COTTAGE CITY POLICE DEPARTMENT

GENERAL ORDER

SUBJECT: **COMPUTER AIDED DISPATCH (CAD) SYSTEM**

NEW <u>REVISED</u> RESCINDS

APPROVED: *GM*

GEORGIA MILTENBERGER
ACTING CHIEF OF POLICE

Effective Date 8/22/2018

I. POLICY

It is the policy of the Cottage City Police Department that only authorized and properly trained Cottage City employees utilize the CAD system. Proper operating procedures must be followed when accessing the CAD terminal.

A. Authorized employees are those Cottage City employees who have obtained a valid log-on ID and a password from the PG CAD Supervisor.

B. The use of a log-on ID belonging to another employee for non-training purposes is strictly prohibited.

C. The use of the CAD system for personal or non-CCPD business is strictly prohibited.

II. GENERAL

A. The primary purpose for the CAD system is to provide a link between Cottage City officers and the Public Safety Communications Center dispatchers.

B. CPD officers are limited in their access to the CAD system. The following is a list of authorized uses:

1. Displaying incident information;

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2. Entering and modifying file-only calls;

3. Submitting and modifying the daily officer line-up;

4. Keeping in contact with PGPD Dispatchers via the CAD's messaging capabilities.

5. As a "Secondary User", the ability to access Maryland MVA records and criminal warrant information through NCIC, CJIS, and Sheriff's Department.

III. PROCEDURES

A. Displaying incident information

1. It is part of the on-duty Cottage City officer's duty to monitor the CAD for all calls in Cottage City. Any critical or relevant information available for the location (call-taker's remarks, premise history, hazards, etc.) will be displayed to the officer responding to the call.

B. Entering/Modifying "file only" calls

1. Any calls entered (also called "creating numbers") must be submitted using the "file only" command to prevent them from being sent to the dispatcher.

C. Messaging System

1. The messaging system gives the Cottage City officer the capability of communicating with any other CAD terminal in the system.

2. Messages can be sent to a specific recipient or to the dispatcher of a particular district/station.

3. Members may also use the Cap Win system to send messages to any CapWin user on the system.

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