

**OFFICE OF THE CHIEF OF POLICE**

**ADMINISTRATIVE ORDER NO. 19**

October 22, 2020

**SUBJECT: DISPOSITION GUIDELINES FOR COMPUTER AIDED DISPATCH – ESTABLISHED**

**PURPOSE:** The purpose of this Order is to establish Department Manual Section 4/120.50, *Disposition Guidelines for Computer Aided Dispatch*. The Computer Aided Dispatch (CAD) system is a software application that has been updated and installed into Department Mobile Digital Computers. The update allows for the accurate tracking of officers' activities with the goal of improving response times, efficiently allocating resources, bringing situational awareness via comprehensive information gathering, as well as increasing transparency in regards to accounting for the time officers spend in the community. The established Department Manual section provides guidelines for the use of this system.

**PROCEDURE:** Department Manual Section 4/120.50, *Disposition Guidelines for Computer Aided Dispatch*, has been established and is attached.

**AUDIT RESPONSIBILITY:** The Commanding Officer, Audit Division, shall review this directive and determine whether an audit or inspection shall be conducted in accordance with Department Manual Section 0/080.30.



MICHEL R. MOORE  
Chief of Police

Attachment

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**DEPARTMENT MANUAL**  
**VOLUME IV**  
**Established by Administrative Order No. 19, 2020**

**120.50 DISPOSITION GUIDELINES FOR COMPUTER AIDED DISPATCH (CAD).** Upon completion of a "Code 6" incident and prior to sending a disposition, officers shall select one of the following "Recap" options from the drop-down menu located on the incident disposition screen of the Mobile Data Computer (MDC):

- C6PED – Pedestrian Stop;
- C6TS – Traffic Stop;
- C6INV – Investigation;
- C6FU – Follow up Investigation;
- C6CZN – Citizen Call;
- C6QL – Firearms Qualification;
- C6CM – Community Meeting;
- C6STM – Station Meeting;
- C6ADM – Administrative;
- C6EX – Extra Patrol;
- C6SD – Special Detail;
- C6SC5 – Surveillance/Code 5;
- C6STA – Station Call;
- C6ZC – Court; or,
- C6ME – Community Engagement.

The "Recap" option selected when completing a "Code 6" disposition should reflect the initial intended actions of the officers.

**Community Engagement.** For the purposes of this section only, any community contact that a member of the public or officer initiates resulting in an action or conversation beyond what is minimally required during a radio call is considered, "Community Engagement" (e.g., providing counsel/advice, resources, or participating in a spontaneous sporting activity). Officers shall indicate the time spent in minutes engaging with the community. The CAD captures community engagement in the following three ways:

- **Code 6** – When officers place themselves Code 6 solely for the purposes of community engagement, upon completion of the incident, an officer shall:
  - Select the appropriate disposition code;
  - Select "CME – Community Engagement" in the "Recap" option; and,
  - Indicate the amount of engagement time in minutes within the "Recap" comment section (e.g., 1 hour and 10 minutes would be denoted as "70");
- **Radio Call** – When an officer engages with the community during a radio call, the officer shall select "CME – Community Engagement" in the "Recap" option and indicate the time spent in minutes in the Recap comment section; or,
- **Status Change** – When an officer conducts a status change for Community Engagement, the time spent will be automatically captured by the system.

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***Note:** Units without an MDC shall verbally notify Communications Division over the air of the call disposition and "Recap" code according to the above categories.*

***Incident Update.** The CAD has the ability to update an incident by adding information to the comment section of an incident prior to and after an incident disposition. To ensure accuracy with accountability, the user performing the update on an incident shall indicate his or her serial number in the "User Performing the Update" section. An officer shall not input a serial number other than his or her own when completing an incident update. Doing so may result in disciplinary action.*