

CHAPTER 2
FORMS, LOGS, AND RETENTION
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CHAPTER 2

FORMS, LOGS, AND RETENTION

1. COMPUTER AIDED DISPATCH SYSTEM.

a. Purpose. The California Highway Patrol (CHP) statewide Computer Aided Dispatch (CAD) system provides a concise and uniform method of documenting emergency and nonemergency information received from the public, allied agencies, and CHP field personnel. The CAD system is utilized for the assignment and tracking of all CHP mobile field units responding to reports of incidents, crimes, and other events which arise during the course of their duties.

b. System Overview. The CAD system is a vital resource data storage system link which allows communications center (CC) personnel to provide real-time information to and from other CCs, field units, Mobile Digital Computers, allied agencies, news media, and other departmental entities which include, Emergency Operations Center, Freeway Service Patrol, Emergency Notification and Tactical Alert Center, and Traffic Management Center personnel. The CAD system interfaces with various law enforcement message switching systems administered by the California Department of Justice (DOJ). This CAD interface allows access to local, state, national, and worldwide criminal record databases and information.

2. CHP 140, COMPLAINT-DISPATCH-APB, CHP 141, FIELD SERVICE REQUEST, AND CHP 142, SIGNAL 10-11.

a. Purpose. In the event of a complete CAD failure, the CHP 140, CHP 141, and CHP 142 cards shall be utilized as alternative documentation. The cards provide a uniform method for documenting all necessary and relevant information that would otherwise be documented into the CAD system.

b. Disposition.

(1) Files should be maintained in accordance with local procedures. It is preferable to file cards by frequency and by time of the initial call. Supplemental cards should then be filed chronologically after the initial assignment and/or log number when a number system is used.

(2) Cards should not be folded. Use a single staple at the middle of the left end to fasten cards together.

(3) Dispatch cards CHP 140, CHP 141, and CHP 142 documented as part of the CAD incident log shall be retained for three years. If local procedures

require dispatch cards to be entered into CAD, the cards can be destroyed after entry. Refer to Highway Patrol Manual (HPM) 11.1, Administrative Procedures Manual, Chapter 11, Records Management, for specific disposition of these cards after the required retention.

c. The CHP 140, CHP 141, and CHP 142 are available to order from the Supply Services Catalog.

3. CHP 144, INCARCERATED-INJURED-VEHICLE REPORT.

a. Purpose. In the event of a complete CAD failure, the CHP 144 should be utilized as alternative documentation. The CHP 144 provides a uniform method for documenting all necessary and relevant information that would otherwise be documented into the CAD system. The CHP 144 has been designed to secure and/or provide critical information regarding all subjects, including juveniles, who are transported to a hospital and/or medical facility, who are deceased, or incarcerated.

b. Disposition.

(1) Files should be maintained in accordance with local procedures. It is preferable the CHP 144 include the CAD incident log number, the date, and time.

(2) The forms should be attached and retained with the CHP 140 or CHP 141.

(a) The CHP 144 can be found under forms on the CHP Intranet site.

4. CHP 263B, CRIMINAL OFFENDER RECORD INFORMATION RELEASE LOG.

a. Purpose. The CHP 263B is used to maintain a record of each release of criminal offender record information obtained from DOJ through rap sheets and automated systems. Refer to HPM 11.1, Chapter 12, Security and Sealing of Criminal Records, for guidelines on completion of this log.

b. Disposition. A CHP 263B shall be retained and available for inspection for a period of not less than three years from the release date. This record shall contain the date of release, name of requesting agency, name of the requestor (if possible), information given, and how the information was transmitted. In the case of an automated record, it shall contain the date of release, requesting terminal identifier, the receiving terminal identifier, and the information given.

c. The CHP 263B form is available under forms on the CHP Intranet site.

5. MEDIA NOTIFICATION.

a. Purpose. Generally, information released to the news media should be limited to known facts included on the CHP 288A, Report of Collision – News Release, or the CHP 288B, Report of Arrest/Unusual Incident – News Release. The term “news media” includes bona fide news gathering and disseminating agencies. In most instances, field units complete the form and provide it to dispatch personnel or a Public Information Officer for distribution to the media. Refer to HPM 90.1, Media Relations Manual, regarding media relations and releasable information.

b. Disposition. The CHP 288A and CHP 288B forms shall be maintained for three months.

c. The CHP 288A and CHP 288B forms are available under forms on the CHP Intranet site.

6. GUIDELINES FOR RELEASE OF COMMUNICATIONS CENTER RECORDS.

a. Release of Information. Any information documented into the CHP CAD system, on a CHP 140 or CHP 141 card, on recorded telephone lines, or broadcast radio transmissions should not necessarily be considered privileged. The Department must comply with any requests to review documents and/or data in accordance with procedures set forth in the following:

(1) California Government Code Section 6250, et seq., is referred to as the California Public Records Act (PRA). It is the policy of the Department to comply with the provisions of the PRA and to avail itself of all exemptions contained in it. The following are examples of records or information maintained by this Department which are available for review and/or release under the PRA:

(a) Employee information including name, work location, classification, assignment, gross salary rate, dates of employment, time base, rehire information, and any training received at state expense.

(b) Arrest logs and crime information, with the exception of some incidents involving juveniles, pursuant to United Reporting v. CHP, et al. Those items must be released to the public.

(2) Highway Patrol Manual 11.1, Chapter 13, Information Disclosures – Public Records and Rights of Privacy.

(3) Highway Patrol Manual 40.4, Information Security and Administration Manual.

b. The following guidelines apply when requests for listening to or obtaining copies of recordings are received from the public:

(1) The request must be reasonable. Reasonable requests are those which do not place an administrative burden on CC personnel. Examples of unreasonable requests include: copies of 24-hour recordings; copies of recordings for a number of consecutive days; and requests with nonspecific time frames, especially for telephone recordings. The reasonableness of a request shall be determined by the CC's commander on a case-by-case basis. In the event there is a question regarding disclosure, the Office of Risk Management should be contacted for assistance.

(2) Appointments for a requester to hear and/or obtain copies of recordings shall be made in advance, at the convenience of the CC, and shall not interfere with normal business. Communications center personnel shall prescreen the master recordings and CAD logs to redact any personal, sensitive, and/or confidential information before copying. Examples of information which should not be disclosed include: identities of confidential informants, warrant information, and criminal history information. The name and telephone number of a reporting party who has not requested confidentiality may be released. Under no circumstances shall the home address of a reporting party be released.

(3) The fee for providing a copy of a CC recording is \$5 for each CD. The fee for providing copies of cards and/or logs is \$0.30 per page. The process for documenting, collecting, and transmitting these fees shall be in accordance with HPM 11.1, Chapter 4, Miscellaneous Sales – Transmittal of Collections.

7. RETENTION SCHEDULE.

a. Audio Recordings. The required retention of dispatch recordings is one year. In the event it appears an incident may result in civil action being taken against the Department, the recordings shall be held until the case is adjudicated, or until such time as the Office of Legal Affairs determines they are no longer needed. If no action is pending, the recordings will be purged.

b. Computer Aided Dispatch Logs. The retention of CAD logs is three years.