



Kern County Sheriff's Office – Communications Section

Policies and Procedures

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| TITLE: COMPUTER DOWN TIME | | NO: D-300 | |
| APPROVED: Commander John Carpenter | | | |
| EFFECTIVE: May 1, 1995 | REVIEWED: July 29, 2024 | REVISED: July 29, 2024 | UPDATED: July 29, 2024 |

POLICY

It is the policy of the Kern County Sheriff's Office Communications Section to retain records pertaining to dispatch response. When the CAD system is down, all information pertaining to a request for service will be written onto a dispatch card, pink indicating priority 1 or 2 calls, yellow indicating priority 3 or 4 calls. The dispatcher will keep track of information pertaining to deputy response on the dispatch card. The dispatcher will also generate a card for deputy-initiated traffic.

PROCEDURE A - CAD OUT OF SERVICE

After receiving a call for service and CAD is not working, the call taker will:

- Determine if it is an in-progress call or a report call.
- Complete a pink dispatch card for in progress call or a yellow dispatch card for a non-emergency call or a report call to document the incident.
- Complete the dispatch card with the following information:
 - Location of occurrence
 - Cross street
 - Received by: Dispatcher ID number
 - Time received
 - Date received
 - Type of call
 - Description of call
 - Zone or substation
 - Dispatch area
 - Reporting party's name
 - Reporting party's address
 - Reporting party's phone number
 - Text
 - Suspect information
 - Vehicle information
- Give the card to the appropriate dispatcher.

After receiving the dispatch card, the dispatcher will:

- Dispatch the call.
- Fill out the dispatch card with the following information:
 - Dispatched by: Dispatcher's ID number
 - Dispatch time
 - Primary unit ID
 - Time primary unit on scene
 - Back up unit ID
 - Time back up unit on scene
 - Time units advise code 4
 - Time case cleared
 - Disposition code or code 8 request
 - Unit ID requesting code 8

PROCEDURE B - CAD BACK IN SERVICE

When CAD is back in service the, dispatcher will:

- Create a closed event in CAD from the pink and yellow dispatch cards.
- Give the yellow and pink dispatch cards to the Dispatch Supervisor.

The Dispatch Supervisor will:

- Keep the yellow and pink dispatch cards for 24 hours.
- Shred the yellow and pink dispatch cards.