

# Germantown Police Department

## Policies and Procedures

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**Subject:** Computer Aided Dispatch (CAD) Procedures  
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### **I. BASIC INFORMATION**

New World's *Aegis@ Computer Aided Dispatch* (hereafter *CAD*) is a fully interactive system providing computer based support for the daily call taking and dispatching of single and multiple units within law enforcement, fire and EMS agencies.

Separate operators or a single user can perform call taking and dispatching functions locally and remotely. Calls can be received by phone, radio and/or automated interfaces such as E911.

Whether entered by a dispatch operator or through an interfaced mobile data terminal (MDT) network, all call and unit activity is automatically time stamped and tracked. Access to State/NCIC networks is also available as an option through CAD.

Upon entering the system, calls are assigned an Incident Type and geographic (GEO) location. The incident type gives dispatchers access to response recommendations for different kinds of incidents.

The GEO information gives dispatchers access to unit and response information for the incident location. Armed with this knowledge, your dispatchers can quickly determine the best course of action.

In addition to programs for data entry, on-line inquiries, database searches and access security, CAD generates a wide range of documents and reports. Reports are generated in an off-line (batch) mode, freeing display stations for other purposes.

#### **A. CAD Features**

1. Customizable dispatch windows
2. Customizable commands and function keys
3. GEO architecture optimized for sub-second validation of address information

4. Command line function accessible in any Aegis program (for authorized users)
5. Supports multi, combined and single jurisdictional dispatch centers
6. Improved dispatch and status update capabilities. Multiple units can be dispatched and/or have status information updated at one time.
7. Tracks the names of all callers reporting incidents
8. Combined incident types allow you to create police, fire and EMS incidents/calls for one incident type
9. Alerts dispatchers to redundant calls
10. Automatically assigns incident numbers
11. Allows dispatchers to place incidents on hold so that more serious calls can be handled
12. Provides multiple-jurisdictional searches for people, locations and hazards
13. Supports remote dispatch terminals (useful for fire and EMS)
14. Provides each user with a personal security clearance to CAD functions, corresponding to the user's job description. This allows dispatchers to perform CAD-related functions from any display station, as defined by the station's security clearance and the dispatcher's password.
15. Provides an on-window "glossary" of CAD commands
16. Displays color-coded hazard messages
17. Allows dispatchers to enter free-form text without leaving the dispatch window
18. Supports self-initiated calls, such as traffic stops
19. Specifies units on a call as "primary" or "secondary"
20. Runs checks on license plates without interruption to the dispatching process
21. Application Program Interface Specifications (APIs) provide the ability to clear incident information to a third-party public safety database.

**B. Automated Recommendations**

1. CAD supports police, fire and EMS unit recommendations.
2. Police recommendations are based on incident type and incident location. Specific types of units can be recommended for specific incident types. Backup units can be recommended when local units are unavailable.
3. Fire and EMS recommendations, set up in Run Cards, are also based on incident type and location. These Run Cards can recommend the Dispatch (to the incident), Backup (of unavailable units) Move up (to an understaffed station) and/or Standby (increased state of readiness) for any number of units, and are set up in levels that can be upgraded as situations dictate. They can be specific for times of the day and/or days of the week and can specify certain units or a certain type of unit from a certain station.

**C. Unit Databases**

1. CAD's unit database allows you to track location, personnel, add equipment and mileage information.
2. Allows tracking of unit location through the existing GEO structure and through longitude, latitude and elevation for future AVL usage.
3. Allows tracking of personnel up to 48 personnel to a unit.
4. Allows tracking of personnel using an ID number or the individual's name.
5. Allows tracking of mileage.
6. Allows tracking of equipment assigned to units.

**D. Status Monitors**

Status monitors are self-refreshing AS/r00 displays showing various types of dispatch information. All status monitors use color codes to indicate different statuses for the information displayed. CAD supports three kinds of status monitors:

1. **Unit Status Monitors** display information for units within a single ORI, within multiple ORIs or within a portion of a single ORI. There are five different Unit Status Monitors.
2. **Call Queue Monitors** provide an extended view of the dispatcher's Call Queue.
3. **Message Monitors** display all CAD message traffic within a single ORI, within multiple ORIs or within a portion of a single ORI.

