



SAN JOSE POLICE DEPARTMENT

TRAINING BULLETIN

TO: ALL DEPARTMENT PERSONNEL

FROM: Paul Joseph
Chief of Police

**SUBJECT: DISTRICT-WIDE DISPATCHING
AND TWO-PERSON UNIT PILOT
PROGRAMS**

DATE: May 9, 2025

Bulletin #2025-010

On May 11, 2025, the Department will begin two limited pilot programs to employ new deployment strategies. On that day, which is the first day of the new patrol shift, the District-Wide Dispatching pilot program will begin in Central Division and the Two-Person Unit pilot program will begin in Western Division.

Both pilot programs will run for one six-month patrol shift (May 11, 2025, through November 8, 2025), after which they will be evaluated for Department-wide implementation. The decision regarding permanent Department-wide implementation for both programs will be based on how each contributes to the efficiency of the Department's delivery of public safety services to the City and to the safety and morale of its members. This training bulletin will outline some of the essential elements of each program that Department members should know.

District-wide Dispatching

The pilot will apply to all patrol officers, all shifts, working in District King, District Edward, District Victor, and District Robert. It does not apply to District David officers, who share a channel with District Victor and District Robert.

Communications personnel will dispatch officers to calls throughout the district, regardless of the geographic location of the call or the officer. If more than two units are in-service when a call is dispatched, the Dispatcher **may** consider the amount of time each unit has been in service when deciding which units to dispatch. Priority dispatch (dispatch to Priority 1 calls) will continue to be based on the GPS proximity to the call of available officers, regardless of assigned team.

Units will not be dispatched as "primary unit" or "secondary unit." It will be up to the officers to decide which officer will assume each role, either while en route or upon arrival. The same rule applies when only one officer is required to write a report. The officers will mutually agree upon which one will write it. Location of the incident will not be used as criteria in this decision.

District sergeants must continually and carefully monitor the workload of each officer on their teams. Dispatchers will not base dispatching decisions on perceived workload. In a manner that does not compromise response times to calls, sergeants should redirect officers and reassign calls as they deem necessary to achieve parity in workloads.

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Two-Person Units

The pilot will apply to all patrol officers, all shifts, working in District Frank, District Nora, District Lincoln, and District Sam.

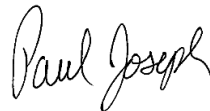
Car assignments are made at the discretion of the district sergeant. District sergeants should determine the car assignment of each officer on their teams prior to the first day of the shift. Sergeants are encouraged to ask officers their preferences prior to making the assignments and to use that input as much as possible in making the assignments. If two officers on a team have successfully worked together previously in a partnership, that should be taken into consideration.

Although continuity is encouraged, district sergeants should assess their car assignments on a daily basis and may make changes at any time when they deem it necessary. When a relief sergeant is assigned to another sergeant's team, the relief sergeant may make any assignment changes they deem necessary, but should, when possible, maintain the continuity of the team.

Only when there is an odd number of officers on a team on a given shift may a district have a one-person unit. District sergeants may alternate which member of their team is assigned to the one-person car if they choose to do so.

The two-person model applies to the division, not to officers. When a relief officer is assigned to a Western Division district from another division, they are subject to being assigned to a two-person unit. Likewise, if a Western Division officer is temporarily assigned to a district in another division, they may request a two-person car assignment, but they should not expect it.

Please contact Lt. Jennifer Thompson in BFO Amin with any questions.



Paul Joseph
Chief of Police

PJ:PH