



**Division of State Patrol  
Policy and Procedure**

Number  
**5-14**

Subject <b>COMPUTER AIDED DISPATCH</b>	
Author/Originator Bureau of Field Operations	Approved by <b>Superintendent</b> <i>Anthony L. Burrell</i>
Records Management Statement Supersedes P&P 5-14 dated November 16, 2015 Posted on WisDOT Internal Website (SharePoint) at <a href="https://wigov.sharepoint.com/sites/dot-dsp/policy/SitePages/Home.aspx">https://wigov.sharepoint.com/sites/dot-dsp/policy/SitePages/Home.aspx</a>	

**I. POLICY**

It is the policy of the Division of State Patrol (DSP) to establish operational procedures to enhance public safety through the use of collaborative command and control software. This policy is designed to provide guidelines in the use of Computer Aided Dispatch (CAD) software by users within the DSP.

**II. BACKGROUND**

The CAD software provides law enforcement officers and dispatchers with automatic vehicle location (AVL) capabilities and a secure means for communication. The CAD software also allows credentialed users to access the Wisconsin Department of Transportation (DOT) Division of Motor Vehicles (DMV) data files, the National Crime Information Center (NCIC) files and Crime Information Bureau (CIB) wanted person files through the Wisconsin Department of Justice (DOJ) Transaction Information for the Management of Enforcement (TIME) system.

**III. OBJECTIVE**

The objective of this policy is to address the utilization of the Mobile Architecture for Communications Handling (MACH) CAD software to promote efficient and effective operational response, incident management, and provision of law enforcement services. MACH CAD software provides users with enhanced situational awareness, a common operating picture, communications interoperability as well as improved officer safety.

**IV. GENERAL PROVISIONS**

- A. The intended use of the CAD system is not to supersede the use of the current voice radio system as specified in Policy and Procedure 5-2, (Traffic Stops and Security Reporting), and 5-11 (Mobile Data Computer Use and Applications).
- B. CAD shall be used for official departmental business only. All CAD activity is subject to supervisory review and may be subject to open records requests.
- C. Confidential information regarding individuals that is protected by constitutional and statutory laws and/or deemed to be law enforcement sensitive shall not be distributed through or recorded in the CAD system unless done so for authorized purposes. CAD users shall guard against the unintentional or improper dissemination of all CAD information.
- D. For all driver's license, registration, criminal history and other computer checks accessed through CAD from the Transaction Information for Management of Enforcement (TIME) system, CAD users must:
  - 1. Follow all rules regarding use of the TIME system, including those pertaining to secondary dissemination of criminal history information.
  - 2. Run TIME system checks only for valid law enforcement purposes.
  - 3. Not use TIME system resources unnecessarily, for personal gain, for the commercial gain of others or personal entertainment.
  - 4. Complete TIME recertification training as scheduled by Post Time Agency Coordinator. Failure to maintain current certification in the use of the TIME system will result in the loss of TIME access.

**V. DEFINITIONS**

- A. **CAD** – Computer Aided Dispatch
- B. **CFS** – Call For Service in CAD
- C. **Description** – field for CAD users to enter additional notes related to their status
- D. **GPS** – Global Positioning System
- E. **MACH** – (Mobile Architecture for Communications Handling) – Automatic vehicle location and secure communications software sublicensed to the Wisconsin State Patrol for use by public safety agencies within Wisconsin
- F. **Main Status** – indicates one of four available statuses for active CAD users

- G. **MDC** – Mobile Data Computer
- H. **MDCN** – Mobile Data Computer Network
- I. **Sub Status** – a description of the current activity type or location type of the CAD user
- J. **Transport** – indicates the type of fixed location the CAD user is working from or the type of vehicle the CAD user is operating

## VI. PROCEDURE

- A. **Sworn Field Personnel Responsibilities** – Sworn field personnel shall log onto, utilize, and log off the CAD system in the following manner:
  - 1. Unless otherwise authorized by the applicable DSP bureau director or his/her designee, all sworn field personnel shall log onto CAD at the beginning of their tour of duty.
    - a. CAD users shall log onto the system using their assigned credentials within 15 minutes of their start time and follow all other provisions of this policy. Officers with no MDC or those unable to log onto the system shall notify dispatch.
    - b. Checking in (on-duty) and checking out (off-duty) is to be completed per DSP Post procedures. Individual posts must weigh officer safety issues, business needs and the capabilities and limitations of the CAD in their specific area to make a determination as to whether the CAD can replace voice radio communications for these purposes.
    - c. Upon signing onto the CAD system, the officer shall check the Communication tab for active Calls for Service (CFS) & Message Sessions.
  - 2. Complete CAD generated Calls For Service (CFS) as guided by the CAD Software User Manual.
  - 3. Officers logged onto CAD shall use the correct applicable Main Status & Sub Status to accurately reflect their current availability and activity.
  - 4. All entries made in the Description field must be true, accurate and pertinent to DSP operations.
  - 5. Sworn field personnel shall identify their current mode of transportation using the dropdown options available under the Transport button.

6. The dynamic layer feature in CAD allows users to plot visible markers on the CAD map to indicate the location of specific types of incidents or items. Sworn personnel shall plot and remove the dynamic map markers as guided by the CAD Software User Manual.
  7. Sworn field personnel may temporarily log off from CAD at the discretion of their immediate supervisor if the use of the CAD compromises any undercover, tactical, or special operation of the organization. In these situations the applicable DSP Communications Center shall be notified of the operation location and expected duration.
  8. If an officer becomes aware that the CAD software is not operating properly, he/she shall notify the duty supervisor and the applicable DSP Communications Center. At the earliest opportunity, the officer shall contact DSPIT to have the issue resolved. DSPIT can be contacted via [dspit.dot@dot.wi.gov](mailto:dspit.dot@dot.wi.gov)
  9. The GPS feature on the CAD software shall not be disabled by the user unless authorized by a supervisor.
  10. Using CAD logon credentials other than those assigned to the user is prohibited. Users shall adhere to all logon/logoff policies as prescribed by the Wisconsin Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) to ensure system integrity.
  11. The messaging and file sharing functions within the CAD system may be used for official business purposes only.
  12. All sworn field personnel shall properly log off from CAD at the end their tour of duty.
- B. **Law Enforcement Dispatcher (LED) Responsibilities** – LEDs working in a dispatch position shall log onto, utilize, and log off the CAD system in the following manner:
1. Log onto CAD using their assigned CAD credentials at beginning of each assigned shift.
  2. Check the Communication tab for all Message Sessions.
  3. Utilize CAD to carry out dispatch duties as guided by the CAD Software User Manual.
  4. Utilize the CAD system as a resource for identifying the appropriate resource for dispatch to incidents.

5. Monitor plotted markers within the area of their dispatch responsibilities to ensure they are current and that content is accurate and complete. Remove any obsolete markers.
6. Accurately plot and label markers in the manner outlined in the CAD Software User Manual.
7. Add pertinent information to marker fields as it becomes available or at the request of sworn field personnel.
8. Using CAD logon credentials other than those assigned to the user is prohibited. Users shall adhere to all logon/logoff policies as prescribed by the Wisconsin Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI) to ensure system integrity.
9. Use the messaging and file sharing functions within the CAD system is for official business purposes only.
10. Properly log off from CAD at the end their shift.

**VII. REFERENCES**

DSP Policy and Procedure 5-2, Traffic Stops and Security Reporting

DSP Policy and Procedure 5-11, Mobile Data Computer (MDC) Use and Applications

DSP Computer Aided Dispatch (CAD) Software User Manual