Subject:	**Critical Minimum Staffing**	
Effective:	**08-27-2018**	
Updated:		**Procedure**
Reference:	**Sheriff's Directive 18-9**	

BACKGROUND

Sheriff's Bulletin 18-9: Critical Minimum Staffing becomes effective Monday, August 27, 2018. It describes the Critical Minimum Staffing plan that patrol will follow between 0300 and 0700 when dictated by patrol staffing levels. Implementation of the plan will result in both field operations and dispatch operations.

Patrol will now work 0700-1900 (days) and 1900-0700 (nights), excluding Isla Vista and Cuyama. The patrol beat sheet will now need to be completed by 0700 and 1900. The Significant Incident Log should still be sent at 0700.

When a patrol station is at Critical Minimum Staffing, dispatch will "triage" incidents, based on call types. Within the process of triaging calls for service, certain types of calls will generally be held in the queue until the applicable patrol station is no longer at critical minimum staffing. In addition to call types that still require an immediate response or which result in the call being held, there are also a number of call types that will require the patrol and dispatch supervisors to utilize discretion in determining whether the call should be held or immediately dispatched.

It is imperative that call takers encourage the use of online reporting when appropriate and use the most appropriate call type for each incident so a call for service is not improperly held. All missing persons calls, report of a runaway or missing at risk should be entered with the call type "MISSING" which will be dispatched as normal. If the call for service is entered incorrectly with the call type "RPT", the missing persons call could be incorrectly held in violation of the law and department policy. This is why the Frequency 1 dispatcher, rather than the call taker, should be adjusting the priority level. It allows a second party to confirm the call type was appropriately selected.

PROCEDURE

1. Staffing at any patrol station <u>may</u> drop to Critical Minimum Staffing between 0300-0700. When this occurs:
   a. The patrol supervisor will advise dispatch when the station is at Critical Minimum Staffing.
   b. The Frequency 1 dispatcher will build a call with the station address and the call type of "CSTAFF." This must be done as it will serve as a tracking mechanism for the new plan and remind the dispatcher to follow the Critical Minimum Staffing procedure. **Note: CSTAFF is only to be used**

to track when a station is at Critical Minimum Staffing. It is similar to the INFO call type but more specific. Only use CSTAFF to indicate Critical Minimum Staffing has been declared.

    i. The call will remain in the pending incident window for the duration of the Critical Minimum Staffing period. If the field supervisor does not advise Critical Minimum Staffing has been lifted, the dispatcher will clear the call out at 0700 as a DNAP.

    ii. Calls will be addressed with the following abbreviations for each of the stations:

        1. Station 32-SMSO
        2. Station 34/36-SOLV
        3. Station 35-SBSO
        4. Station 39-CASO

2. During Critical Minimum Staffing, the call type (see list on last page) will determine how the pending call will be handled. Call types are listed under "Description." Under "Critical Staffing Level" is how the pending call will be handled (described in the "Triage List" below).

    a. Dispatch - Follow normal dispatching procedures. Send available units to the call or, if unit status does not allow, notate into the incident why the call was held and if the supervisor was notified.

    b. Supervisor - The supervisor, in dispatch or in the field, will determine if the call can be held until no longer at Critical Minimum Staffing.

        i. If the supervisor determines the call should be held, the Frequency 1 dispatcher will change the priority of the call to "P5 Staffing per Supervisor" and notate into the comment section of the call (i.e., "Per 35X2, hold due to CMS" or "Per Supervisor DeForest hold due to CMS"). **Note: This priority is being used for tracking purposes during Critical Minimum Staffing and should only be used when Critical Minimum Staffing has been declared.**

        ii. The powerline command for this is SP:


```
SP

SP <Incident ID> [Priority Code],[Upgrade/Downgrade Code],[Comment]
Set Priority: P1 Perin, P2 Propin, P3 Misc, P4 Rpt, P5 Per Supe, P6 Critical Staffing
```

        iii. The priority can also be changed by opening the call and adjusting the call type with the arrow next to the priority button.

        iv. For all calls that may be held by a supervisor due to Critical Minimum Staffing, the call taker will advise the caller of the possible extended ETA.

            1. The recommended verbiage should be "Due to our unit status, your call may be held for an extended period of time. It is possible that no one will be able to respond until 0800."

