



DIRECTIVE: 6.2

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COMPUTER AIDED DISPATCH

General Procedures

Computer Aided Dispatch (CAD) allows the department to electronically capture all the data associated with the dispatch process. The following data is captured for every incident:

- Data and time of request (computer generated)
- Name and address of complainant; if possible (operator generated)
- Type of incident reported (operator generated)
- Location of incident reported (operator generated)
- Time of dispatch (computer generated)
- Time of officer arrival (computer generated)
- Time of officer return to service (computer generated)
- Disposition or status of reported incident (operator generated)

The system will stop information in such a manner as to allow more efficient access to that data at a later date. In the event the CAD system is down (out of service), the Dispatch System will revert to the color coded complaint card system. The same general procedures will be followed as used in the CAD system. White cards will be used for standard complaints and red cards for service calls. The computer system requires that the input data be entered in the proper sequence and format. Street personnel can assist the Communications Unit by transmitting information in a manner that allows easy input into the system. It is also necessary to inform Communications personnel of certain activities so that the computer can store this data for future analysis. The areas affecting street personnel are:



Plain Language in Radio Transmissions

Officers are to use clear, concise and plain language over the radio. This means plain English, not slang, street talk, or other questionable language. Confidential or sensitive information should be transmitted by telephone or other secure means, whenever possible.

In order to limit transmissions and keep the airways as clear as possible, a combination of the 10-code and plain language will be used.

Going in service and out of service

This system recognizes personnel by [REDACTED] numbers, when a unit goes in service for the first time (**the computer documents this as duty in**). The system requires entry of the [REDACTED] number of the officer(s) assigned to each unit. The computer will not show a car as "clear" until valid [REDACTED] numbers are entered for the unit. Furthermore, the system allows only available units to be assigned to complaints. Therefore, it is imperative that all units advise WILCOM when they are in service **and out of service**. **In order to account for all personnel working on the street and for officer safety, officers are required to go in service and out of service over the radio using their assigned [REDACTED] numbers.** This stipulation applies to all units, regardless of whether they are actually available for complaints or in some other administrative assignment.

Self-Initiated Actions

In the case of self-initiated action (e.g. vehicles stopped, pedestrian stop, building check, etc.), the normal flow of information is compressed. Such actions require the dispatcher to catch up on information. The unit on the street can enhance the efficiency of the operation by giving the dispatcher prior warning of any action and, when circumstances allow it, transmitting that information in the proper order.

The key is to allow the dispatcher preparation time to receive the information, then pause until the dispatcher has time to call up the appropriate masks and enter the proper code. When the dispatcher acknowledges, they will require specific information.

Police work is unpredictable and the department recognizes that such a controlled flow of information is not possible in all situations. However, normal circumstances allow ample time to provide the required information in a format which permits a smooth entry by Communications personnel.

Officer In Trouble [REDACTED] Procedures

When an officer transmits over the radio that they are in trouble, the Communications personnel will inform all personnel on the radio to "Clear the Air [REDACTED]".

[REDACTED] nce the incident is under control, Communications personnel will be advised of the status and will advise officers to either continue responding in without lights and sirens or that no more officers are needed.

Report Writing

The CAD system gathers and stores data generated during the servicing of complaints. This includes the time units spend performing different police functions. The department wants this data to accurately



reflect the units' activities. Therefore, when officers are on the street in the "green" writing a report, they are to notify WILCOM. The unit can be displayed as writing a report, but still listed as "available" by the computer system. This enables the department to gather accurate statistics from the time units spend on random, preventative control, as opposed to actually performing other tasks.

DELJIS System

The DELJIS system computer terminals within the Department give personnel the capability of checking local, state and N.C.I.C. warrant checks simultaneously through one operation.

However, in order to utilize this particular capability, the operator must be supplied with [REDACTED]. Without said information, only certain local warrant checks can be performed. Additionally, the following types of information are also available through deljis system utilizing the subject's [REDACTED]. Again, [REDACTED] provides the operator with additional information needed to more accurately locate much of the data listed below:

[REDACTED]

The terminals also allow departmental personnel to direct up to five (5) teletypes (inquiries) simultaneously to different agencies covering [REDACTED], which in turn greatly increase the speed with which routine types of information on individuals and vehicles can be obtained.

In checking for [REDACTED], all personnel will contact the Data Center directly [REDACTED], if possible, on a 24-hour basis for information which is practically securable and readily needed by said personnel.



Hazardous Location Warning

A feature of the computer-aided dispatching system is its ability to identify a unique address and to associate a warning flag or message with that address. In practical terms, the system can be programmed to issue a warning message to the dispatcher whenever a complaint is received from an address that has a history of danger or other peculiar problems of which responding units should be aware. To ensure that this feature is properly utilized, the following procedures are being implemented.

Whenever an incident occurs that presents a the danger to responding police units or involves peculiar or unusual problems or hazards, a brief Departmental Information report should be submitted to the Communications Unit by the primary unit handling the incident. The departmental information report should contain the following information:

- Exact location to be flagged
- Brief description of the hazard or peculiar problem to be cited (if person is being described, as much identification information as possible should be provided to protect against mistaken identity)
- Suggested period of time that the location should be flagged

Once the information is evaluated, the exact location will be cited as a "unique address" in the geobase file of the computer-aided dispatching system. Should a call for service originate at the location cited, a warning flag (message) will notify the dispatcher of the particular hazard or problem. This valuable information can then be relayed to responding units. Such timely information can effectively reduce the hazard to your fellow police officers when shared in this manner.

