



Kern County Sheriff's Office – Communications Section

Policies and Procedures

TITLE: COMPUTER DOWN TIME			NO: D-300
APPROVED: Commander John Carpenter			
EFFECTIVE: May 1, 1995	REVIEWED: August 21, 2025	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.