

<b>POLICY 112.1</b>	<b>COMPUTER AIDED DISPATCH (CAD)</b>	
	REVISED: 1/93, <b>08/17</b>	RELATED POLICIES: <b><u>501.1, B, 6, d</u></b>
	CFA STANDARDS:	REVIEWED: AS NEEDED

**A. GENERAL**

The purpose is to establish guidelines and procedures for the maximum and safe utilization of the Computer Aided Dispatch (CAD).

**B. SUPERVISOR RESPONSIBILITY**

Sergeants will be responsible for the monitoring of all calls, whether active or pending. Further, each sergeant will review all calls pending by CAD whenever feasible, to ensure the safest and most efficient deployment of personnel as possible. Sergeants have the ultimate responsibility to dictate who and how any particular call for service will be handled.

**C. USE/PRIORITIZATION**

1. When personnel are initially going in service for their shift, the personnel will not only log on by the CAD, but will advise Dispatch by radio transmission that they are in service. This is to ensure that Dispatch is aware of the unit's status. When logging into the CAD, users only need to complete five fields in the Enter Login Credentials screen. The User ID, Unit ID, Password, Agency and Role. CAD users will leave all other fields blank, or the functionality will be affected. See picture below for the correct field usage.
  - a. When logging in for shift, units will use their assigned call sign in the Unit ID field.
  - b. When logging in for any other purpose, personnel will enter their uniform call sign (U1111) in the Unit ID field. Personnel are also required to advise dispatch with a radio transmission when logging on in this capacity.

2. The CAD will be utilized to dispatch all units equipped with a terminal to all calls for service. Additionally, all calls for service will be dispatched by radio transmission. It should be noted that one (1) is the highest priority and usually requires a Code 3 or expedited response while four (4) is the lowest priority level. The further prioritization of calls is being amended to ensure officer safety.
3. When units are dispatched to a call, they will acknowledge the call on their CAD that they are enroute, by pressing the View/Enroute button. Units can also use the Enroute (F8) button if they don't receive the initial View/Enroute button upon being dispatched. Additionally, the unit will also advise the dispatcher by radio transmission that they are enroute.
4. The CAD has the capability for units to utilize the Self Dispatch button located on the bottom of the CAD screen. Personnel are prohibited from using this option. By using the Self Dispatch button it poses a safety issue since dispatch and other units could not be aware of your status on calls for service.
5. Likewise, when a unit arrives at a call, they will enter this information on their CAD (F9) . Units will also advise the dispatcher of this by radio transmission.
6. When a unit is clearing a call, they will enter the disposition and any pertinent remarks as necessary. Personnel can add any comments by utilizing the Edit button located in the bottom left of the incident screen. Once the comments are entered, click the submit button to add the notes to the call. If the unit clearing a call is not the primary unit, they will go in service by using the Available (F10) button. Additionally, all units clearing

the call will advise dispatch by radio transmission as well.

7. As CAD users are aware, digital communications are possible to anyone on-line with the Computer Aided Dispatch (CAD) System; as a result, strict guidelines must be followed to ensure professionalism and safe usage of the system. Remember, all messages are retrievable and subject to public information.
8. Personnel have the ability to send messages to any user countywide. Personnel should be aware that all communications are public record and should remain professional at all times.
9. At no time will an officer request a meal break (10-40) by a message to the dispatcher over the CAD . All of these requests must be made by using a radio transmission.
10. Units have the ability to monitor calls for service for additional districts and bordering cities. This is useful for Field Training Officers and emergency situations with high priority calls. Units can accomplish this by selecting the Incident button on the left side of the CAD screen or the My Incident button (F3), then selecting Monitor on the left side, then Monitor Area on the bottom of the CAD screen. Once in the Monitor Area screen personnel can select additional FLPD districts or any additional agencies. Although you are able to monitor these additional areas, units will only be visible to their respective district.
11. Units have the ability to monitor the unit status for additional districts and bordering cities. This is useful when units request assistance from another district or agency using the Regional Dispatch system. Units can accomplish this by selecting the Unit Status button on the left side of the CAD screen or the Unit Status button (F4), then selecting Monitor Area on the bottom of the CAD screen. Once in the Monitor Area screen personnel can select additional FLPD districts or any additional agencies. Although you are able to monitor these additional areas, units will only be visible to their respective district.
12. Units have the ability to Field Initiate (F2) calls for service. This should only be used for calls that are delayed in nature and units have been flagged down for. Units can input the incident type, location and any pertinent information in the call. Be mindful that even though a unit has initiated their own call through the CAD, they should notify dispatch with a radio transmission for safety purposes.
13. Units have the ability to close a call for service through the CAD by using the Clear Incident button located on the bottom the incident screen. Only the primary unit for a call has the ability to close the call, if the unit attempting to close the call is not primary advise dispatch to make the appropriate change. The unit will use the Clear Incident button and select the appropriate disposition from the drop down menu. The unit can add any additional notes if necessary for the most accurate documentation in the CAD.

