

# ILLINOIS STATE POLICE DIRECTIVE

## OPS-091, MOBILE ARCHITECTURE FOR COMMUNICATIONS HANDLING (MACH) SOFTWARE

<b>RESCINDS:</b> OPS-091, 2023-097, revised 01-03-2023	<b>REVISED:</b> 01-22-2024 <span style="float: right;"><b>2024-011</b></span>
<b>RELATED DOCUMENTS:</b> ENF-024, OPS-081, SRV-201, SRV-208, SRV-217	<b>RELATED CALEA STANDARDS (6<sup>th</sup> Edition):</b> 12.1.4, 42.2.2, 41.3.7, 81.2.5, 81.2.8, 81.2.10

### I. POLICY

The Illinois State Police (ISP) will establish guidelines for the use of Mobile Architecture for Communications Handling (MACH) software.

The ISP shall use MACH to provide better emergency services, improve response to calls for service, and enhance officer safety. The use of MACH will be only for official business and management of ISP resources. It is not the intent of MACH to circumvent the use of the voice radio system.

### II. DEFINITIONS

II.A. Geolocate – Identifying the geographical location (an officer or public safety units) by means of digital information (longitude and latitude) process via MACH.

II.B. MACH – An application that features user-to-user messaging, cross-agency collaboration for first responders, in-car mapping and display of other public safety units, and Law Enforcement Agencies Data Systems (LEADS) and National Crime Information Center (NCIC) interface capabilities.

II.C. Main Status – The primary status of a user. There are four main statuses to choose from:

II.C.1. Available Status – A user who is available for assignment or calls for service;

II.C.2. Unavailable Status – A user who is not available or accessible for calls for service;

II.C.3. Busy Status – A user who is engaged in activity, but could be available if needed for emergency calls for service;

II.C.4. Attention Status – A user in need of emergency assistance.

II.D. Sub Status – A more detailed description of the main status.

II.E. Sessions – Communication methods for which official business-related information, documents, and images can be communicated among users.

### III. PROCEDURES

III.A. Sworn officers required to use MACH

III.A.1. Officers assigned a mobile data computer (MDC) or department-issued cellular phone with MACH installed will log into MACH at the start of their shift provided:

III.A.1.a. The officer is assigned patrol/investigative duties for the day; or

III.A.1.b. The officer's duties will include enforcement activity; or

III.A.1.c. The officer has been directed by their Troop/Zone Commander, Bureau Chief, Lab Director, or Unit Commander to log into MACH.

**NOTE:** Command officers may authorize an officer to exit MACH for instances when operational matters require the location of the officer to remain private. However, the operational matter must be weighed against officer safety relating to the location of the officer.

- III.A.2. Officers who are unable to log into MACH within 15 minutes of the start of their shift, or become aware that MACH is not functioning properly due to computer hardware and/or software issues will:
- III.A.2.a. Immediately notify their respective Communications Center and Shift Supervisor.
  - III.A.2.b. Contact the ISP Help Desk for support at (217)782-4155.
- NOTE:** Officers assigned a call for service immediately upon starting their shift will adhere to ISP Directive OPS-081, "Emergency/High Speed Response Driving," and will log into MACH when it is safe to do so.
- III.A.3. Officers will remain logged into MACH for the duration of their shift.
- III.A.4. Officers will not disable or manipulate the Global Positioning System (GPS) function of the MACH system or the MDC network.
- III.A.5. Upon logging into MACH, officers shall select one of four main statuses upon starting their shift. Main statuses include:
- III.A.5.a. Available,
  - III.A.5.b. Unavailable,
  - III.A.5.c. Busy,
  - III.A.5.d. Attention.
- III.A.6. Upon logging into MACH, officers will check for active calls for service and messages.
- III.A.7. Each officer shall select the Troop the officer is located within, the appropriate main status, and/or sub-status at the start of their shift and changes shall be made when the officer's status changes. When it is not feasible for an officer to change their status due to officer safety or other factors beyond the officer's control, the appropriate Communication Center will modify the officer's status.
- III.A.8. Officers will have the ability to self-dispatch in MACH. Officers may self-dispatch with the authorization of the Deputy Director. However, Patrol officers **WILL NOT** ordinarily self-dispatch for any incidents involving interaction with the public unless there are exigent circumstances or as directed by the appropriate Deputy Director of their Division of assignment. Investigative personnel may self-dispatch to secure crime scenes and criminal case follow-up, such as neighborhood canvasses and interviews. Investigative personnel **WILL NOT** self-dispatch to active crimes unless there are exigent circumstances.
- III.A.8.a. Incidents not involving public interaction, such as debris in the roadway, could be self-dispatched.
  - III.A.8.b. Situations where an officer is unable to utilize the radio due to excessive radio traffic or situations where radio usage is not feasible may self-dispatch. However, in these circumstances, the officer is required to have in their possession a functioning portable radio and is required to notify telecommunications via the radio that they have self-dispatched while providing their location.
  - III.A.8.c. In all cases involving self-dispatch, the officer will still notify radio, and advise "self-dispatched," along with their location, for awareness as soon as practical.
  - III.A.8.d. If self-dispatch is utilized, the officer **MUST** first enter the GPS coordinates by selecting the blue arrow within the self-dispatch tab followed by selecting a location from the drop-down list.
  - III.A.8.e. Work unit supervisors have the authority to further restrict self-dispatching if deemed necessary due to safety concerns or improper utilization of the self-dispatching function.
- III.A.9. When assigned a call for service, officers will verbally acknowledge the call via radio and advise the Communication Center of their response code in accordance with ISP Directive OPS-081 and advise how much time they want set on their status reminder timer. Officers will further select the appropriate response option in MACH. Response options include:

