



Orange County Emergency Services
Standard Operating Guidelines

SOG Name: Stacking and Pending calls

SOG Number: COM-003

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Date Effective: March 11, 2011

I. OBJECTIVE

1. To standardize the protocol for prioritizing and dispatching for pending calls.

II. SCOPE

1. This guideline applies to Orange County Emergency Services Communications branch.

III. PROCEDURE

1. Communications will use blind transmissions to dispatch any pending call for which there is no area unit available. The call will be given to the Patrol Supervisor if no response is received from patrol units and simultaneously on all crimes in progress.
2. Non-emergency calls: Blind transmission to all units and 15 seconds for patrol units to acknowledge before notifying the Patrol Supervisor.
 - a. Non-emergency calls: 9-1-1 hang-ups, alarms with no verification of circumstances, shoplifter, larceny of gas, suspicious condition/vehicle/person with no threat to life and/property, or any other call, that falls into a category with no immediate threat to life and or property.
3. Emergency calls: Alert Tone 1 and dispatch to all patrol units and verify that the Patrol Supervisor copied the dispatch. Communications shall be responsible for assuring that a patrol unit acknowledges the call.
 - a. Emergency calls: Crimes in progress that threaten life and/or property to the caller and/or responding units. Domestic in progress, Armed Robbery, Violent/Volatile Events involving weapons or threats of weapons, or any other call that falls into a "crime" category. Communications will give patrol units 15 seconds to acknowledge the transmission. If no patrol unit acknowledges the transmission, Communications will again immediately notify the Patrol Supervisor for assignment of units
4. Communications shall notify the Patrol Supervisor, every 15 minutes, of the number of calls stacked. Stacked calls are only on the authority of the Patrol Supervisor.
5. Citizens will be notified of any delay in a unit response without offering any specific time frame other than as soon as possible, or unless the Patrol Supervisor advises Communications to give the citizen a specific time frame.
6. In the event more than one call is pending, calls will be dispatched first by priority and next by time received.