

Major and Critical Incident Evaluation and Notification

8.01.01 PURPOSE

The San Francisco Police Department stands for Safety with Respect for All. We will ensure residents, visitors, and members are safe and feel safe.

This order defines major and critical incidents and establishes policies and procedures sworn members shall follow in making the appropriate notifications to command personnel. The Department will respond quickly to these safety risks and will do so with the spirit of dignity and in collaboration with the community.

By evaluating each major and critical incident, the Department improves future responses through measuring, monitoring, and training to uphold our commitment to policing without bias and addressing any issues in an open and collaborative manner. We will actively collaborate with City agencies and community organizations to jointly address identified challenges as we strive to maintain and build trust and respect as the guardian of Constitutional and human rights.

Critical and major incidents are broadly witnessed by the community and provide our members the opportunity to showcase the spirit of mutual respect and fairness we embrace in our work.

8.01.02 POLICY

EVALUATION: It is the policy of the San Francisco Police Department (the Department) that should a major or critical incident occur, the District Captain or, if not immediately available, the Night Captain or Weekend Captain, shall make a prompt evaluation and notification. If neither is immediately available, the Lieutenant on duty in the district of occurrence shall make the evaluation and notification.

8.01.03 DEFINITIONS

- A. **MAJOR INCIDENT** - An event involving potential or actual injury, death, or property damage requiring an exceptional emergency response. This includes natural disasters (floods, earthquakes, major fires, etc.) and human-caused emergencies (plane crash, riot, terrorist acts, hostage situations, etc.) that require extensive response and commitment of resources to control or resolve.
- B. **CRITICAL INCIDENT** - Any incident with a life-threatening situation, a defined terrain objective, and requiring a coordinated tactical response should be declared as a critical incident. Procedures and guidelines for requesting the Tactical Unit should be followed.

The following situations constitute major or critical incidents:

1. Active Attacker Incident - One or more individuals actively engaged in killing or attempting to kill people in a confined and populated area (See DN 20-164 *Requesting the Tactical Unit / SWAT and Call-Out Procedures*)
2. Hostage/Barricaded Suspect – criminally involved (Critical Incident – see DGO 8.02 *Hostage & Barricaded Suspect Incidents*)
3. Sniper (see DN 20-164 *Requesting the Tactical Unit / SWAT and Call-Out Procedures*)
4. Officer-Involved Shooting (see DGO 8.11 *Investigation of Officer-Involved Shootings and Discharges*)
5. Officer shot or critically injured while on duty
6. Riot, insurrection, or potentially violent demonstration (see DGO 8.03 *Crowd Control*)
7. Custody escape (see DGO 5.18 *Prisoner Handling and Transportation*)
8. Explosion of a destructive device or found suspicious item requiring an EOD response to the scene (see DGO 8.08 *Bomb Threats, Clandestine Laboratories, Destructive Devices, Explosions, and Fireworks*)
9. Airplane crash
10. Major fire (five alarms or greater) (see DGO 8.06 *Fire Procedures*)
11. Hazardous material incident (see DGO 8.07 *Hazardous Material Incidents*)
12. Earthquake or any natural calamity involving multiple casualties or significant destruction of property, or the likelihood of either
13. Mass Casualty event (gas line explosion, traffic collision, construction site, etc.)
14. In-Custody Death (see DGO 8.12 *In Custody Deaths*)
15. Use of Force resulting in injury to the subject that requires admission to the hospital (see DGO 5.01 *Use of Force Policy And Proper Control Of A Person*)
16. Verified Child Abduction (see DN 20-106 *Guidelines for Handling Stranger and parental Abduction of Children*)

8.01.04 PROCEDURES

A. DUTIES OF THE FIRST ARRIVING OFFICER(S):

1. Determine if a major or critical incident is occurring.
2. Determine the hazard (person or material) and location of the incident and immediately communicate that information to DEM and responding units.
3. Notify and request response of the field supervisor and Platoon Commander.

B. DUTIES OF THE FIRST ARRIVING SUPERVISOR ON SCENE:

1. Notify DEM, monitor radio communications, respond to the incident (e.g., "3X100, I'm monitoring the incident and responding.")
2. Take appropriate steps to address the situation, guided by department values and referenced policy.

C. DUTIES OF THE PLATOON COMMANDER:

1. Respond to the scene and formally assume the role of Operational Commander including command of the Incident Command Post until relieved by a member of higher rank.
2. Evaluate the scene and confirm that a major or critical incident exists.
3. Take appropriate steps to address the situation, guided by department values and referenced policy.
4. As soon as practicable, notify the District Station Captain or, in their absence, the Night Captain or Weekend Captain.

D. DUTIES OF THE DISTRICT STATION CAPTAIN:

1. Respond to the scene of all confirmed major or critical incidents and formally assume the role as Operational Commander to ensure all duties listed in 8.01.04 (C) of this directive are completed.
2. Personally Notify the Deputy Chief of Operations or Field Operations Bureau Commander via cellular phone.
3. Take appropriate steps to address the situation, guided by department values and referenced policy.

NOTE: When the District Station Captain is unavailable, the Night Captain or Weekend Captain shall assume the duties of the District Station Captain.

E. POST-INCIDENT

The appropriate SFPD unit leading the critical or major incident response will review and facilitate debriefings with involved officers. The unit will conduct an after action written report that analyzes the major or critical incident considering the Department's training, policies, and procedures and make written recommendations with the goals of improving future response and performance.

References

DN 20-106, Guidelines for Handling Stranger and Parental Abductions of Children
DN 20-164, Requesting the Tactical Unit / SWAT and Call-Out Procedures
DGO 5.01, Use of Force Policy and Proper Control of A Person
DGO 5.18, Prisoner Handling and Transportation
DGO 6.02, Physical Evidence and Crime Scenes
DGO 8.02, Hostage and Barricaded Suspect Incidents
DGO 8.03, Crowd Control
DGO 8.06, Fire Procedures
DGO 8.07, Hazardous Material Incidents
DGO 8.08, Bomb Threats, Clandestine Laboratories, Destructive Devices, Explosions, and Fireworks
DGO 8.11, Investigation of Officer-Involved Shootings and Discharges
DGO 8.12, In-Custody Deaths
Event Management Manual, SFPD
Emergency Operations Plan, City & County of San Francisco
SFPD forms 496 A-E