

NUMBER: 7.1

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PURPOSE: To provide all personnel with the necessary understanding of how the Hitech to Tritech and Tritech to Tritech CAD to CAD interface operates.

SUBJECT: Computer Aided Dispatch (CAD) to CAD Transfer Procedures

This policy addresses the transfer process of Computer Aided Dispatch information. Agency procedures dictate how the call will be processed.

There are circumstances that will require the transfer of information generally found in a CAD Call for Service (CFS) from one PSAP to another PSAP or 24-hour Dispatch Center. Whenever feasible PSAP call takers should try to utilize procedures outlined in Policy 4.6, Call Transfer Procedure, if the request for response is outside the jurisdiction of the receiving PSAP.

CAD-to-CAD is used to enhance inter-agency communications.

CAD-to-CAD use is identified as, but not limited to:

- The PSAP of jurisdiction receiving the call requires notification to additional PSAP's or 24-hour agencies.
- The information received by a PSAP is critical to the safety and security of our responders and citizens; and affects adjoining jurisdictions.
- 911 calls are rolling from the primary PSAP to secondary PSAP's.
- Automatic Aid and/or Dual Responses

CAD-to-CAD does not require type/activity/problem code changes from the sending agency. CAD-to-CAD calls should contain basic elements of call taking:

- Location (of incident) (of caller)
- Call back number
- Type/Activity/Problem Code
- Name of caller or point of contact
- Description of situation
- Suspect Information
- Safety Concerns

CAD-to-CAD creates an electronic receipt that will attach to the call for service. It is the responsibility of the sending/originating agency to ensure the time stamp is recorded in the call for service. If the time stamp is not recorded in the call for service, the sending agency is responsible to contact the receiving agency by phone or radio intercom, where available. If the PSAP receiving the transfer is not the correct agency, the receiving PSAP will notify the sending agency CAD-to-CAD it is not within their jurisdiction. The sending PSAP will need to make the appropriate correction and complete a second CAD-to-CAD. Multiple agencies may be selected for CAD-to-CAD transactions.

- CAD-to-CAD calls screens should remain active during the duration of multi-agency responders and multiple disciplines (law and fire). Closed calls release the link and the link cannot be re-established.
- TriTech CAD agencies will receive the CAD-to-CAD call on one side of their system based on agency preference (law or fire). The add agency feature will be utilized to create a call for service on the non-preferred side of the system.
- TriTech agencies working a multiple discipline call (fire and law) will necessitate the sending agency to highlight text and

select the notify key to complete the CAD-to-CAD update.