



Kern County Sheriff's Office – Communications Section

Policies and Procedures

TITLE: RECEIVING TELETYPES		NO: D-100	
APPROVED: Commander Tim Posey			
EFFECTIVE: May 1, 1995	REVIEWED: November 6, 2019	REVISED: November 6, 2019	UPDATED: November 6, 2019

POLICY

It is the policy of the Kern County Sheriff's Office Communications Section to continuously monitor and respond appropriately to all teletypes received at a computer via the CLETS system. These teletype messages, such as warrant abstracts, weather reports, rocket fuel shipments and check the welfare/attempt to contact requests, arrive at a designated terminal in the Communications Center. It is the responsibility of the designated employee to acknowledge and appropriately handle the teletype messages received according to Communications Division Policy and Procedure for each type of message.

In addition, the teletype messages are also automatically printed on the printer located in the Communications Center. It is the responsibility of the Dispatch Supervisor to continuously monitor this printer for these messages to ensure they are dealt with accordingly.

PROCEDURE A: AMBER ALERTS, SILVER ALERTS, BLUE ALERTS, 4500 & EAS TELETYPES

When dispatch personnel receive an *Amber Alert, Silver Alert, Blue Alert, 4500 or EAS* teletype, they will:

- Immediately notify the Communications Center Supervisor.
- Complete the Broadcast form in CAD.

When a dispatch supervisor receives notification of an *Amber Alert, Silver Alert, Blue Alert, 4500 or EAS* teletype, they will:

- Ensure a local broadcast is done and make any voice notifications to field personnel that may be necessary.

PROCEDURE B: DELAYED HIT TELETYPES

When dispatch personnel receive a *Delayed Hit* Teletype, they will:

- Immediately bring it to the attention of the on-duty Dispatch Supervisor.

When dispatch supervisor receives a *Delayed Hit* Teletype, they will:

- Immediately check utilizing the NCIC Search feature in CAD to determine what unit was responsible for the original data that was ran through **CLETS**.
- Make notifications to the original unit of the data received.



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TITLE: BROADCASTS		NO: D-200	
APPROVED: Commander Tim Posey			
EFFECTIVE: May 1, 1995	REVIEWED: November 6, 2019	REVISED:	UPDATED: February 27, 2019

POLICY

It is the policy of the Kern County Sheriff's Office Communications Section to protect the public safety through the effective and accurate recording and dissemination of information regarding criminal suspects, missing persons, threats to officer safety or other circumstances that place citizens or officers at risk. CAD broadcasts are an electronic means used to record all information concerning transactions associated with radio broadcasts. All broadcasts will be complete, legible, and accurate.

PROCEDURE A: RECEIVING BROADCAST INFORMATION

After receiving information for a broadcast, the employee will:

- Determine if a CAD broadcast must be completed using the following criteria:
 - 4500/EDIS Flash
 - Silver Alert
 - Blue Alert
 - Amber Alert
 - At Risk/Critical Missing

- If broadcast information is received from Kern County Sheriff, complete the CAD broadcast entry to include the following information:
 - Incident Number,
 - Event Type,
 - Location of Occurrence,
 - Narrative: All broadcasts should include date, time and location of occurrence, weapons, direction and method of flight, and vehicle information including license number and state, color, year, make, model and any additional vehicle information,
 - Suspect information including name; armed status; if there is probable cause to arrest; race, sex, date of birth, height, weight, hair and eye color; facial hair, scars, marks and tattoos; and clothing descriptions from top to bottom and inside out,
 - Any additional relevant information

PROCEDURE B: SENDING BROADCAST INFORMATION VIA TELETYPE

If the broadcast originated from a Kern County incident, the employee will:

- Send a teletype including all the information from CAD via the Administrative Message – CLETS Form in NCIC Form Chooser to appropriate allied agencies and Sheriff's stations.

PROCEDURE C: MAKING A RADIO BROADCAST

Upon receiving the broadcast notification, the primary channel dispatcher will:

- Confirm the broadcast meets the following criteria for a radio broadcast:
 - Necessary and prudent.
 - Officer safety issue or felonies that just occurred (within 30 minutes) involving weapons shall be broadcast via the radio.
 - Any GTA that just occurred (within 30 minutes) shall be broadcast via radio.
 - All at risk/critical missing defined in Kern County Sheriff's Office Policy and Procedure H-800 shall be broadcast via the radio.
 - All 4500/EDIS Flash, Silver Alert, Blue Alert and Amber Alert's shall be broadcast via the radio IF information indicates the subject/subjects will be traveling to or through Kern County.
- Only critical information should be repeated over the air; all other information should be referred to the CAD broadcast via mobile data computers.
- Supervisors will have full discretionary authority to broadcast any information deemed prudent and necessary for officer / public safety over the radio.

PROCEDURE D: CANCELING A BROADCAST

When receiving information to cancel a broadcast the employee will:

- Locate the original CAD broadcast and cancel the broadcast in CAD, if it met the above requirements for a CAD broadcast to be completed.
- Send a cancel teletypes via Administrative Message – CLETS Form in NCIC Response Viewer, if Kern County Sheriff was the originating agency.

If the original broadcast or latest update is less than 1 hour old, the primary channel dispatcher shall cancel the broadcast over the radio one time.



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TITLE: COMPUTER DOWN TIME		NO: D-300	
APPROVED: Commander Tim Posey			
EFFECTIVE: May 1, 1995	REVIEWED: November 12, 2019	REVISED:	UPDATED: January 27, 2015

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. The Dispatch Supervisor will schedule one training session every bid rotation to review this procedure.

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.