General Broadcasts

All information pertaining to General Broadcast (GB) requests, other than requests made by personnel in the field dictating that immediate broadcasts be made, should be printed on a "General Broadcast Request" form in a legible manner. The form will then be turned into the Communications Center.

In circumstances where GB information is received from officers in the field or from other agencies, Communications personnel will be responsible for completing the form by accurately recording said GB information and verifying the source submitting the information, if necessary. All GB request forms will then be assigned a "GB number" in sequence and will then be filed numerically in the GB log.

If a GB meets specific conditions for entry into N.C.I.C., the entering Data Clerk will initial the GB at the space provided. When the GB is canceled, the same procedure holds true for the canceling Data Clerk.

All general broadcast requests will be considered active for [REDACTED] after the initial broadcast. At the expiration of [REDACTED], all general broadcasts will be considered inactive unless supplemental information is forwarded to the Communications Unit requesting that the GB be kept active for an additional specified amount of time, [REDACTED].

Field units requiring the transmission of a general broadcast will contact WILCOM by radio and request permission to transmit a general broadcast. If the communications air traffic permits, the dispatcher will and inform the unit to standby for the GB tone. The dispatcher will activate the tone at which time the



field unit will transmit the message. The message will be repeated twice, with a 5-10 second pause for possible emergency communication.

Prior to the transmission of the message, the field unit should compile all information, and during the transmission, the information should be given in a systematic and professional manner. Transmissions should be made from vehicle radios when possible.

At the completion of the field unit's transmission, the dispatcher will reply with the time and Wilcom GB number. There may arise an occasion where a field unit investigating a serious crime may need to deviate from the above in order to disseminate essential information as soon as possible for obvious reasons. However, as soon as all information is available relative to the offense, the investigating officer(s) will be responsible for the formal transmission of a general broadcast as described above.

Use of Statewide Emergency Network Channel

The below policy is hereby immediately adopted as a result of the recommendation of the Communications Committee of the Delaware Police Chiefs' Council. This policy will ensure that we, along with other law enforcement agencies of the State of Delaware, apply a consistent philosophy in utilizing the S.W.E.N. Channel.

The goal of SWEN is to maximize cooperation and coordination between all law enforcement agencies within the State by insuring the capability of every police agency to communicate with each other via a common emergency radio frequency when the need exists.

All rules, regulations and procedures set forth by the Federal Communications Commission will be complied with and subsequent regulations pertaining to the network will be adhered to.

Agencies maintaining dispatch centers equipped with base stations on SWEN agree to continuously monitor SWEN in order to ensure emergency messages from mobile units are serviced.

Only authorized personnel, including dispatching personnel, shall have access to the network and shall monitor the radio before transmitting so as not to interfere with other transmissions and shall not transmit when it may interfere with any urgent or emergency call.

Use of the SWEN network will be limited to the following purposes:

- [REDACTED] multi-agency coordination, [REDACTED]
- [REDACTED]
- Intra-agency communications, [REDACTED] where it is deemed by the agency that use of its normal operating channel(s) will cause undue congestion or otherwise impede or confuse routine communications, is acceptable
 - o Examples of acceptable use are [REDACTED]
 - o Use of SWEN network due to loss of primary command and control channel(s), i.e. [REDACTED]



- o Intra-agency use is secondary to the need for multi-agency use [REDACTED] and shall, therefore, cease upon declaration of multi-agency need. [REDACTED]
- o A [REDACTED] that requires the use of SWEN, will identify itself by using the name of its governmental entity and its mobile designator, i.e. [REDACTED]
- When a "[REDACTED] Clear the Air Emergency Message" is initiated via the SWEN network, all transmissions unrelated to the incident will immediately cease until such conditions have been lifted by the initiating agency. Only those officers in immediate danger will otherwise be permitted to transmit during such period.
- Radio restrictions will be initiated when there is a high probability than an emergency or hazardous situation is imminent. The dispatch center will alert all mobile units on the network that radio transmissions will be limited to those situations that require immediate action or response.
- At no time will the SWEN Network be used for the transmission of personal messages.
- In situations of multi-agency use, the agency initiating communications on the SWEN network shall be considered responsible for the documentation necessary and remain the command and control agency until termination. When situations carry through to neighboring jurisdictions, those agencies shall assist the command agency (originating agency).

The Communications Committee of the Delaware Police Chiefs' Council will remain as the responsible authority for evaluating the usage of the SWEN network and any procedural changes will be the responsibility of that governing body.

Radio Channel Access

All mobile radio units, and handsets, will have access to the following designated channels:

- 1- A: [REDACTED]
- 2- B: [REDACTED]
- 3- C: [REDACTED]
- 4- D: [REDACTED]
- 5- E: [REDACTED]
- 6- F: [REDACTED]

[REDACTED]

Supervisory Response

When an officer is dispatched to certain types of incidents they must make supervisor notification. Supervisors are required to respond to the scenes of the following incidents:



- Major Crimes such as homicides and shootings
- Death Investigations
- Missing Persons (special)
- Departmental Accidents
- Use of Force Incidents

