



# GOODYEAR POLICE DEPARTMENT

Policy and Procedure Manual

## POLICY 6.04 TELECOMMUNICATIONS OPERATIONS AND CAD

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Approved:

### 1. PURPOSE AND SCOPE

1. The Telecommunications Division is responsible for the operation of the radio system, the Computer Aided Dispatch system (CAD), and the Arizona Criminal Justice Information System (ACJIS). It is the policy of the Goodyear Police Department to ensure that all calls for service from the public are received, properly handled and that officers' activities when enforcing laws or maintaining the peace are properly documented.

### 2. DEFINITIONS

1. IN PROGRESS: Includes events occurring at the time of the call, where immediate dispatch is necessary for protection of citizens or property.
2. JUST OCCURRED: Refers to a time frame of less than ten minutes from the time of occurrence; the offender is likely in the area and apprehension is possible.
3. DELAYED REPORT: Any report of an incident which occurred more than ten minutes prior and there is limited possibility of apprehension of an offender.

### 3. TELECOMMUNICATIONS FUNCTION

1. The Telecommunications unit is staffed by the Telecommunications Manager, Telecommunications Supervisors, and Telecommunications Operators. For purposes of this policy the term Telecommunications Staff is representative of supervisors and operators.
2. TELECOMMUNICATIONS MANAGER
  - A. The Telecommunications Manager reports directly to the Support Services Bureau Deputy Chief. The Telecommunications Manager will be responsible for the following:
    1. Supervising the Telecommunications Supervisors;
    2. Managing all equipment and technology issues in the communications center;
    3. Managing annual division budget;
    4. Functioning as the agency System Security Officer (SSO) for ACJIS;
    5. Ensuring all relevant policies are adhered to;
    6. Ensuring that all division personnel meet or exceed mandated training standards;
    7. Ensuring that the division Communications Training program is accurate and effective and is reviewed periodically for accuracy and relevance;
    8. Planning and managing capital and strategic telecommunication projects within the department;
    9. Representing the City, Department, and division on committees and at meetings regarding Telecommunications related topics.
3. TELECOMMUNICATIONS SUPERVISORS
  - A. The Telecommunications Supervisors will be responsible for the following:
    1. Supervising the Telecommunications Operators;
    2. Overseeing and monitoring dispatch operations;
    3. Answering 9-1-1, non-emergency phone calls, and entering calls for service as appropriate;

4. Utilizing CAD and other systems to process calls for service and document officer and department activities;
  5. Operating and communicating over the radio network;
  6. Operating the ACJIS network and ensuring the Telecommunications Operators using ACJIS are in compliance with ACJIS policies;
  7. Troubleshooting and either repairing equipment problems as appropriate or notifying the appropriate party to repair the problem.
- B. TELECOMMUNICATIONS OPERATORS
1. The Telecommunications Operators will be responsible for the following:
    1. Answering 911 and non-emergency phone calls, entering calls for service as appropriate;
    2. Utilizing CAD and other systems to process calls for service and document officer and department activities;
    3. Operating and communicating over the radio network;
    4. Operating the ACJIS network.

#### **4. COMPUTER AIDED DISPATCH (CAD)**

1. CAD is a computer-based system that functions as the primary repository for all calls for service and information associated with patrol activities in the field.
2. INFORMATION TO BE ENTERED INTO CAD
  - A. It is the responsibility of the Telecommunications staff to record all relevant information that is obtained on criminal and non-criminal calls for service or officer self-initiated activities.
  - B. Telecommunications staff shall attempt to elicit, record, and share as much information as possible to enhance the safety of the officer and assist in anticipating conditions to be encountered at the scene.
  - C. All incidents dispatched to units shall be automatically issued an incident number by the CAD system. Incident numbers shall be unique to each individual incident and shall contain the four-digit year and a non-repeating sequential number.
3. OFFICER RESPONSIBILITY TO NOTIFY CHANGE OF STATUS
  - A. Officers shall notify dispatch of any activity they conduct that would change their availability status or put themselves in a situation where their safety could be compromised. Upon notification by the officer, the Telecommunications Staff, or the officer via MDC shall update the CAD system with the information.
4. CAD ALERTS
  - A. Location and subject alerts can be entered into the CAD system. These indicators are to provide responding units with information regarding officer safety or prior incidents that may affect the response to another incident. The CAD system automatically enters location and subject alerts based upon predetermined qualifying activities as set in the CAD system settings.
  - B. Officers can request additional alerts be entered if the information has a direct bearing on officer safety or it will significantly enhance future responses to the location. Consideration should always be made concerning the number of alerts placed because too many low level alerts will reduce the effectiveness of the alert process.

