

SAN DIEGO POLICE DEPARTMENT PROCEDURE

DATE: 08/22/2014

NUMBER: 2.15 – COMMUNICATIONS

SUBJECT: PAC FILE ENTRIES

RELATED POLICY: 2.06

ORIGINATING DIVISION: COMMUNICATIONS

NEW PROCEDURE:

PROCEDURAL CHANGE:

SUPERSEDES: DP 2.15 – 2/29/2012

I. PURPOSE

This Department procedure establishes guidelines for the preparation, submission, retrieval, and retention of Prior Activity Code (PAC) files in the Computer Aided Dispatch (CAD) system.

II. SCOPE

This procedure applies to all members of the Department.

III. DEFINITION

Prior Activity Code (PAC) file - a computerized text file stored in the Computer Aided Dispatch (CAD) system and linked to a specific geographical address.

IV. BACKGROUND

A PAC file entry would be appropriate for a variety of officer safety issues including, but not limited to, threats against police, uncooperative subjects, violent criminal history, mentally unstable individuals, threats of suicide, and weapons at a location. The PAC file also applies to significant service delivery issues, such as gate access codes, private property authorization letters, Community Assisted Party Program (CAPP) houses, and Tarasoff warnings.

The PAC file is a communications tool whereby personnel responding to an incident at an address can place information in the CAD system to be automatically provided to those who respond to the same location any time in the future. The “Comments” portion of the file is limited to 300 characters. Entries should be detailed but concise. Common abbreviations can be used if they are not likely to be misunderstood. No approval is needed to place a PAC file in the CAD system.

The CAD system is a component of the Department’s computer and communications systems. As such, all entries are stored indefinitely on the CAD system and there should be no expectation of privacy. PAC file entries may be read by Department management and system administrators, and could be subject to subpoena. Members shall only submit PAC file entries that are appropriate, professional, accurate, and will not discredit the Department.

PAC files shall not be used to deny service to any person or location when a call for service is received. However, upon verification and based on past information contained in a PAC file, a field supervisor may determine that a different response is required than would normally be indicated. The PAC file information and the supervisor approving the modified response shall be added to the incident history in the form of comments on the case.

Members should refer to Department Procedure 1.46, Use of City/Department Computer Systems for additional information regarding the storage and transmission of information on Department computer systems.

V. **PROCEDURE**

A. When the need for a PAC file is identified, it can be submitted in one of the following manners:

1. Direct Entry Using the Premise Entry (PE) Command

a. The member will type the PAC file information directly into the CAD system using the Premise Entry (PE) command. The following is an example:

PE #*incident number*, A SHORT NARRATIVE OF THE SUBJECT

b. The PAC file is now in the CAD system and immediately accessible by other personnel, but will expire in seven days.

c. After entering the PAC file, it should be retrieved using the Premise Information (PI) command. The following format should be utilized:

PI [*Location*]

- d. The PAC file message should then be routed to the Lead Dispatcher Position (LD01) with a comment regarding how long the entry should remain active in the CAD system.
- e. The Lead Dispatcher working LD01 will print out the message and forward it to the Lead Dispatcher assigned as the PAC File Coordinator.
- f. The PAC File Coordinator will proofread the content of the entry for clarity and appropriateness. Any issues arising from the screening process will be routed back to the originating member or his/her supervisor. The PAC File Coordinator will enter the expiration date of the PAC file.

2. Direct Entry Using the Miscellaneous (M) Command

- a. The member will note the PAC file information on the incident using as many Miscellaneous (M) commands as is required. **ONCE THE INFORMATION HAS BEEN NOTED ON THE CASE, THAT INFORMATION BECOMES A PERMANENT RECORD. MEMBERS SHALL KEEP COMMENTS PROFESSIONAL, BRIEF, AND PERTINENT TO THE INCIDENT.** The PAC file comments must start with three asterisks followed by “START PAC” and three more asterisks. The PAC file information can then be entered and concluded with three asterisks “END PAC” and three more asterisks. The following is an example:

M,*START PAC*** A SHORT NARRATIVE OF THE SUBJECT ***END PAC*****

- b. The incident history or a message stating that a PAC file was added to an incident should be routed to the Lead Dispatcher position (LD01). This message should include how long the PAC file will remain active in the system.
- c. The Lead Dispatcher will print out the incident and forward it to the PAC File Coordinator.

B. The PAC File Coordinator will proofread the content of the PAC file entry for appropriateness and clarity. Any issues arising from the screening process will be routed back to the originating member or his or her supervisor. The PAC File Coordinator will enter the PAC file into the CAD system. The originating

member should then ensure that the PAC file has been entered by performing a Premise Information (PI) address query.

- C. Select personnel at area commands have been granted permission to enter PAC files from CAD terminals using the CAD Premise Information (PI) command. These personnel will generally enter PAC files for private property authorization letters and other command specific items and will maintain divisional trespass letter books. A copy of any PAC file entered by area command personnel that contains officer safety information should be routed to the Communications Division PAC File Coordinator via interoffice mail. The copy will be placed in the PAC file book at Communications Division.
- D. PAC File Retrieval
 - 1. When assigned to an incident at a location where a PAC file exists, the CAD system will automatically send the PAC file information to the MCT terminals of all units assigned to that incident and to the CAD terminal of the radio dispatcher assigned to that dispatch group.
 - 2. Members shall keep in mind that the PAC file contains information regarding a past event at the location and is not necessarily a predictor of future events or behavior. Responders should include the PAC file information in their decision-making process and plan their response appropriately. Members shall guard against escalating a situation based solely upon PAC file information.
 - 3. In the event PAC file information is no longer valid or has changed, that information will be transmitted to the PAC File Coordinator via the Lead Dispatcher so that the PAC file can be edited or deleted.
 - 4. When not assigned to an incident, members can query locations for existing PAC files. The Location Verify (LV) query in CAD will automatically include a message stating "Premise Information on File" if there is an active PAC file at that location. Officers should then access the PAC file by utilizing the Premise Information (PI) command described in V., B.

VI. **PAC FILE RETENTION**

The maximum number of days that a PAC file will be available for retrieval in the CAD system is 998 days. After the PAC file expires, and if it is still relevant, it can be renewed by the PAC File Coordinator for an additional 998 days.

NEW

Expired PAC files are retained in the CAD system until deleted by Information Services staff and/or the Pac File Coordinator.