


<p>Billerica Police Department</p> 	<p>POLICY NUMBER COM-05</p>	<p>PAGES 3</p>	<p>EFFECTIVE 4/7/22</p>
	<p>Accreditation Standards: None</p> <p>General Orders:</p>		
<p>Computer Aided Dispatch (CAD)</p>			

- I. Purpose
- II. Procedure

- I. **Purpose:** The purpose to this general order is to provide guidance and direction to Telecommunicators in use of the department CAD system. This is not intended as a training manual for the application, but a guide on what content is required in the completion of the CAD log.
- II. **Procedure:** All calls for service will be entered into the CAD system. For every call for service a new CAD entry will be initiated. *All calls for service will be logged immediately upon being received to facilitate the data being available to responding units via mobile data terminals*
 - 1. CAD log completion will follow the guidelines below:
 - a) **Logging on/off Units** - The Telecommunicator is responsible for logging off the previous shift and logging on all CAD units at the beginning of their shift and entering the complete roster in the "Police Information" section of the shift logon CAD entry.
 - b) **Received Via** - Will be specified how the call was received in the appropriate field (Phone, 911, etc).
 - c) **Initial Incident Code** - The Telecommunicator will use the code that most closely matches the initial complaint of the caller.
 - d) **Location** - Any incident at a residence, commercial or landmark location will be logged to an actual GEO file (Common Name) if that location exists in the CAD database. Using a simple street number and street name does not afford the Telecommunicator and responding units with specific site information (i.e. Officer Safety, contact lists, security matrix, etc). Street number and street names should be used for incidents that do not require such information like a vehicle stop or a motor vehicle accident. ***Telecommunicators are responsible for alerting the CAD manager when a location is not present in the database.***
 - (1) Locations outside Billerica may be added via the "Map" button.
 - e) **Location Details** - The "Detail" field will be used for additional information regarding the **location** of the incident. This may include a door number or location on the property (loading dock, rear parking lot, etc)

- f) **Intersections** - Intersections will be formatted in the street name field using the following format "**BOSTON & COOK**". Street extensions **will not** be used for intersections (i.e. RD, ST, AV).
- g) **Reporting Party** - The "**RP**" fields will be used for every CAD entry where a caller's name, address and phone number are available.
- h) **Assigning units** - See **COM-06**
- i) **CAD Notes** - This section will be used to document essential information about the incident so they are available to responding units and saved for historical reference. Examples of essential information:
 - (1) Locations of suspect(s)
 - (2) Locations of complainant(s)
 - (3) Vehicle descriptions
 - (4) Suspect descriptions
 - (5) Direction of travel
 - (6) Weapons
 - (7) Notifications made
 - (8) Description of the request for service
 - (9) Reason for unit response (is it related to another event/incident?)
- j) **Public Information** - This section is currently not required or used
- k) **Disposition** - Every CAD event will be completed with the proper disposition appropriate to the outcome of the call.
- l) **Final Incident Code** - The final incident code will reflect the actual incident that Officer's found at the scene. As an example the initial incident may be an **ALARM - COMMERCIAL** but the final incident is changed to **ALARM - FALSE/UNFOUNDED** to reflect the actual outcome.
- m) **Issuing Reports** - Under most circumstances reports should **NOT** be issued until the CAD entry is complete and all units have cleared. This will ensure that all relevant CAD information is transferred to the case report (once a report is issued any updates to the CAD event are not transferred). If known, the Telecommunicator will document the "Occurred from/to" times while issuing the report to the reporting officer.
- n) **Adding names, vehicles and property from the CAD window.**
 - (1) Names - When a name is added and associated with a CAD event it will be added using the "Names" button, **NOT** simply typed into Police Information. Adding names properly ensures correct historical references like contact history in the master name file. Telecommunicators will ensure that the name data is accurate and up to date prior to saving the record.
 - (2) Vehicles - When a vehicle is added and associated with a CAD event it will be added using the "Vehicles" button, **NOT** simply typed into Police Information. Adding vehicles properly ensures correct historical references like contact history in the master vehicle file. Telecommunicators will ensure that every vehicle description is complete and accurate (Registration, State, Make, Model, Color). Any historical vehicle data that is not current shall be updated in the system at this time.
 - (3) Property - Telecommunicators are **NOT** to add property from the CAD window.

- o) **Vehicle Stops** - All vehicle stops are to be entered using the "Vehicle Stop" button. Vehicle entry will be completed as in **II.n.2** above.
- p) **Officer Safety** - Any officer safety alert presented in CAD will be immediately communicated to responding units. Any new officer safety warnings that are presented at a location in the course of an incident will be entered to that location in the appropriate GEO file.
- q) **Location History** – Telecommunicators will reference location history when appropriate to the nature of the complaint
- r) **SOP Window** - The CAD system contains a feature that can display procedural information related to the code used for the incident.
- s) **Notify Now** – The notify now button will send an update (via email) to any user subscribed to the code used in the CAD entry. Since the initial email will likely be sent early and with missing information, the button can be used throughout or at the end of the event to send updated information contained in the CAD event.

2. Quality Control

- a) Prior to the end of each shift a complete review of the log will be completed to ensure it is accurate and complete and meets the procedures outlined above.