



**COMMUNICATIONS PERSONNEL  
POLICY/PROCEDURE**

**Policy No. 4330.80**

**Date Issued: October 1, 2005**

**Section: 4300 – Radio Procedures**

**Date Revised: December 8, 2021**

**SUBJECT: COMPENSATING FOR PENDING QUEUE TIME**

**APPROVED:**

A handwritten signature in blue ink, appearing to read 'Amethyst Uchida', is written over a horizontal line.

**Amethyst Uchida, General Manager**

**1.0 Purpose**

This policy establishes a process by which our law enforcement radio dispatchers must account for elapsed time when calls for service time out in the pending queue.

By accounting for elapsed time, responding units will better understand the time elements of their assigned incident.

**2.0 Procedure**

2.1 Dispatchers will attempt to dispatch all pending calls for service before they time out in the pending queue.

2.2 Some pending calls will time out in the pending queue for legitimate reasons. When a call times out for a legitimate reason, dispatchers will document the reason using an approved delay code prefaced by a DD\*.

2.2.1 The following delay codes indicate why a call exceeded standard dispatch times. Any other phrase after the DD\* is not a legitimate reason.

- No Units Available, Sgt advised
- Held per Sgt
- Stacked per Sgt
- Pend for next Shift, Sgt notified
- Priority Increased

- Equipment Failure- Lead Notified
- Multiple Priority Incidents
- Reopened Incident

2.3 When a pending call times out, dispatchers will include the time element or amount of pending time in the initial dispatch. For example, **“1-2, Watsonville, detail”. “1-2”. (Status changed to dispatched.) “Suspicious vehicle, 1234 Main Street, twelve thirty-four Main Street, cross of Pennsylvania reported 30 minutes ago or time of call, ...(vehicle description).”**

2.3.1 It is unnecessary to inform responding units of elapsed pending times for priority 7-9 calls, “green” calls.