personnel.
- C. Civilian personnel employed by the San Diego Police Department are considered “disaster service workers”, as defined in the California Labor Code, and are required to report for assignment in the event of an emergency.

**VI. UNIT CALL-BACK LISTS**

- A. At each shift change, or other major schedule change, commanding officers will prepare an updated “call-back list” for their area of responsibility. Each unit/division will maintain an updated call-back list and provide a copy to:
  - 1. Their respective assistant chief;
  - 2. The Communications Division; and,
  - 3. The Watch Commander’s Office.
  - 4. Divisional commanding officers, lieutenants/civilian equivalents, and sergeants or supervisors shall also maintain an updated copy of the unit/division call-back list. This will facilitate a more timely completion of the call-back and leave the Watch Commander’s Office and Communications Division personnel free to deal with more urgent matters.

- B. Each call-back list will include the following:
1. A cover sheet listing:
    - a. The unit/division title;
    - b. The name of the assistant chief with authority over the unit/division; and,
    - c. The name of the unit/division commanding officer and his/her unit(s) of responsibility.
  2. A list for each unit will include:
    - a. The commanding officer's name, home, work, pager, and cellular telephone numbers; and,
    - b. In descending rank order, the names and telephone numbers (types listed above) of the persons to be called by each person in the unit.

## **VII. CALL-BACK LIST MAINTENANCE**

- A. Change of name, address or telephone number will be reported on the Personal Data Form (CS-1502).
1. Employees will promptly complete the form for change of name, address, or telephone number, as outlined in Department Policy 9.26, Residence and Telephone Policy within twenty-four hours.
  2. Name changes must be accompanied by supporting legal documentation, such as a driver's license, marriage certificate, divorce decree, or court judgment.
  3. The completed form shall be sent to the Human Resources Unit at MS 710. The original will be forwarded to City Personnel. Human Resources will make two copies of the form: one for the employee's permanent file, and one for the Payroll Unit (for name changes only).
- B. Employees will also need to submit a completed form to the Human Resources Unit when newly hired, and also for terminations and resignations.
- C. Human Resources will input the changes into the Human Resources Tracking system. These changes will also affect the PD Roster within the PD Enterprise system, which is the source for the call-back roster.

NEW

D. Each division is responsible for maintaining a current call-back roster.

**VIII. COMMAND STAFF ALTERNATE FREQUENCY**

In the event that landline and cellular communication capabilities are severely impacted or diminished, **Northeastern Disp1** will be an available frequency for the communication needs of Chiefs, Captains and other command staff.