

**PORTSMOUTH, NH POLICE DEPARTMENT
STANDARD OPERATING PROCEDURE****S-101
CAD CALL PROCEDURES****EFFECTIVE DATE: 09-08-99****REMARKS:****REVISIONS: 09-26-05; 08-25-07; 12-23-09; 06-28-17; 03-26-18; 11-28-18; 05-04-20****I. PURPOSE**

To establish procedures which clearly define the methods by which calls for service are received and documented by the Portsmouth Police Department's Emergency Communication Center (ECC).

II. POLICY

It is the policy of the Portsmouth Police Department to answer all calls promptly and courteously. Dispatchers will document calls received by the Emergency Communications Center in the CAD module of IMC.

III. PROCEDURE**A. COMPUTER AIDED DISPATCH (CAD) PROCEDURE**

Upon the ECC receiving a telephone call, or receiving information from an Officer, the Dispatcher will abide by the following procedures for CAD calls:

1. Determine if the phone call needs to be documented. An example of when a CAD call is not needed would be if someone is calling for directions.
2. A CAD call shall be initiated in every incident where law enforcement services were provided by this department. Examples include but are not limited to citizen reports of crime, citizen complaints, incidents resulting in an employee being dispatched or assigned, motor vehicle activity, activity initiated by officers, and all arrests, citations, and legal paperwork service.
3. Determine through questioning what call reason to use and begin the CAD call. A new CAD entry will automatically initiate a new unique CAD number, with date and time and requesting employee's ID. All entries such as time of dispatch and arrival, are date/time stamped by the IMC CAD system.

4. When a report number is requested by an officer, the dispatcher will assign the number from the CAD call. IMC automatically adds the appropriate suffix to the number based on the report type (AR for Arrest, OF for Offense, and AC for Accident).
5. Primary and assisting officers are assigned under the Links tab. The number of officers assigned to the call will be determined by the known or expected seriousness of the situation, taking into account officer safety and the size and scope of the incident. Officers and supervisors can request more or fewer people at their discretion.
6. Follow the CAD screen down through to the narrative, filling in the blocks with the appropriate information.
7. If caller wants to remain anonymous, attempt to obtain the phone number as a minimum if it doesn't show up on Caller ID.
8. Obtain the caller's name, address and phone number and enter this information into the Party section of the screen. There may be times when it is not possible to get this information (i.e. caller refuses, multiple or duplicate emergency calls, etc.) However it should be the exception, not the rule. If there is not enough time to document the information in the CAD call, the dispatcher should write it down and enter it into the CAD later when time allows, or shall obtain the necessary CAD information via the audio recording system.
9. Determine who else is involved in the incident and gather their information, including Name, DOB, SSN, address, and phone number. If applicable put their involvement into Agency/Business Section. For example there are four (4) names in the call from a Domestic, along with their name put their involvement, Witness, Mother, Father, Son and so on.
10. Enter the location of the incident. In cases where the exact location is unknown, or not in the site file, put the address as close as possible and leave a note for the Communications Supervisor and Lead Dispatchers indicating that you were unable to find a valid address for the call. In the event that the incident took place at a location for which we have listed in the IMC Site file, list the call by the street address and leave a message for the Communications Supervisor and Lead Dispatchers to add the location name to the site file.
11. Enter all vehicle information into the CAD in the Vehicle tab. This includes: plate, year, make, model, style, color, owners first and last name and address. If applicable any tow information.
12. The call narrative must contain a brief account of the incident. It should also contain any and all details, facts, and observations not contained elsewhere in the CAD call about the incident. The narrative is a brief report on the incident. By reading the narrative, one should be able to gain a basic understanding of what happened at an

incident. It should also contain call disposition information, indicating briefly, the outcome of the call. The following is a list of items that should be included in the call narrative:

- a. Nature and brief description of the call.
 - b. Any other people notified or requested by officers on the call.
 - c. Starting and ending mileage and times for transports.
 - d. The outcome of the call, i.e., what happened.
 - e. Any other pertinent call information that's not already listed in another field.
13. Once a CAD has been generated, any additional information gathered related to the CAD Call shall be documented.
14. Before a CAD Call is given a Call Action and closed, the following must be verified:
 - a. The Call Reason and Call Action are accurate; this includes field initiated calls.
 - b. There is a narrative that explains both the call itself and the conclusion of the Call.
 - c. Spell check was completed.
15. If the dispatcher who enters the CAD call is not the dispatcher who is responsible for dispatching the call, they shall vocalize to the responsible dispatcher that there is a call pending for dispatch. For example, a call taker enters a call for the fire side dispatcher. After entering the call, they need to vocalize to the fire side dispatcher that there is a call pending.
16. In the event a case number is assigned which is no longer needed or was assigned in error. The dispatcher has the ability to delete the number. However, they must send an e-mail to the communications supervisor that they deleted the number and copy in the Records Manager so it can also be deleted from RMS (Records Management System). The dispatcher is also responsible for changing the call action to reflect the correct disposition and should document the deletion in the narrative.
17. Each shift that a dispatcher works, he or she is required to complete a thorough CAD review, checking their CAD calls for spelling mistakes, grammatical errors, missing information and make necessary corrections.

B. QUALITY ASSURANCE

1. Lead Dispatchers will review dispatcher's CAD calls for spelling mistakes, grammatical errors, missing information as required by this policy.
2. If an error is identified (commonly referred to as a "kickback"), the lead dispatcher will send the CAD which needs correction via departmental email to the dispatcher that made the error as well as the Communication Supervisor.
3. The Communication Supervisor will print out the "kickback" and place a paper copy into the corresponding dispatcher's folder. Discrepancy Folders are currently accessible to all in the Emergency Communications Center.
4. Dispatchers are required to check their discrepancy folder once during their shift.
5. Dispatchers are required to correct any discrepancies ("kickbacks") during their next assigned shift.
6. The communication Supervisor or their designee will review each CAD "kickback" located within the dispatcher's folder to determine that the requested correction has been made.
7. Once the correction is made the Communication Supervisor will remove the "kickback" from the corresponding dispatcher's folder.

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