



CLEVELAND DIVISION OF POLICE

GENERAL POLICE ORDER



EFFECTIVE DATE: February 10, 2020	CHAPTER: 7 - Communications	PAGE: 1 of 8	NUMBER: 7.01.02
SUBJECT: MOBILE COMPUTER AIDED DISPATCH			
CHIEF: <i>Calvin D. Williams, Chief</i>			

PURPOSE: To establish guidelines for the utilization of the Mobile Computer Aided Dispatch (MCAD) system and the prioritizing and handling of assignments.

POLICY: The Cleveland Division of Police shall utilize the MCAD system for communications, related to the dispatch of calls for service, between the Communication Control Section (CCS) and field units equipped with a Mobile Data Computer (MDC). CCS shall dispatch priority calls for service via radio transmission and silently dispatch lower priorities.

PROCEDURES:

I. General Guidelines

A. Patrol section personnel shall:

1. Maintain contact with CCS at all times.
2. Handle pending assignments in order of priority (as defined below).
3. Make all requests (e.g., court appearance, property run, personal break, lunch) via radio transmission. CCS shall enter this information into CAD.

II. CCS Responsibilities

A. CCS shall:

1. Prioritize assignments using a code system. The priority code shall be established at the inception of the call. Assignments shall be coded as follows:
 - a. Priority 1. Assignments requiring immediate dispatch due to serious physical harm to persons, serious property damage, or crimes in progress.
 - b. Priority 2. Assignments requiring dispatch with minimum delay due to the potential for serious physical harm to persons, serious property damage, or crimes that have just occurred.
 - c. Priority 3. Assignments requiring dispatch with intermediate delay due to the potential for minor physical harm to persons, minor property damage, and/or crimes of this nature in progress or that have just occurred.
 - d. Priority 4. Assignments eligible for late dispatch due to being a cold crime report or to verify or receive information.

- e. Priority 5. Used by CCS primarily for administrative duties.
 - 2. For all priority 1 and priority 2 assignments, broadcast all of the details for the assignment to include, but not limited to:
 - a. Priority.
 - b. Address.
 - c. Nature (including any descriptions and/or related details).
 - d. All information relevant for the safety of officers responding (i.e., suspect observed with firearm or suspect threatening with a deadly weapon).
 - e. All updates.
 - 3. For all priority 3 and priority 4 assignments, silently dispatch the assignment by sending the assignment to the unit through MCAD. Broadcast any information relevant to the safety of officers or updates to the assignment that would elevate the assignment to a priority 1 or 2.
- B. CCS shall not:
- 1. Dispatch more than one assignment at a time to any one responding unit.
 - 2. Dispatch priority 1 or priority 2 assignments solely by sending the assignment to an MCAD terminal.
- C. When a patrol car is en route to or on the scene of a lower priority and CCS needs the car to respond to a higher priority, the lower priority may be reassigned to a different unit or may be held until the original unit is complete.

III. Patrol Officer Responsibilities

- A. Logging into MCAD
- 1. Patrol officers shall:
 - a. When equipped with a MDC, log into MCAD at the beginning of their tour of duty.
 - b. Notify the sector supervisor when the MDC or the MCAD program is not functioning properly.
- B. Updating unit properties

1. After logging in, officers shall update the “Unit Properties” by entering the following information using the exact format shown in the examples. Press the tab key between each entry to capture them separately in the “Equipment” field.
 - a. Shotgun serial number (e.g., SGC1234567M).
 - b. Ammunition box number (e.g., AB125).
 - c. First aid kit number (e.g., FAK145).
 - d. Narcan kit number, if applicable (e.g., NARC1234).
 - e. Beanbag shotgun serial number, if applicable (e.g., BBSGC123456M).
2. Enter the following information, as shown in the examples, into the “Comments” field.
 - a. Any information that describes damage or wear and tear to the zone car (e.g., 360 dents, scratches, rust, no new damage).
 - b. The due for service date and mileage (e.g., DFSD01/01/XX DFSM 123,456).
 - c. Tour of duty time (e.g., Tour of Duty 0700-1500).
3. Enter the “Vehicle Code” field with the car code and gas card number (e.g., 1P2515/125). This entry will not require the officer to press the tab key as it is a single entry.

