

**CHAPTER 11**  
**COMPUTER AIDED DISPATCH/MOBILE DIGITAL COMPUTER OPERATIONS**  
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## CHAPTER 11

### COMPUTER AIDED DISPATCH/MOBILE DIGITAL COMPUTER OPERATIONS

#### 1. GENERAL.

##### a. Policy.

(1) The information contained in this chapter will provide policies and procedures for the operational functions of Computer Aided Dispatch (CAD), CAD Browser, and Mobile Digital Computer (MDC) equipment within communications centers (CCs), field units, and Area offices. All personnel shall adhere to policies established within Highway Patrol Manual (HPM) 40.4, Information Security and Administration Manual, HPM 11.1, Administrative Procedures Manual, CHP 101, Appropriate Use of Automated Information and System Statement, along with established local Area policies regarding these computer systems.

(2) All information transmitted via the CAD system is subject to disclosure and public scrutiny. Therefore, all employees are expected to conduct themselves professionally at all times while utilizing this equipment. Any employee found to be in violation of established policy may be subject to administrative action.

#### 2. COMPUTER AIDED DISPATCH.

##### a. Sensitive Information.

(1) All use of the CAD system shall be business related only. Including, but not limited to:

- (a) "TO" messaging on the PowerLine.
- (b) Mailroom messages.
- (c) Routed messages from the Advisor Module.

(2) Each individual is responsible for ensuring the security and safety of their CAD terminal which includes securing the computer so unauthorized users cannot gain access.

(3) All inquiries made to the California Law Enforcement Telecommunications System (CLETS) database via the CAD shall be based on a need-to-know, right-to-know basis and business related only.

(4) Personal information located in any module in the CAD system including, but not limited to: Personnel Manager, Cardfile, Unit Activity Log, and Unit Details shall only be used for business related purposes.

(5) A Public Safety Dispatcher (PSD) and a Public Safety Operator (PSO) has access to Automatic Vehicle Location (AVL) information. This information shall be used for business purposes only.

b. Computer Aided Dispatch System Usage for Public Safety Dispatchers and Public Safety Operators.

(1) Any technical problems that may arise with CAD system equipment should be reported to the Public Safety Dispatch Supervisor or designee immediately.

(2) Upon logging into the CAD system, PSDs/PSOs shall confirm the appropriate area(s) for their CC and/or area of responsibility are selected in the view controller under the Viewing Sectors.

(a) Public Safety Dispatchers having dispatch responsibility for specific Area offices shall ensure they are controlling those Areas. Controlled Areas are visible in the "Controlled Sectors" area of the View Controller.

(b) Unless otherwise directed by the CC Standard Operating Procedures (SOP), users performing call taking duties should be viewing all Areas under their CC.

(3) Public Safety Dispatchers/Public Safety Operators shall monitor notification modules within the CAD system. These include Mailroom, Advisor, and the field-initiated 11-99 window.

(4) Emergency Call Taking Window.

(a) Public Safety Dispatchers/Public Safety Operators shall utilize the Emergency Call Taking (ECT) to create an incident when taking any type of call.

1 The 9-1-1 calls will automatically open an ECT. The telephone system interface will pre-fill the "phone field" with the caller's telephone number and the Automatic Location Information (ALI) field with location information. In a situation where there is no voice response to a 9-1-1 call, users shall use the "Accept ALI" button feature which will pre-fill the call taking screen with the location information received from the telephone system.

2 All other types of incoming telephone calls require the PSD/PSO to manually open the ECT window.

- (b) Public Safety Dispatchers/Public Safety Operators shall add, at a minimum, the caller's first and last name, telephone number, location [address], type code, and reporting party type (RP type) into designated fields in the ECT.
- (c) Additional caller information should be added to the supplemental information form.
- (d) At no time shall the secondary location field be used to document anything other than location information.
- (e) All information entered into an ECT shall be complete and accurate, utilizing proper codes, and standard abbreviations as documented in HPM 60.5, Communications Training Program Manual, Chapter 4, Training and Evaluation, Annex G.
- (f) When transferring a call from one hub to another, users should utilize the hub transfer functionality in CAD to create a new incident for the other hub. The position for the CC receiving the new incident shall be responsible for ensuring the incident is sent to the appropriate CC within their hub.
- (g) When filing an incident, PSDs/PSOs shall ensure the incident has a jurisdiction or sector. This will prevent a filed incident without a master incident [control] number.
- (h) Public Safety Dispatchers/Public Safety Operators shall select appropriate file codes for incidents.
- (i) Public Safety Dispatchers/Public Safety Operators shall not file an incident while units are assigned unless they are the dispatcher in control of that specific incident. For incidents that are self-initiated by field units, PSDs shall check the CAD log to ensure that no outstanding tasks must be completed prior to filing the log (e.g., Stolen Vehicle System entries, Be On the Look Out [BOLO] system).
- (j) All times relayed for telephone pickup [date and time of request for service], en route [time of dispatch], arrival [time of officer arrival], and assignment complete [time of officer return to service] shall be provided from the times section of the ECT to maintain consistency.

