

DEKALB POLICE DEPARTMENT

Subject: **Computer Aided Dispatch (CAD) Operations**

Policy # **301.6**

Effective Since: New Policy, effective 1-1-19

Revision Effective: NA

FTO Training Task: NA

Reference Material: Communications Training Manual, PowerPhone PSD

ILEAP Standards Covered: ADM.24.05

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PURPOSE: This policy establishes the department's general guidelines for obtaining, recording, maintaining, and purging relevant information of each request for service in its Computer Aided Dispatch (CAD) operations.

POLICY: It is the policy of the department to obtain and document all pertinent information related to a call for service in the Computer Aided Dispatch (CAD) system. This information will be gathered accurately and entered promptly to ensure accurate timestamps within the system.

DEFINITIONS:

CAD: Computer Aided Dispatch

EMS: Emergency Medical Services

LEADS: Law Enforcement Agencies Data System

PSD: Public Safety Dispatch

PROCEDURE:

I. CAD Entries

- A. Telecommunicators are to utilize the Journalistic Investigative Approach instructed by the PowerPhone training curriculum in requesting information from callers regarding requests for service.
- B. Each request for service generated in CAD will be assigned an automated control number, referred to as an event number, corresponding to the four digits of the current year and a chronologically sequential number, such as 2018-00123. [ILEAP ADM.25.05(a)]
- C. At the time of CAD entry, the system will automatically populate the date and time of the request for service. [ILEAP ADM.25.05(b)]
- D. All entries into CAD for requests for service will be properly coded to indicate the type of incident being recorded. [ILEAP ADM.25.05(d)]
- E. The initial CAD entries for every call for service should contain at a minimum:
 1. Location of incident reported. [ILEAP ADM.25.05(e)]
 2. Nature of incident.
 3. Caller's name, address and call-back telephone number, whenever possible. [ILEAP ADM.25.05(c)]
 4. Location of the caller if different than location of incident.
- F. Additional information should include, but not be limited to:
 1. Suspect information including name, physical description, clothing description, direction and mode of travel.
 2. More detail as to what has happened including when the incident actually happened, if not occurring in real time.
 3. Why the incident occurred.
 4. Weapons displayed, implied, used or accessible on scene.
 5. Injuries or the need for an EMS response.
 6. Hazards at the scene.
 7. Specific requests or comments that need to be noted.
 8. Any notifications/requests/call-outs made to utility companies, businesses, highway departments, tow companies, etc.
 9. Mutual aid requests, fire department upgrades and recalls, and additional department resources or equipment requested.

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10. Name and date of birth of arrestees, name of subjects transported, and mileage if required.
 11. Holds on vehicles and duration if known and applicable.
 12. Status check duration modifications requested by officers.
 13. The use of standard and accepted abbreviations are encouraged in an effort to save time.
 14. Assumptions and opinions will not be included.
 15. Quotations may be utilized sparingly when appropriate.
 16. Generate additional report number(s) if requested or required by officer.
- G. Telecommunicators are not to cut and paste entire LEADS responses into CAD notes, only the necessary information requested or needed.

II. Status Checks

- A. Status checks will be completed routinely by a telecommunicator and when CAD notifies an automated watchdog timer has expired.
- B. Status checks will be reset using the "Reset Watchdog" [RW] command on a specific unit or all units on a call when appropriate.
- C. Specific Dispatch, En-Route, Time on Scene, and Hospital watchdog times are established in CAD based on individual Nature Codes.
- D. Exceptions to automatically recurring status checks:
 1. If an officer specifically requests there is no need for status checks or requests a specific time duration between status checks.
 2. Any other time where officer safety would dictate more frequent status checks.

III. CAD Radio Log

- A. All call updates are automatically recorded and visible in the CAD Radio Log
- B. All call updates need to be maintained and entered using proper coding, including:
 1. Identification of officers(s) assigned as primary and backup. [ILEAP ADM.24.05(f)]
 2. Time of dispatch. [ILEAP ADM.24.05(g)]
 3. Marking officers en route.
 4. Time of officer arrival. [ILEAP ADM.24.05(h)]
 5. Changing officer's location when advised.
 6. Transport codes including mileage and location subject is being transported to, and time arrived with ending mileage if applicable.
 7. Assigning or entering report numbers in the appropriate data field.
 8. Time officer is clear from call location.
 9. Time officer is returning to service. [ILEAP ADM.24.05(i)]
 10. Disposition or status of reported incident. [ILEAP ADM.24.05(j)]
- C. It is expected that officers will update en route and arrival times on their assigned calls on their mobile computers whenever able, but times need to be monitored by telecommunicators and officer status updated accordingly.

IV. Retention of CAD Entries

- A. All CAD entries will be maintained in secure local network storage for a minimum of three years.
- B. Applicable CAD entries will be maintained longer than three years as required in the current schedule as provided by the state Local Records Commission. [ILEAP 24.05(k)]

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Policy effective on 1-1-19 by authority of the Chief of Police.

NOTE: This policy and procedure summarizes the department's position on this specific matter. This policy is for general direction and guidance primarily designed for use by the department's members. This policy is for internal use only and does not create or enlarge an officer's liability in any way. This policy shall not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this policy, if proven, can only form the basis of an internal departmental complaint and then only in a non-judicial administrative setting.