C. Updating users

1. Officers assigned to a zone car shall update the “User” tab. The primary user is the officer who will be navigating the MCAD system. The secondary user, if applicable, is the other officer assigned to the car (the primary user’s partner). To update the User tab officers shall:
 - a. Type the name of the secondary officer after the primary officer’s name.
 - b. Select the name to add the officer to the unit.
2. If an officer is removed from a car and the remaining officer’s call number is changed, the officer shall log off MCAD and log back in as the newly assigned car.

D. Filtering events and units

1. Officers shall ensure that the proper fields are checked in the following tabs:

- a. Agency—CPD.
 - b. DGroup—District of Assignment.
 - c. Beat/Status/Type—check all.
2. Officers may check an additional district to view assignments in that district.
 - a. It is recommended that officers only select the boxes of other districts when necessary (i.e., when assigned to assist in another district).
 - b. Officers shall be aware that when selecting multiple districts there may be an increase in assignments displayed.
- E. Pending assignments
1. Officers shall not use the “Self-Attach” feature to take a pending assignment. A request shall be made through CCS.
 2. Officers may request to take any pending assignment.
 - a. When requesting an assignment, officers are reminded that calls with person-to-person confrontation take priority over crimes involving property.
 - b. CCS may deny the request and send the officer to another pending assignment. Supervisors have the ultimate authority to decide which assignment a unit will respond.
- F. Receiving assignments
1. When officers receive an assignment in MCAD, they shall press “Acknowledge” and advise CCS via radio transmission to indicate they have acknowledged the assignment.
 2. Officers shall press “Enroute” when they begin driving to the assignment.
- G. Arriving at assignments
1. Officers arriving at an assignment, when safe and feasible to do so, shall press “Arrive” advising CCS and other units of their arrival.
 2. Officers shall also advise CCS of their arrival by radio transmission (i.e., 4A12 arriving CAD 1234 or 4A12 arriving on Kinsman).
- H. Clearing assignments

1. Officers shall clear calls for service using MCAD or request the dispatcher to clear them if unable (e.g., driving to a priority, computer malfunction).
2. To clear calls for service, officers shall press “Clear” and begin to select disposition(s) and enter comments.
3. Officers shall not clear events until they are fully complete with the assignment (i.e., after transporting subjects or complete at a secondary location such as a jail or hospital).
4. Verbalize to CCS via radio transmission that they entered their disposition by stating, “Cleared through MCAD.” No verbal disposition is required.

I. Entering dispositions

1. Officers shall enter their disposition into MCAD by selecting the proper entry from the dropdown menu. The following are examples and are not to be considered all-inclusive.
 - a. When an officer has information for or has completed an OH-1, the officer shall select the OH-1 disposition. Officers shall not select report complete (REPT) or report held (RH).
 - b. When an officer has received information for an incident report but has not completed the report, the officer shall select the report held (RH) disposition.
 - c. When an officer has completed an incident report, the officer shall select the report complete (REPT) disposition.
 - d. If the primary officer (either the passenger or the driver of a single response car) unholstered their firearm during an incident but the secondary officer did not, select the primary officer unholstered firearm (UNHOL) disposition.
 - e. If the secondary officer unholstered their firearm during an incident but the primary officer did not, select the secondary officer unholstered firearm (UNHOL2) disposition.
 - f. If both the primary officer and the secondary officer unholstered their firearms during an incident, select the both primary officer and secondary officer unholstered firearms (UNHOL3) disposition.
2. When selecting a disposition for any type of unholstering, this disposition shall be chosen as the last disposition. (e.g., INFO, OK, UNHOL).
3. Officers shall enter the following information into the “Comments” field. The following are examples and are not to be considered all-inclusive.