(k) In the User Data tab, users shall place a “Y” in the section called “SSP” (Safety Services Program) when creating an incident for any state facility.

(l) When the Caution Note button is illuminated, it is the PSD’s responsibility to read all caution notes pertaining to the incident before dispatching to a field unit.

(m) The PSD should document in the incident log the primary handling unit.

This can be done by utilizing the PowerLine command “PV.” All other units will be considered secondary.

(5) Rotation tow procedures.

(a) A tow request shall be associated with a unit or incident. This can be accomplished in the PowerLine or the tow rotation button in the ECT.

1 Clicking on the tow rotation button in the ECT places a tow rotation into the pending tab of the tow module. Users are required to enter any applicable comments into the tow module, save the comments, and then click the Assign Provider button to move the tow rotation appropriately.

2 Using the PowerLine command TOWM, users generate a tow screen and are required to enter any applicable comments into the tow module, save the comments, and then click the Tow Assigned button in the tow module to move the tow rotation appropriately. Failure to properly roll a tow can cause the tow rotation to be incorrect.

(b) Users shall use the appropriate cancellation reason when cancelling a tow request. Using the correct cancellation reason when cancelling or skipping a tow truck is a critical piece of maintaining a correct tow rotation.

1 F (company at fault). This fault cancellation reason will move the tow company to the bottom of the tow rotation.

2 NF (not company’s fault). This no-fault cancellation reason will keep the tow company at the top of the tow rotation.

3 NEF (company at fault). This no-answer or no-equipment fault cancellation reason will put the tow company to the bottom of the rotation list.

4 NENF (not company's fault). This no-equipment, no-fault cancellation reason will keep the tow company at the top of the rotation list.

(c) Tow Rotation Research.

1 The Pending Requests tab is a list of pending tow requests. The requests should not be in this window. It is the responsibility of each CC to ensure tows are not left in the pending requests tab.

2 The Active requests tab is a list of active tow requests over the last six hours. Once a user presses the "Assign Provider" button, the tow request will move from the pending to active tab.

3 Users who need to search for a tow request shall access the tow module from the dashboard. All white fields can be filled out with search criteria. After clicking "submit" results will be displayed in the top window.

(6) Public Safety Dispatchers/Public Safety Operators shall monitor the dynamic queues (Pending Incidents, Assigned Incidents, and Unit Status) as applicable to the role they are filling for that day. Users should not change the sizing of windows in a way that obstructs the ability to see pertinent information.

(a) In the event a unit self-initiates an incident via the MDC and the PSD becomes aware while monitoring Unit Status, the PSD shall acknowledge the stop verbally via the radio.

(7) Advisor Notifications.

(a) All users shall keep their Advisor window viewable at all times.

(b) When receiving a task request through the Advisor window, users shall click the green checkmark after the task is complete. In CCs where multiple users receive the same request, it is acceptable to open the incident and then click the green checkmark so that multiple users are not performing the same task. Refer to CC SOP for routing codes and settings.

(c) When users are unable to complete a task request, users shall click the red minus sign. In CCs where multiple users receive the same request, it is acceptable to click the red minus sign to clear the request if another user has accepted it first.

(8) To ensure more efficient cross-referencing, PSDs/PSOs shall associate incidents and/or unit call signs with adjoining CAD modules when practical. These include, but are not limited to: Rotation Provider Request, BOLO system, and Records Check.

(9) In each hub, the CAD's BOLO system will add BOLO entries into the statewide CHP 144, Incarcerated—Injured—Vehicle Report, system. As such, every BOLO entry shall have the person's first and last name, date of birth or age, gender, and identification number if possible. In the comments section, the officer's name and badge number, location of vehicle (if known), extent of injuries or charges, and the facility to which the person was taken shall be entered.

(10) Public Safety Dispatchers/Public Safety Operators should not stack or cover important windows.

(11) Public Safety Dispatchers shall not assign units to incidents for the purpose of allowing a unit to view an incident. Units should be directed to view incidents in CAD Browser for this purpose.

(12) When exiting CAD, the "OFF" command on the PowerLine shall be used.

c. Computer Aided Dispatch Module Responsibilities.

(1) Local CAD Coordinators are responsible for adding and maintaining local CC information in the CAD system. This information includes but is not limited to:

(a) Cardfile.

