



Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(408) 471-1000 Fax (408) 471-1010

Michael J. McDougall
General Manager

9-1-1 FIRE
POLICE
MEDICAL

COMMUNICATIONS TECHNICAL POLICIES/PROCEDURES

Policy No.: 3010
Date Issued: October 2, 1996
Date Revised:

APPROVED:


General Manager, SCCECC

SUBJECT: ENTERING AND VIEWING COMPUTER AIDED DISPATCH (CAD) COMMENTS

- 1.0 Purpose:
 - 1.1 To ensure the prompt and timely entering and viewing of CAD comments.
- 2.0 Entering CAD Comments
 - 2.1 CAD comments must be entered in a timely manner.
 - 2.2 Any comments impacting the safety of field units must be transmitted immediately.
 - 2.3 It is the responsibility of the dispatcher receiving the information to enter the CAD comment.
 - 2.4 Any supplemental information to a CAD incident should be entered as a CAD comment and not relayed orally or in writing.
- 3.0 Viewing CAD Comments
 - 3.1 Because comments may contain information affecting the safety of field units, comments must be viewed immediately.
 - 3.2 Comment flags should be cleared only after viewing the comment and as soon as the comment has been read.

- 3.3 It is the responsibility of the primary dispatcher to read comments and clear comment flags.
- 3.4 The back-up dispatcher may assist the primary dispatcher by screening comments for field unit safety information and advising the primary dispatcher. The primary dispatcher is still ultimately responsible for viewing comments and clearing comment flags in a timely manner.