Santa Cruz Consolidated Emergency Communications Center

495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Michael J. McDougall
General Manager

COMMUNICATIONS TECHNICAL POLICY/PROCEDURE

Policy No. **3005**	Date Issued: October 29, 2003
Section: 3000 – Technical	Date Revised: April 18, 2006
Accreditation Standards: CALEA 6.2.4	

SUBJECT: CREATING AND DISPATCHING A COMPUTER AIDED DISPATCH (CAD) SYSTEM INCIDENT

APPROVED: _____

General Manager

A CAD incident will be created for all calls for service including but not limited to: citizen reports; field initiated activity; citizen complaints; and incidents involving arrests.

Official codes and abbreviations will be used in the CAD fields for which they are designed. This will facilitate the creation process and assist in documenting important information quickly. It will also provide for accurate information retrieval when analyzing communications center activity.

CAD will assign every incident, when created, a unique number. This incident number is a quick way to access individual incidents and may or may not be part of a case or report number.

In addition to assigning a unique incident number, CAD will automatically document: the date and time of creation; the agency of jurisdiction; the beat and zones of the incident location; the identification of employees creating, dispatching, and updating incidents; the time of dispatch; the date and time of all CAD activities for the incident; and the time of all status changes.

The minimum information required to create a CAD incident is the type of incident and the location of the incident. In addition, employees will document (if possible to obtain) the name and address of the complainant. If the incident being created is a first priority call, employees should obtain this information after obtaining all appropriate incident and safety information for responding personnel.

City of Capitola ● City of Santa Cruz ● City of Watsonville ● County of Santa Cruz

Once created, every CAD incident will be assigned and dispatched to an appropriate unit. Employees must document primary and back-up unit identifiers. Employees must accurately and promptly update unit statuses as provided by field personnel. Particularly important are arrival and return to service statuses. CAD will automatically document the dispatch times for primary and back-up units and all status change times.

All CAD incidents must be closed using an appropriate disposition code. Employees must accurately record disposition codes as provided by field personnel. If field personnel do not provide a disposition code, employees will one. If a disposition code is still not provided, employees will use the appropriate code to indicate a disposition code was not given.