**E. Optional Modules and Interfaces**

1. The **E911 Interface** provides improved response time for calls. With a single keystroke, current call information supplied by the telephone company (telephone number, address, directory name) appears on the operator's screen where it can be viewed and transferred to the Dispatch screen.
2. The **NCIC Interface** provides the ability to send and receive NCIC transactions from within CAD and automatically send plate checks upon entry.
3. The **Mobile Data Terminal (MDT) Interface** permits the direct exchange of incident and unit status information between CAD and MDTs.
4. The **Mapping (GIS) Interface** provides dispatchers with a real-time map display of unit and incident information. The map is automatically

updated as information is entered into CAD. This interface allows interaction between CAD on an AS/400 and MapInfo@ on a Windows@ PC.

5. The **Aegis Police Records Interface** allows the system to utilize the cleared CAD incident information to build cases and more.

## **F. Statistical Reports**

CAD can generate statistical reports on almost every activity that you perform in the CAD system.

1. The **Daily Incident Log** provides a brief overview of incidents during a user-defined date range. These incidents are broken down by date, shift code of the dispatcher who took the call and any of the optional criteria selected.
2. The **Incident Activity Report by Section** provides a brief overview of incidents according to geographic section. This report calculates the number of incidents for each incident type specified, further broken down by optional selection criteria.
3. The **Call Activity Report** details the peak times of day and days of the week that your agency receives calls. This report displays the number of calls and percentage of the total for each hour of the day and day of the week during a user-defined date range.
4. The **BFIR Supplement Report** breaks incidents down to show the incident number, type, location, dispatched units and the actual dispatch narrative. The user may define the time and date parameters for the report.
5. The **Call Summary by Shift Report** details (by ORI#, shift, area and section) the high, low and average amount of time from Call to Dispatch, from Dispatch to Arrive and from Arrive to Clear for incidents during a user-defined date and time range.
6. The **Crime Summary by Shift Report** details (by ORI#, shift, area and section) the high, low and average amount of time from Call to Dispatch, from Dispatch to Arrive and from Arrive to Clear for different types of incidents during a user-defined date and time range.
7. The **Incident Analysis Report** provides a detailed analysis of individual incidents or all incidents during a user-defined date and time range, further broken down by over 15 optional selection criteria.
8. The **Pre-Plan Change Report** compares the number of units specified for each incident type (in the “Number of Units to Send” field) to the number of units that were actually dispatched during a user-defined date and time range.

9. The **Call Breakdown by Month Report** details the frequency of different type of incidents during the twelve months of the year.
10. The **Call Breakdown by Priority/DOW** details the number of calls received by different priorities for each day of the week.
11. The **Response Time Analysis by Area/Section/Priority** details the amount of time it takes to handle the various stages of responding to a call.
12. The **Calls for Service Report** details the number of incidents per month based on the source of the call, unit ID, area, section, station, dispatching ORI# and dispatched ORI#.
13. The **Hour of Day Activity Summary** details the number of incidents during each hour of the day for days during a user-defined date range. The detail report is broken down by ORI#. The total report combined this information for all ORI#s.
14. The **Hour of Day Activity Ranking** ranks the hours of the day according to the number of incidents created within each hour during a user-defined range. The detail version of this report is broken down by ORI#. The total version combines the rankings for all ORI#s.
15. The **Incident Classification by Area** provides totals and associates percentages of types of incidents occurring within each area during a user-defined date range.
16. The **Area Activity Summary** details, for each ORI#, the number of incidents occurring within each area during a user-defined date range.

