DACUM Research Chart for State Highway Patrol Dispatcher

Produced for

THE OHIO STATE UNIVERSITY
COLLEGE OF
EDUCATION AND HUMAN ECOLOGY

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DUTIES	TASKS			
A. Dispatch Calls for Service	A.1 Determine call type	A.2 Dispatch fatal crashes	A.3 Request assistance from other agencies (e.g., wrecker, ODOT, sheriff)	A.4 Dispatch high risk incidents (e.g., pursuits, domestics, road rage)
	A.10 Dispatch state property incidents (e.g., prisons, state parks, rest areas)	A.11 Dispatch drug courier incidents	A.12 Dispatch calls for public assistance (e.g., welfare checks, reckless ops, road hazards)	
B. Coordinate Radio Communications	B.1 Request emergency signal clarification	B.2 Transmit felony information (e.g., warrants, stolen vehicles)	B.3 Transmit misdemeanor information	B.4 Transmit caution hits (e.g., sexual offender, CCW, domestic violence)
C. Manage CAD Entries	C.1 Create CAD incident	C.2 Update unit status	C.3 Update incident documentation (e.g., license plates, drivers license number, crash numbers)	C.4 Update additional CAD fields (e.g., vehicle subject screen, towed vehicle screen, caller address field)
D. Manage LEADS Information	D.1 Query license plate & driver information	D.2 Query criminal history	D.3 Confirm LEADS hits (e.g., wanted person, stolen vehicle, stolen article)	D.4 Prepare administrative messages (e.g., phone lines down, welfare checks)
	D.10 Perform TAC responsibilities (e.g., expiration report, audit CCHs, validations	D.11 Query BMV images	D.12 Manage CDL violation entries	D.13 Query automated titling system
E. Provide External Customer Service	E.1 Process incoming phone calls	E.2 Provide ORC information (e.g., salvage, teen driving, child safety seats)	E.3 Release personal property (e.g., towed vehicle, wallets, personal items)	E.4 Provide court information (e.g., phone numbers, court dates, location)
	E.10 Monitor SaferOhio email notifications			
F. Provide Internal Customer Service	F.1 Assist troopers with daily tasks (e.g., reports, printouts, research information)	F.2 Assist with post supervisor tasks (e.g., video log, audio, OVI buffs)	F.3 Gather information for specialty units (e.g., SRT, OCI, LCS)	F.4 Assist with court documents (e.g., clerk citations, witness OVI material)

A.5 Dispatch critical incidents (e.g., bomb threat, active shooter, hostage situation)	A.6 Dispatch requests for assistance from other agencies (e.g., blood relays, Chempack, local law enforcement)	A.7 Dispatch plane crashes	A.8 Dispatch train crashes	A.9 Dispatch traffic crashes
B.5 Broadcast BOLO information	B.6 Relay LEADS information	B.7 Conduct officer safety check-ups	B.8 Acknowledge unit radio communications	B.9 Monitor multiple talk groups (radio frequencies)
C.5 Locate unit's position on map	C.6 Review license plate history	C.7 Update unit's incident dispositions	C.8 Correct incident information	
D.5 Manage warrant entries	D.6 Manage towed vehicle entries	D.7 Manage recovered gun entries	D.8 Manage stolen article entries	D.9 Create OFR screen
D.14 Manage Amber Alert entries	D.15 Query hazmat information	D.16 Query boat information	D.17 Query Ohio COP files	D.18 Manage Ohio COP file entries
E.5 Assist post walk-ins	E.6 Provide information to news media (e.g., fatal crashes, serious injuries, road closures)	E.7 Provide information to public (e.g., crash info, phone numbers, road conditions)	E.8 Assist other law enforcement agencies	E.9 Assist government regulatory agencies (e.g., ODOT, EPA, EMA)
F.5 Create email notifications (e.g., road closures, media releases, preliminary notifications)	F.6 Assist administrative professionals with tasks (e.g., filing, gas log, sorting mail)	F.7 Monitor post security cameras		

