


| | | | | |
|---|--------------------------------------|--|----------------------------------|--------------------------------|
| PBP FORM 290  PITTSBURGH BUREAU OF POLICE <i>"...honor, integrity, courage, respect, and compassion."</i> | | SUBJECT: Computer Assisted Dispatch (CAD) | | ORDER NUMBER: 66-04 |
| | | PLEAC STANDARD: NONE | | PAGE 1 OF 3 |
| ISSUE DATE: 11/11/2016 | EFFECTIVE DATE: 10/31/2016 | ANNUAL REVIEW DATE: OCTOBER | RESCINDS: ALL PREVIOUS | AMENDS: ALL PREVIOUS |

1.0 POLICY OR PURPOSE

- 1.1 It will be the policy of the Pittsburgh Bureau of Police (PBP) to keep unnecessary radio traffic to a minimum in order keep the radio open in the event of an emergency.
- 1.2 The purpose of this Policy is to provide guidance to members of the PBP on how to respond to Emergency Operation Center (EOC) calls while using the CAD system and a police radio.

2.0 DEFINITIONS

- 2.1 Computer Aided Dispatch (CAD) – A computer system designed to communicate with EOC and to provide a legacy of calls.

3.0 GENERAL

- 3.1 This policy only applies to those officers and supervisors who are assigned either an in-car or hand held CAD system, or to supervisors that have officers under their command with a CAD system.
- 3.2 Officers that are assigned to a vehicle post with an operable CAD system or to a non-vehicle post in which a hand held version of the CAD is available, will sign into the system using their assigned name and password at the beginning of their shift and remain signed in until the conclusion of their shift, at which time they must log off.
- 3.3 Officers that are assigned to a vehicle or non-vehicle post with an inoperable CAD or no CAD shall inform a supervisor that they will be in service without an operational CAD.
- 3.4 At the beginning of the shift, officers will add the following information in the comments section;
 - 3.4.1 Vehicle starting mileage
 - 3.4.2 Any new vehicle damage
 - 3.4.3 Damaged or non-working equipment (MVR, weapon rack, lights/siren, etc.)
- 3.5 The CAD system has the ability to run PA OLN's, registration plates, VIN's, etc. Officers are subject to the same restrictions on searching these fields as if they are using the JNET system; namely, officers only use this function for investigative purposes similar to J-Net.
- 3.6 There is nothing in this policy to prevent officers from transmitting any information over the radio that the officer believes is important for other officers or supervisors to be aware of.

4.0 ACCOUNTABILITY

- 4.1 Supervisors will ensure all assigned systems are functioning and schedule repairs or replacements when needed.
- 4.2 Supervisors will ensure all officers with a functioning CAD sign in to the system at the start of their shift and log off at the end of their shift.
- 4.3 Officers will immediately notify a supervisor of any operating issues with the CAD.

- 4.4 Officers will ensure all pertinent information is entered into the comments section for calls that do not require a police report. For calls that require a police report officer shall input the basic call information at a minimum. (call disposition, potential witness information, etc.)
- 4.5 Officers will call the EOC on the air or by phone and have a call generated in the CAD system for all police initiated actions.
- Daylight: [REDACTED]
 - Off Peak: [REDACTED]
- 4.6 Officers will ensure that all of their daily activity is entered utilizing the CAD.
- 4.7 Zone Commanders shall ensure that a sufficient number of CAD entries are reviewed each month to ensure that members under their command are following PBP policies and procedures.
- 4.8 Each sergeant must review at least five (5) CAD entries per month from their respective shift based on the group they review for PARS/OMS. They must document such review on their daily activity sheet and highlight with a highlighting marker.

5.0 RESPONDING TO CALLS

- 5.1 All calls will be dispatched over the air and entered on the CAD. Officers will acknowledge EOC when they are assigned a call and give their location.
- 5.2 All call details will be transmitted to the officer via the CAD. It shall be the officer's responsibility to access the CAD to find any additional details to the call.
- 5.2.1 Examples of low priority calls;
- 5.2.1.1 Parking complaint – The location of the vehicle and the nature of the call will be broadcast over the air. Additional information like make/model of the vehicle, registration plate, color, complainant, etc will be transmitted to the officer via the CAD.
 - 5.2.1.2 Hit and run report only – The location of the victim and the nature of the call will be broadcast over the air. Additional information like descriptions of the victim or victim's vehicle will be transmitted to the officer via the CAD.
- 5.3 High priority call will be dispatched with all of the available information over the air.
- 5.3.1 Examples of high priority calls;
- 5.3.1.1 Robbery – Dispatch will put all available information out over the air.
 - 5.3.1.2 Domestic – Dispatch will put all available information out over the air.
- 5.4 Officers will notify the EOC via the radio when they have arrived on scene.
- 5.5 Officers will still notify EOC via the radio of priority information such as, but not limited to;
- 5.5.1 Be On the Look Out (BOLO) information regarding runaways, missing children, missing mentality challenged adults, actors fleeing the scene.
 - 5.5.2 Dangerous conditions that other officers and supervisors need to be aware of.
- 5.6 Officers focus should be on operating the patrol vehicle in a safe manner. (Officers should avoid using the keyboard while the vehicle is moving.) This doesn't preclude a passenger officer from typing.
- 5.7 Dispatch may stack calls, but no more than two at a time.

5.8 For purposes of accuracy and recording, Officers must utilize the CAD to enter any call for service into CAD that they respond to whether or not they were able to notify EOC of their response to the call.

6.0 CLEARING CALLS

- 6.1 When clearing a call, as a general rule, officers will not put the disposition of the call over the air. Officer will only be required to put their current status over the air. (i.e. transport, completing a report, etc.)
- 6.2 Call disposition will be inputted by the officer into the CAD system and may include any notes the officer finds pertinent to the call.
- 6.3 When an officer realizes that a call has been categorized with an improper call type, Officers should notify EOC to enter the correct call type for clearing the call (i.e. a burglary dispatched as a robbery).

7.0 TRAINING

- 7.1 Allegheny County EOC will designate a trainer responsible to train officers from each duty location who will then act as trainers for the personnel at their duty location.
- 7.2 Each duty location will have no less than two trainers per each duty location. These trainers will be responsible to handle basic issues and CAD training for their duty location.

8.0 CAD Entry for "Incident Only" Reports

- 8.1 In some cases where 911 calls for service will have an "Incident Only" status, officers will have the ability to enter relevant information into the CAD, in lieu of generating a separate report through APRS.

Examples include:

False Alarms- Relevant information necessary includes residence or business name, alarm company, key holder info (or lack thereof), and visual verification of secure premises. When officers are disregarded by EOC, simply adding "Disregarded by EOC" will suffice for remarks.

Courtesy Transports (Aided Cases) - Relevant information necessary includes transported persons information, medical facility, verbiage of "self-committal", and mileage.

* Note* A CIT form must still be completed and submitted in all Aided cases, and an Investigative Report must be completed for all Involuntary Commitments.

- 8.2 On- Duty Supervisors will have the discretion of allowing officers to eliminate "Incident Reports" by documentation of relevant information through CAD.
- 8.3 This policy is not intended to replace General Order 40-19 regarding report writing, which establishes criteria for mandatory report writing.

Approved By:



Scott Schubert
A/Chief of Police