- a. The same disposition abbreviations included in the dropdown field.
 - b. Complete incident report numbers (i.e., 20XX-000000) or indicate if an incident report was not made (i.e., No Report).
 - c. Any forms completed (i.e., Hit-Skip card, UTT, MMC, PIN).
 - d. The last name of arrested persons. In cases of multiple arrests, one name followed by et al is sufficient.
 - e. The last name of any person contacted and the action taken. In cases of multiple contacts, one name followed by et al is sufficient.
 - f. For traffic stops, the license plate number of the vehicle.
 - g. Notifications made to outside agencies with last name of the person contacted (i.e., Cuyahoga County Department of Children and Family Services, 696-KIDS, other law enforcement agencies).
 - h. The existence of captured Wearable Camera System (WCS) media.
 - i. Notation that the WCS should have been activated but was not.
 - j. Unholstering of firearms.
 - k. The name of the supervisor conferred with or notified.
- J. Field events (on-view)
1. Officers may create an on-view field event by pressing “Field Event” only when they have not been dispatched to an assignment.
 2. If it is necessary for officers to change the address/location displayed, officers shall ensure that the address/location is a “Verified” location. Properly verified locations end in “CLEV”.
 - a. Valid entry—2100 Lakeside Ave CLEV
 - b. Invalid entry—Public Square or Lakeside and Ontario
 3. Although units may initiate their own assignments through MCAD, for safety reasons officers shall also advise CCS via radio transmission of all created field events.
- K. Traffic stops
1. Calls for service take priority over minor on-view traffic and parking violations.

2. Officers shall advise CCS of all traffic stops by broadcasting their call number, location, and the license plate of the vehicle.
3. Officers may use the “Traffic Stop” feature located on the patrol dashboard only when they have not been dispatched to an assignment or enroute to an assignment. CCS shall also be notified by radio transmission of the stop when using the Traffic Stop feature.

L. Messaging

1. Mobile messaging shall only be used for law enforcement or Division work related purposes, such as communication with CCS to gather information, communication between zone cars, or communication between officers and supervisors. The following are examples of approved messaging.
 - a. CCS providing a description of an auto used in crime, advising officers of a “Be on the Lookout” (BOLO) or a road closure.
 - b. Supervisors advising patrol cars of a special attention in an area, or the supervisor needing an officer to return to the district station.
2. When using messaging officers shall remain professional at all times and are reminded that all messages are subject to public records requests.

M. Signing off

1. All assignments in MCAD shall be cleared with a disposition before signing off.
2. Officers shall properly sign off of the MCAD system by:
 - a. Pressing “Sign Off”.
 - b. Manually entering and submitting the ending mileage.
 - c. Pressing “Exit MPS”.
3. The unit status must be “available” in order to properly sign off the MCAD system. Officers will be unable to log off if their unit status is not “available.” Dispatchers can change the unit status so an officer may properly log off.

IV. Superior Officer Responsibilities

A. Supervisors shall:

1. Ensure prompt availability of patrol section personnel after roll call and notify CCS of changes in assignments.

2. Monitor MCAD for pending assignments and assist CCS to ensure all assignments are being handled promptly by officers.
 3. Assist dispatchers with dispensing pending assignments.
 4. Approve or deny all in house assignments (i.e., lunches, property pick up) considering operational needs and notify CCS accordingly.
 5. Review unit histories for officers under their supervision daily and throughout their tour of duty to monitor daily activities and to ensure officers are properly entering the following information.
 - a. Proper equipment entry (Refer to III.B.1-3).
 - b. Partner's name, if applicable (Refer to III.C.1).
 - c. Proper dispositions that coincide with the nature of the assignment (Refer to III.I.).
 6. After reviewing unit histories note in their Daily Report the following:
 - a. The call sign of the units reviewed.
 - b. The time of review.
 - c. Any issues found and the resolutions.
- B. If supervisors are unable to access MCAD, they may use I/NetViewer to check unit histories.

THIS ORDER SUPERSEDES ANY PREVIOUSLY ISSUED DIRECTIVE OR POLICY FOR THIS SUBJECT AND WILL REMAIN EFFECTIVE UNTIL RESCINDED OR SUPERSEDED.