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DUTIES	TASKS			
G. Manage Computer Database Files	G.1 Query OHLEG information	G.2 Manage deconfliction information	G.3 Manage crash number reporting system	G.4 Create e-notify messages
	G.10 Manage TMS entries	G.11 Manage LINCs entries	G.12 Obtain court case information	G.13 Query PeopleSoft files
H. Process BI Web Reports	H.1 Query missing ORC report	H.2 Query missing 2J report	H.3 Query missing license plate report	H.4 Query incarcerated persons report
	H.10 Query HP17 report	H.11 Query caller address field report	H.12 Query duplicate dispositions report	H.13 Query road supervisor report
I. Perform Administrative Tasks	I.1 Manage paper filing system	I.2 Obtain inmate release information	I.3 Maintain court document files (e.g., subpoenas, pending cases)	I.4 Report equipment issues (e.g., computer, CAD, radios)
	I.10 Process prison reports			
J. Participate in Professional Development Activities	J.1 Obtain LEADS certification	J.2 Obtain court clerk status	J.3 Complete ethics training	J.4 Complete CIMS training (e.g., Chempack, LERP)
	J.10 Complete FTD training (e.g., initial, annual refresh)	J.11 Complete PSTC training	J.12 Complete e-Notify training	J.13 Review OSP/DPS policies and procedures
	J.19 Complete dispatcher orientation training	J.20 Complete new hire ridealongs with troopers		

G.5 Query OTIS database	G.6 Manage HP53 information	G.7 Maintain towed vehicle files	G.8 Maintain warrant files	G.9 Maintain electronic rolodex information
G.14 Manage OHGO website				
H.5 Query citations issued report	H.6 Query missing vehicle subject report	H.7 Query tow log report	H.8 Query source code report	H.9 Query location bypass report
H.14 Query license plate report				
I.5 Process paper documents (e.g., copies, faxes, scans)	I.6 Process email notifications	I.7 Perform Cybertech recorder follow-up	I.8 Schedule trooper off-duty details (e.g., vehicle escorts, construction sites)	I.9 Process photo pouches
J.5 Complete LEADS security awareness training	J.6 Complete OHLEG training	J.7 Complete MyOhio training (e.g., ELM, ePerformance, travel)	J.8 Review LEADS newsletter	J.9 Complete in-service training
J.14 Review Read & Signs in information portal	J.15 Provide FTD training	J.16 Complete communications/LEADS training	J.17 Complete CAD training	J.18 Interpret county maps

General Knowledge and Skills

Knowledge
Ohio Revised Code
OSP policies & procedures
LEADS system
CAD system
Radio signals and terminology
Geographic area served
Highway system
Court codes
Court jurisdiction
OSP structure and chain
   of command

Skills
Multitasking
Decision making
Time management
Communication
Planning
Documentation
Problem solving
Organization
Prioritizing
Customer service
Analytical
Leadership

Behaviors

Honest
Team player
Dependable
Assertive
Patient
Detail oriented
Trustworthy
Professional
Confident
Adaptable
Task oriented
Courteous
Accurate
Ethical
Efficient
Common sense
Sense of urgency
Safety oriented
Timely
Self disciplined
Responsive
Performance driven
Concise

Acronyms

Acronym	Meaning
ORC	Ohio Revised Code
EPA	Environmental Protection Agency
EMA	Emergency Management Agency
OHLEG	Ohio Law Enforcement Gateway
CAD	Computer Aided Dispatch
OSP	Ohio State Patrol
LEADS	Law Enforcement Automated Data System
DPS	Department of Public Safety
PSTC	Public Safety Training Campus
BOLO	Be On the Lookout
BMV	Bureau of Motor Vehicles
CCW	Concealed Carry Weapon
CDL	Commercial Drivers License
CIMS	Communication & Information Management System
COP	Caution Ohio Police
CRS	Central Repository System
ELM	E-Learning Management
FTD	Field Training Dispatcher
LERP	Law Enforcement Response Plan
LINCS	Local Information Network and Communication System
HP17	Trooper Activity
HP53	Daily Radio and Telephone Log
HP54A	Crash Number Database
7B	Warrant database
OFR	Ohio Fatal Reporting
ODOT	Ohio Department of Transportation
ORI	Originating Agency Identifier
OTIS	Ohio Trooper Information System
OVI	Operating Vehicle Under the Influence
SRT	Special Response Team
TAC	Terminal agency Coordinator
TDD	Telecommunications Device for the Deaf
TIV	Towed Vehicle Database

Tools, Equipment, Supplies and Materials

Maps
CAD
Phone
Computer
Copier
Internet
Intranet
General office supplies
Printer
Fax machine
Microsoft Office
Radios
LEADS
Security cameras
PSTC
OTIS
OHLEG
TDD
OHGO
CIMS
LINCS
TMS
CRS
Open Query
Embosser
Centralized web forms
Information portal
BI-Web
Intellivue
E-Notify

Future Trends and Concerns

New technology changes
Outdated equipment
Retention of dispatchers
Dispatcher pay
Outdated maps
Increasing responsibilities
Lack of advancement potential
Future consolidations of dispatch centers
OSP hiring procedures
Ohio's nepotism policy
Work environment