1 Entries and Modifications.

(b) Messaging Setup Utility.

1 Enabling and Disabling mailboxes.

2 Adding, deleting, and maintaining messaging distribution groups.

(c) Tow Provider Information.

1 Status of provider: Active, Inactive, or Suspended.

2 Tow Zones: Areas the tow company services (this includes the tow zone boundaries in the CAD Coordination tool.).

3 Tow Rotation Categories: Types of tow equipment the tow company provides service for (Light, Medium, etc.).

4 All geography related to the CC (Tow boundaries, beat boundaries, allied agency boundaries, etc.).

(2) Shared Responsibilities.

(a) Personnel Manager.

1 Local CAD Coordinators are responsible for the modification of existing personnel records including deactivating personnel who have left the department.

2 Communications Centers Support Section (CCSS) is responsible for the addition of new dispatch personnel.

3 The CAD Unit, under the Information Technology Section, is responsible for new officer entries.

(b) Password Security Assignment Manager.

1 Local CAD coordinators are responsible for the maintenance of this data, as well as designating additional functionality groups as needed locally (also referred to in CAD as Advisor Roles).

2 Communications Centers Support Section is responsible for initially attaching new dispatch personnel's existing Local Area Network (LAN) account and primary functionality group to the personnel record.

3 The CAD Unit is responsible for attaching new officer's existing LAN accounts and primary functionality group to the personnel record.

(c) Vehicle Manager.

1 Local CAD Coordinators shall not add call signs into CAD without approval.

2 Communications Centers Support Section will evaluate all requests for additional call signs to be built into the CAD system before they are added.

3 Once CCSS approves a call sign, CCSS will coordinate with the CAD Unit to ensure the call signs can run CLETS transactions.

(3) Requests For Change.

(a) Local CAD coordinators shall review all CC Requests for Changes (RFC) for accuracy and completion.

(b) Local commands are responsible for the approval or disapproval of RFC and routing to the Hub coordinator.

(c) Hub coordinators shall review all submitted RFCs and provide a recommendation when forwarding the request to headquarters.

3. COMPUTER AIDED DISPATCH BROWSER.

a. Sensitive Information.

(1) All transmissions using the CAD system shall contain business-related information only. Transmissions may include:

(a) Mailroom messages.

(b) BOLO Entries.

(2) Each individual is responsible for ensuring the security and safety of their CAD terminal which includes locking/securing the computer so unauthorized users cannot gain access.

(3) Information located in any module in CAD Browser including, but not limited to: Incidents, Unit Incidents, Unit Activity, and Reports shall only be used for business related purposes.

(4) Users of the CAD Browser have access to AVL information for officers that are logged into an MDC device with sufficient signal. This information shall be used for business purposes only.

b. Computer Aided Dispatch Browser usage is limited to authorized personnel only. To request access to CAD Browser, users shall submit a CHP 109, Information Technology Request, signed by the local commander.

4. MOBILE DIGITAL COMPUTER.

a. The MDC provides field units with the ability to send and receive electronic messages from CCs or other MDC-equipped patrol vehicles and to access various databases.

b. Each MDC is equipped with a user's guide that provides operational guidelines and information.

(1) All MDC transmissions shall contain business related information only. Transmissions may include:

- (a) Messages to ID.
- (b) Messages to CAD Position.
- (c) Messages to Call Sign.
- (d) Messages to a mnemonic.
- (e) Messages sent directly to dispatch.

(2) Each individual is responsible for ensuring the security and safety of their MDC terminal, which includes locking/securing the computer so unauthorized users cannot gain access.

(3) Any technical problems that may arise with MDC equipment should be reported to the field supervisor or designee immediately.

(4) All CLETS inquiries made via the MDC shall be based on a need-to-know, right-to-know basis and business related only.

c. Field units shall utilize MDC terminals for non-emergency incidents or inquiries only.

(3) All PSDs shall acknowledge these types of requests verbally via the radio and not on the MDC to ensure responding field units are provided pertinent information.

d. Self-initiated incident assignments from field units made via the MDC shall be acknowledged verbally via the radio once the PSD becomes aware.

(1) Reports of traffic collisions, crimes in progress, traffic hazards, and emergency incidents shall be broadcast by PSDs to field units via the radio. The assignments of a CAD incident may be forwarded to a field unit's MDC as a supplemental form of notification.

(2) Field units should verbally acknowledge all assignments via the radio. They may respond to the assignment using the MDC "en route" function if the PSD is unusually busy, minimum radio traffic has been requested, or the radio has been put on a clearance.

(3) Any updated incident information shall be broadcast to the field units by the PSD.