- III.A.9.a. Acknowledge,
  - III.A.9.b. En-Route,
  - III.A.9.c. Arrived,
  - III.A.9.d. Cleared.
- III.A.10. When arriving at a call for service, the officer will notify the Communication Center via radio and change their status to “arrived” in MACH if feasible. To ensure incident locations are accurately recorded and tracked in MACH, officers and telecommunicators must ensure all calls-for-service (CFS) are geolocated. This is accomplished by clicking the geolocate button and must be completed prior to dispositioning and/or closing out the CFS. In exigent circumstances (e.g., foot pursuit, officer safety, medical emergency) the officer may request telecommunicators to geolocate their CFS.
- III.A.11. When officers use MACH to check for warrants or information/status regarding drivers/vehicles, all possible “hits” shall be confirmed via radio through the appropriate Communication Center. All LEADS add-on and/or federal probation inquiries must also be supplied/followed-up in accordance with LEADS policy.
- III.A.12. All entries made into MACH shall be true, accurate, and pertinent to Department operations. Entries made into MACH shall be completed as guided by ISP training and the ISP MACH User Manual.
- III.A.13. Officers clearing from a call for service shall verbally notify the Communication Center and complete the disposition in MACH. When multiple officers are on the same incident or call for service, only the last unit clearing from the incident will enter a disposition. All other officers will verbally clear the incident and change their status in MACH.
- III.A.14. All officers will properly log out of MACH at the end of their shift by selecting log-out in the menu drop-down. Officers logged into MACH, but not on duty, will set their status to “unavailable.”
- III.B. Telecommunicators required to use MACH
- III.B.1. Telecommunicators will log into MACH at the beginning of their shift.
  - III.B.2. Telecommunicators who are unable to log into MACH, or become aware that MACH is not functioning properly due to computer hardware and/or software issues will immediately:
    - III.B.2.a. Make notification through the chain-of-command to the appropriate Regional Telecommunication Manager.
    - III.B.2.b. Notify the Shift Commander(s) for the Troop(s) they are dispatching for.
    - III.B.2.c. Contact the ISP Help Desk for support at (217)782-4155.
  - III.B.3. Telecommunicators will remain logged into MACH for the duration of their shift.
  - III.B.4. Telecommunicators will utilize the appropriate MACH chat session to disseminate officer/public safety information.
  - III.B.5. Telecommunicators will initiate calls for service in the MACH system.
  - III.B.6. All entries made into MACH shall be true, accurate, and pertinent to Department operations. Entries made into MACH shall be completed as guided by ISP training and the ISP MACH User Manual.
  - III.B.7. Telecommunicators will be responsible for changing an officer’s main and/or sub-status, adding notes, entering GPS coordinates, or dispositioning a call for service in MACH when it is not feasible for the officer to make the entry.

- III.B.8. All Telecommunicators will properly log out of MACH at the end of their shift by selecting log-out in the menu drop-down.
- III.C. The ISP will continue to use timers to monitor officers' secure statuses.
  - III.C.1. All incidents will be given a five-minute timer until an officer designates a longer time period is needed.
  - III.C.2. Any entries made into MACH will renew the timer for an additional five minutes until the telecommunicator is notified of the need for an extended time period.
  - III.C.3. When multiple officers are on an incident, ALL officer's timers are extended by the action of any officer's entries into MACH.
- III.D. Authorized usage of MACH software
  - III.D.1. Usage of the mapping function will be for officer safety purposes only and will conform with the collective bargaining agreements regarding GPS data storage and usage.
  - III.D.2. MACH shall be used for official Department business only. Usage of the MACH software will conform with the guidelines and restrictions as established in ISP Directives SRV-201, "Use of Illinois State Police Computing Equipment and Resources," SRV-208, "Mobile Data Computer Systems," and SRV-217, "Law Enforcement Agencies Data System (LEADS)."

| Indicates new or revised items.

**-End of Directive-**