

**CHAPTER 1**  
**MANAGEMENT CONTROL AND RESPONSIBILITIES**

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## CHAPTER 1

### MANAGEMENT CONTROL AND RESPONSIBILITIES

#### 1. MANAGEMENT CONTROL.

a. Assistant Commissioner, Staff. The California Highway Patrol (CHP) provides 24-hour, toll-free voice and Telecommunications Devices for the Deaf (commonly called TDD) telephone access for emergency calls for service. Management control of radio, telephone, and digital telecommunications systems is under the direction of Assistant Commissioner, Staff, exercised through Information Management Division (IMD).

b. Information Management Division. This Division is commanded by a chief and two assistant chiefs. Information Management Division is responsible for the CHP radio, telecommunications, and information systems/programs; IMD is comprised of the following sections that affect the communications/dispatch centers (CCs).

(1) Communications Centers Support Section. Communications Centers Support Section (CCSS) provides operational guidance and support along with internal and external services to all CCs. This includes telephone systems, audio logging recorders, and the acquisition of ergonomic furniture for the CCs. Specifically, CCSS is comprised of the following units:

(a) Training Unit. The Training Unit provides consistent, effective, and practical training that meets all departmental and CCs' needs and expectations.

(b) Administrative Support Unit. The Administrative Support Unit (ASU) coordinates the Service Authority for Freeways and Expressways (SAFE) call box program, including activities of individual county SAFE Authorities. Additionally, ASU provides section fiscal management, purchasing of dispatch furniture and chairs, property control, and project management. The ASU also coordinates the authorized call signs list and contractual agreements for allied agencies authorized to use CHP frequencies.

(c) Operational Support Unit. The Operational Support Unit manages the wireless 9-1-1 program project in direct support of CCs and obtains and analyzes all 9-1-1 call data and provides on-going technical support of teleprocessing networks/systems including; audio logging equipment, telephones, headsets, console systems, and workstations within the CC.

1 Personnel from CCSS also represents the Department in state and national communications organizations and on boards and committees such as:

- a California Chapter of National Emergency Number Association.
- b California SAFE.
- c California Emergency Services Advisory Board.
- d 9-1-1 Advisory Board and 9-1-1 Sub-committees.

(2) Information Technology Section. Information Technology Section (ITS) maintains and supports the Department's statewide infrastructure of networks and enterprise-wide databases, including electronic mail and office automation software products. Specifically, ITS supports the Department's Computer Aided Dispatch (CAD) systems and Message Switching System; supports the Department's personal computers and manages customer service activities, including Help Desk operations; designs, manages, and posts content to the internal Web pages, including child abduction notices (AMBER Alert); provides and supports access to the Internet and Intranet facilities; and develops and supports all application software. Specifically, ITS is comprised of the following groups:

- (a) Applications Services Group.
- (b) Customer Services Group.
- (c) Infrastructure Services Group.
- (d) The ITS also represents the Department on boards and committees such as the CAD Users Group.

(3) Telecommunications Section. Telecommunications Section is responsible for the radio network used by the CHP throughout the state and the equipment needed to operate the system. This includes development of radio sites, including the installation of towers, microwave dishes, and antennas, as well as coordinating with agencies nationwide to obtain additional radio frequencies. Telecommunications Section is also responsible for the purchase and maintenance of communications equipment, such as, wireless telephones, radio extenders, and telephone systems other than the system used in dispatch. Specifically, Telecommunications Section is comprised of:

- (a) Emerging Technologies Unit.

(b) Administrative and Operational Support Unit.

(c) Technical Services Units.

1 Telecommunications Systems Analysts.

2 Telecommunications Facilities Technicians.

3 Consolidated Patrol Vehicle Environment.

## 2. RESPONSIBILITIES.

a. Division Chief. The Division chief is responsible for the implementation of departmental telecommunication policies and procedures as described in this manual. The Division assistant chiefs are responsible for ensuring operational problems, staffing needs, and equipment requests are documented and forwarded to IMD through appropriate channels. Responsibilities may also include:

(1) Control and inventory of emergency communications equipment needed for local or national emergencies and/or natural disasters.

(2) Auditing for compliance with Federal Communications Commission rules and departmental procedures outlined in this manual and in Highway Patrol Manual 60.2, Telecommunications Management Manual.