#### **5. CALL PRIORITIZATION**

1. Calls for service entered by Telecommunications will be assigned one of four priorities based upon the nature of the call.

- A. Proper call prioritization is essential to ensuring necessary resources are dispatched to meet the needs of public safety.
  - B. Operators shall be diligent in questioning callers to assess the nature of a situation and to determine if an emergency exists. Care must be exercised to evaluate all information received from the caller and not rely on the emotional state of a caller to determine response priority.
2. Patrol supervisors may change the priority of a call for service, as needed, based on the information provided. Dispatchers will also upgrade or downgrade a call priority if the information received changes.

## **6. ASSIGNING CALL PRIORITY LEVELS**

1. Each call for service will be assigned a priority by the call taker based on the information given by the caller. These priorities are in a sequential order with the lowest number being the most urgent and all calls will be dispatched according to the priority assigned.
  - A. **PRIORITY 1 – Emergency (P1)**
    1. Crimes in progress with life threatening circumstances, an imminent danger to life, or for significant property loss or damage. This includes any physical confrontation between two or more people and significant in progress property crimes where a delay in dispatch could compromise the immediate apprehension of a suspect.
    2. All P1 calls will be immediately dispatched with the utilization of alert tone 1.
    3. Initial dispatch will include a minimum of two patrol officers and others as needed for the nature of the call.
    4. P1 calls include, but are not limited to, any conflict of person call, which are in progress or have just occurred including assault, physical domestic violence, robbery, drowning, bomb threats, life-threatening medical emergency, and any call involving use of or threat with weapons.
  - B. **PRIORITY 2 – Urgent (P2)**
    1. Crimes in progress or have just occurred where there is no immediate or continued threat to life, safety, or property but where the delay of a response may jeopardize the preservation of evidence. Also includes circumstances that may escalate to threats to life, safety, or significant property damage.
    2. All P2 calls will be dispatched within ten minutes of receipt with no alert tone.
    3. P2 calls include non-life-threatening injury traffic collisions, non-injury traffic collisions on the roadway, but not blocking the roadway, verbal domestic disputes with no weapons involved (and / or parties are separated), reports of property damage, burglary, or theft just occurred or in progress. P2 also includes reports of missing endangered / elderly adult and those under 21 years of age.
  - C. **PRIORITY 3 – Routine (P3)**
    1. To be used for calls not in progress or just occurred, when officers are needed but there is no urgency in responding. Calls in which there is little or no potential for suspect apprehension and where life or property is not threatened. This is typically a report only call and contact is not time-critical.
    2. P3 calls include, but are not limited to, animal complaints, or theft / shoplifting with no suspect on-site or in custody.
  - D. **PRIORITY 4 – Low Priority (P4)**
    1. This classification is used for non-emergent calls for service where any crime or incident has occurred more than an hour prior and there is no suspect information available. Calls in this category can often be offered as an online report or assigned to a Police Assistant.
    2. P4 calls include any supplement for minor crime, noise disturbance, parking violations, civil matters, non-emergent mental health committal orders, and barking dogs.

3. PA's can be dispatched to property crime reports and supplements with no potential for contact with suspects, lost / found property (not including firearms or drugs.)