Calls for Service

(Revised 11/06/2020)

Forms
Law Enforcement Calls for Service
San Diego Police Department (SDPD) Calls for Service & Incident Histories
Alignment with SET

<table>
<thead>
<tr>
<th>Forms</th>
<th>The following form is referenced in this file:</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td>04-5 SDPD Request for Calls for Service</td>
</tr>
</tbody>
</table>

Law Enforcement Calls for Service

“Calls for service” generally refers to assignments that are typically distributed to public safety professionals that require their presence to resolve, correct or assist a particular situation. The officer must respond and issue some type of finality back to the dispatcher indicating the action. Multiple calls for service may be assigned at once to several patrol beats and, depending on the severity or urgency of the call, multiple calls may be assigned to one individual officer or pair of officers.

Any request for service or assistance received by the law enforcement agency is recorded in the Computer Aided Dispatch System, whether or not a crime has occurred. A call for service may or may not generate a police report depending on the nature of the call. SWs can request calls for service on a particular address. Calls for service can provide important information to the SW, especially when the client denies police involvement.

The following information can be obtained by reviewing a service log to a residence:

- Date/Time of Call
- Person who called 911 (Reporting Party)
- Police Division who responded
- Street Address/Block
- Event: Domestic Violence, Check the Welfare, Child Stealing, Child Molest, Runaway Juvenile, Narcotics Activity, Alarm Residential, Attempt to Locate, Disturbance, Trespass, etc.
- Disposition: Arrest Report, No Further Action Taken, Cancelled Communication, Incident, Complaint Cancelled, Case Report, etc.

To request calls for service from law enforcement agencies, such as from sheriffs and police Departments, contact the communications line/main number for those agencies. However due to the long hold times, it is recommended that the regional Law Enforcement Liaison (LEL) be contacted for information on how to best submit a request. Do not send duplicate requests as this will delay the response.

Calls for service are confidential, and cannot be attached to a court report. Calls for service reports may be summarized for court reports, however Reporting Party information included in the calls for service must be kept confidential.
Law Enforcement
Calls for Service (cont.)

Calls for service and police reports are requested differently. For information on requesting police reports see Police Reports.

San Diego Police Department (SDPD)
Calls for Service & Incident Histories

The following steps will be followed when requesting calls for service or incident histories requests within San Diego Police Department (SDPD) jurisdiction:

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Complete the SDPD Request form (04-5).</td>
</tr>
</tbody>
</table>
| 2    | E-mail completed form 04-5.  
**NOTE:** SDPD Communications Division (Audio Research Unit) and CWS have established secured e-mail communication. Faxed request are not accepted. SDPD does not accept verbal or faxed requests. |

SDPD’s call logs have a delay time of two days (i.e. the log is not in their system until two days after the incident). For example, if you request calls for service from 1/1/20 to present and today’s date is 3/31/20, the log will only generate calls through 3/29/20.

Verify that the street name to be searched in the request is spelled correctly. SDPD’s log will **not** locate a misspelled street name. SW must confirm the street name with MapQuest®, Google® maps, or USPS.com before submitting the form.

SW will not send duplicate requests as this will delay the response. If staff wishes to check the status of a particular request, the office number for Audio Research is: (619) 531-2430. This number is for CWS staff only and should not be shared with the public.

**NOTE:** A calls for service request is different than a request for a police report. Requests for police reports do **not** go through SDPD’s Audio Research branch. Staff requesting police reports should email their request.

Alignment with SET

This policy aligns with the SET Practice Framework by supporting **SET Value 5** and the Agency’s practice to establish and maintain a strong working relationship with the legal system.