(3) Coordinating the standardization of communications policies and procedures.

(4) Coordinating supervision of Division Emergency Resource Centers under their jurisdiction.

b. Area Commander. The communications center commander or the commander of a CHP Area with a dispatch center is responsible for the operation of the communications or dispatch center, telecommunications facilities, or equipment under their jurisdiction, in conformance with departmental policies. Responsibilities may include:

(1) Overseeing and delegating tasks to staff.

(2) Ensuring compliance with the provisions of this manual by members of their command.

(3) Ensuring the effective use of available resources, equipment, and materials assigned to or available to the CC.

- (4) Ensuring appropriate dispatching policies and procedures are followed.
- (5) Maintaining positive relationships with allied agencies to ensure effective coordination of resources during joint communications operations.
- (6) Conducting orientation programs to enhance effective interactions between field units and CC personnel.
  - (a) Familiarize officers with operations and personnel in the CC.
  - (b) Coordinating ride-alongs for a Public Safety Dispatcher (PSD) to ensure familiarization with the geographic area of responsibility of the CC.

c. Public Safety Dispatch Supervisor II. This is the second supervisory level within a CC. A Public Safety Dispatch Supervisor (PSDS) II works under the direction of a uniformed manager and is responsible for the following:

- (1) Planning, organizing, and directing, through subordinate supervisors, the work of personnel and the appropriate operation of the CC.
- (2) Planning and preparation of budget requests for their CC.
- (3) Supervising, training, and evaluating work performance of subordinate staff.
- (4) Planning, organizing, and scheduling the work of subordinate PSDS Is.
- (5) Assist with hiring of CC personnel.
- (6) Ensuring appropriate coordination of CHP communications with field operations, allied agencies, maintenance providers, and other appropriate groups.
- (7) In the absence of the Area commander, may assume the responsibilities of the commander.

d. Public Safety Dispatch Supervisor I. This is the first supervisory level within a CC. The PSDS Is are responsible for various administrative functions and duties related to the daily operations of a CC. Under the direction of a PSDS II or uniformed manager, PSDS I are responsible for the following:

- (1) Organizing, scheduling, and directing the work of subordinate CC personnel.
- (2) Evaluating the work performance of subordinate CC personnel.

- (3) Coordinating CHP communications with field operations, allied agencies, maintenance providers, and other communications-related groups.
- (4) Ensuring appropriate operation and maintenance of communications equipment, in accordance with applicable laws, regulations, and CHP policies.
- (5) Assist with the hiring and training of new CC personnel.
- (6) Performing routine dispatch duties whenever required or to meet operational needs.
- (7) Assist with the planning and preparation of the CC's budget.

e. Public Safety Dispatcher. Under supervision of a PSDS I or PSDS II, a PSD is responsible for the following:

- (1) Following established procedures while performing a variety of dispatch duties which may include, but are not limited to, appropriately operating CC equipment including radio consoles, telephone systems, and various computer terminals.
- (2) Receiving and transmitting information critical to the safety of the motoring public, field units, and allied agency personnel.
- (3) Dispatching field units and other appropriate resources as necessary.
- (4) Performing all related appropriate documentation necessary for completion of assigned duties.
- (5) Performing specially designated tasks including updating CAD systems, CC maps and guides, and reference materials.
- (6) When assigned, assuming lead responsibility for less experienced employees, providing on-the-job training, and PSD In-Charge duties.

f. Public Safety Operator. Under supervision of a PSDS I or PSDS II, Public Safety Operators are responsible for the following:

- (1) Following established procedures while performing a variety of dispatch duties which may include appropriately operating CC equipment, including telephone systems, and various computer terminals.
- (2) Receiving and disseminating information critical to the safety of the motoring public, field units, and allied agency personnel.
- (3) Completing all related documentation necessary for assigned duties.

(4) Performing specially designated tasks including updating CC maps, guides, and reference materials.

(5) When assigned, assuming lead responsibility for less experienced employees and providing on-the-job training.

g. Clerical. Clerical personnel assigned to a CC will perform all routine clerical functions.

h. Uniformed Field Personnel. Field personnel assigned to a CC may be assigned to the following specially designated positions:

(1) Traffic Management Center.

(2) Watch Officer.

(3) Freeway Service Patrol.