## **D. TRAFFIC STOPS**

1. In the interest of officer safety, the following procedures will be utilized whenever possible. First, all traffic stops will be relayed to dispatch by radio transmission only. The CAD traffic stop button (F7) is to be used only as a format to ensure that one is transmitting the information to the dispatcher in the proper order. Units should attempt to conduct a records check for vehicles prior to initiating a traffic stop. Personnel will utilize their OSSI/MCT Plate Check (F4) to complete this task.
2. In this way an officer should know ahead of time if the vehicle is stolen or involved in a serious crime. Additionally, all information regarding any type of activity from an agency sharing the Records Management System (RMS) will be available. Care must be taken when entering this information. One should be slowing or perhaps stopping, due to other traffic or some traffic signaling device so that the information can be safely entered.

## **E. SAFETY PROCEDURES**

1. At no time should a solo unit attempt to type in information and drive while proceeding in the normal flow of traffic. This can be done only when traffic is moving slowly or when one is stopped at a light or intersection. Also, care must be taken when attempting to read the information from the screen while driving in a normal flow of traffic. Should lengthy messages need to be sent, or a lengthy message or call information need to be reviewed, units should pull off the road.
2. Additionally, personnel should be aware that when conducting a Plate Check (F4), Driver Check (F5) or a Person Check (F6) in OSSI/MFR, the system automatically runs a warrant check. Personnel should use caution since the individual(s) suspect may be aware they have an active warrant(s). Being mindful of the ability to gather large amounts of information in the field, personnel should request additional units when necessary to safely conduct records checks. Personnel should use FLPD Teletype or BSO Teletype to conduct a more complete warrant check.
3. All warrant "HITS" must be confirmed by FLPD Teletype or BSO Teletype. Also, all "HITS" whether for a stolen tag or vehicle must be immediately relayed to teletype along with the stolen items recovery information.
4. Any time an officer transports a prisoner of the opposite gender or a juvenile, the officer shall advise the dispatcher of the transport vehicle mileage, from the odometer, not trip meter, prior to transporting and again upon arrival at their destination. Officers have the ability to input this information via the CAD in extreme cases when they are not able to use the radio for documentation. Officers can use the status drop down on the right side of the CAD screen; select the To Booking option and clicking on the notepad. This will allow the officer to input the beginning mileage and any other important information. This will alert the dispatcher of your status and document in the

CAD the required information. See related policy (501.1, B, 6, d).

5. The EMERGENCY (F11) button is for Code 3 backup requests only. When any officer uses this function two things must be considered. First, that particular terminal must be logged on, and secondly the current location of the officer must be known to the CAD. If this is not the case, the officer's location will remain a mystery. By using the EMERGENCY button an alert is sent out to all CAD users logged on in the city, and anyone from an outside agency monitoring the city on the CAD. If the EMERGENCY button is pushed accidentally, the unit should advise dispatch as quickly as possible, this will prevent units being dispatched Code 3 unnecessarily. Only the dispatcher is able to reset this alert and will only reset it once they are sure the unit does not need emergency assistance.
  
6. When a unit is going to be away from their vehicle, not out at a dispatched call, the unit must utilize the Unit Status Change drop down on the right side of the CAD screen. This function which will temporarily put the unit out of service at the location the unit enters. This is to be used when units are taking a meal break (to advise their location only, not request clearance), or when the unit is simply performing any activity where they will be away from the car for a temporary period of time. By following this procedure, not only is safety maximized, but it also prevents the dispatcher from assigning a call to the unit without their knowledge.