<ol start="2" type="1">
If the caller is insistent that there be an immediate response, notify the field supervisor who will either assign the call or call the reporting party.

v. When contacting patrol for "Supervisor" calls, there is no need to have the deputy call dispatch. Phone calls on Frequency 1 should be kept to a minimum so it is preferred that the supervisor is advised on the air of the call holding (i.e., "35X2, advise response for call in pending queue").

c. Queue - The call should be left in the queue. There is no need to advise anyone the call is holding.

i. For all calls that will be held due to Critical Minimum Staffing, the call taker will advise the caller of the extended ETA.

1. The recommended verbiage should be "Due to our unit status, your call may be held for an extended period of time. It is likely that no one will be able to respond until 0800."

2. If the caller insists on an immediate response, notify the field supervisor who will either assign the call or call the reporting party.

ii. When a call is held due to call type, the Frequency 1 dispatcher will change the call priority to "P6 Critical Staffing" and notate into the comment section "HELD DUE TO CMS". **Note: This priority is being used for tracking purposes during Critical Minimum Staffing and should only be used when Critical Minimum Staffing has been declared.**

i. The powerline command for this is SP:

```
SP

SP <Incident ID> [Priority Code],[Upgrade/Downgrade Code],[Comment]
Set Priority: P1 Perin, P2 Propin, P3 Misc, P4 Rpt, P5 Per Supe, P6 Critical Staffing
```

ii. The priority can also be changed by opening the call and adjusting the call type with the arrow next to the priority button.

d. DNA (Does Not Apply) - This applies generally to self-initiated calls. No special action needs to be taken by dispatch except:

i. INFO calls should still be broadcasted to the appropriate units.

ii. DNAP/TOW calls should be handled as usual.

<ol start="3" type="1">
There may be exceptions to the "triage" list. For example, a report call that must be taken for a specific reason or due to a reporting party insisting on a response. If this occurs, advise the field supervisor who will determine how the call is to be handled.

There is nothing that precludes a deputy from self-assigning a call that has been held in the queue. The deputy is in a better position than dispatch to know if s/he has adequate time and resources to handle a report call.

CAD PROBLEM CODES

Description	Problem Codes	Critical Staffing Level
911 Follow-Ups	911FU	Dispatch
Alarm Activations – All	ALARM	Dispatch
Assault in Progress	242	Dispatch
Barking Dog	DOG	Queue
Burglary in Progress	459	Dispatch
Check the Welfare	CTW	Supervisor
Civil Issue or Service	CIVIL	Queue
Code Blue/AED OAA	BLUE	Dispatch
Coroners Cases – All	1144	Dispatch
Domestic Disturbance	415D	Dispatch
DUI Driver	23152	Dispatch
Field Interview/PR Contact	FI	DNA
Fight/Fight Brewing	415F	Dispatch
Follow Up	072	Supervisor
Information – Link to EMS/Fire	INFO	DNA
Juvenile Problem	JUV	Supervisor
Keep the Peace	KTP	Supervisor
Major Incident	MAJOR	Dispatch
Misc. Priority Incident	MISC	Queue
Missing Person Investigation	MISSING	Dispatch
Music (Willing to Sign)	MUSIC	Dispatch
Narcotics Investigation	NARC	DNA
Neighborhood Disturb./Problem	415N	Dispatch
OAA – SLOSO	OAA – SLO	Supervisor
Outside Agency Assist	OAA	Supervisor
Panga Boat Investigation	PANGA	Dispatch
Parking Problem	PARK	Queue
Persons Crimes	PERIN	Dispatch
Phone Request	10-21	Supervisor
Premise Checks	11-51	DNA
Probation Check	PROB	Queue
Property Crimes	PROPIN	Dispatch
Public Intoxication	647F	Dispatch
Reports – All	RPT	Supervisor

Description	Problem Codes	Critical Staffing Level
Robbery Investigation	211	Dispatch
Search & Rescue Incident	SAR	Supervisor
Suicidal Subject	1145	Dispatch
Suspicious Circumstances	019	Dispatch
Theft in Progress	THEFT	Dispatch
Towing of Vehicles	TOW	Queue
Traffic Related Reports	TRAFR	Supervisor
Traffic Stop	T	DNA
Vandalism Investigation	594	Dispatch
Vehicle Accident – All	VA	Dispatch
Warrant Arrest/Service	WARNT	Supervisor