**G. In the Manual**

The manual is organized into five main chapters:

1. **Chapter 1, *Introducing CAD***, gives a brief overview of the CAD system and some of its features.
2. **Chapter 2, *General System Standards***, should be read by all users to get a feel for New World's standard software processing options and functions. Most of the information you need to perform basic tasks in all of New World's software is contained in this chapter.
3. **Chapter 3, *Using CAD***, shows the basic elements of the CAD system, and describes some basic terms and processes.
4. **Chapter 4, *CAD Reference***, provides step-by-step instructions on using the programs in the CAD system. This chapter details options and programs in the Dispatcher Menu, CAD Reports Menu, Incident Reports Menu, Quick Call Reports Menu and the CAD Inquiry Menu.
5. **Appendix A, *CAD Tables***, lists all tables that will already be in the Table Master File upon installation. These tables should be reviewed to ensure that they are compatible with your agency.

6. **Appendix B, *Window Format Fields***, lists all fields that can be used in your custom window formats.
7. **Appendix C, *Call Queue Fields***, lists all fields that can be used in your custom window formats.
8. **Appendix D, *Dispatch Entry Commands***, lists all commands that can be used from the Dispatch Entry window.
9. **Appendix E, *Common Program Calls***, lists the commands used to call other New World Systems programs outside of CAD.
10. **Appendix F, *Troubleshooting***, gives you tips on solving minor problems you may encounter.
11. **Glossary**, lists some of the common terms used in CAD.

## **II. ADMINISTRATIVE SECURITY**

The system administrator for records management and the CAD system are the Administrative Division Captain or designee and the Information Technology staff. Only the positions listed have access to the system security, code tables and system set up and delete functions . They shall not delegate any portion of these administrative duties to any other person, and any other person attempting to gain access into the system in these areas will be in violation of this procedure. No unauthorized software will be installed on any agency system.

## **III. ADMINISTRATIVE AND E-MAIL MESSAGES**

All entries into the computer systems are logged and may be reviewed by the system managers at any time. E-mail messages are subject to review and are considered the property of this agency.

## **IV. ADDRESS ENTERING/FORMAT**

All addresses will be entered with the complete street name, apartment number and business or common name.

## **V. BACK-UP FILES**

Data file backups are completed by the Information Technology staff.

## **VI. BY-PASSING ADDRESS VERIFICATION**

There should be no delay to a call when address verification cannot be obtained. In the event the address is not verified by CAD, dispatch shall manually look up the address on the map and assign a grid number. Dispatchers will follow up by asking an officer to assist in determining the exact address and take the necessary steps to ensure the address will be accepted by the system in future calls.

## **VI. CONFIRMING FLAGS (HAZARDS)**

Flags (Hazards) on the CAD system must be checked and pertinent information must be passed on to responding units. It must be cautioned that location flags may not be current. Any code indicating a location or person with HIV or AIDS is prohibited. No flags will be entered without a request for flag approved by the Administrative Division Captain.

## **VII. CREATING/CANCELING/CLEARING INCIDENTS**

Any call for service requiring a response shall be created as an incident. An incident may be canceled if it is a definite duplicate. If a complainant cancels a call, the dispatcher will use his/her best judgment in disregarding the responders. Certain incident types require a response once reported. The appropriate disposition code will be entered on all incidents.

## **VIII. LOGGING ON/OFF SYSTEM**

All personnel must log on and off the system, with their own password whenever beginning or leaving the system, to include breaks. All personnel logging off the system for any reason must update the person assuming responsibility of all major events, noteworthy items, safety concerns, and in-progress calls.

## **IX. PROCESSING CAD/EQUIPMENT MALFUNCTIONS**

- A. In the event there are problems with the CAD system or equipment, dispatch should notify the on duty supervisor, Information Technology technician, or software vendor. Such problems will be documented and forwarded to the Administrative Division Captain.
- B. In the event the CAD system is down, events will be manually processed on printed calls for service forms, filled in completely with appropriate service numbers assigned. All incidents (not self-initiated without arrest) will be entered into the CAD system when it is back in service.

## **XXI. REVIEW PROCESS**

An annual review of this policy shall be conducted to determine if it should be revised, canceled or continued in its present form.

This order shall remain in effect until revoked or superseded by competent authority.