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CHAPTER 1

INTRODUCING CAD

New World's Aegis Computer Aided Dispatch (hereafter CAD) is a fully interactive system providing computer-based support for the daily call taking and dispatching of single and multiple units within law enforcement, fire, and EMS agencies. Separate operators or a single user can perform call taking and dispatching functions locally and remotely. Calls can be received by phone, radio, and/or automated interfaces such as E911 or alarm panels. Units are assigned to calls based on user-defined recommendations or operator discretion.

Whether entered by a dispatch operator or through an interfaced mobile data terminal (MDT) network, all call and unit activities are automatically time stamped and tracked. Access to State/NCIC networks is also available as an option through CAD (some features require optional modules in addition to the base CAD software).

Upon entering the system, calls are assigned an Incident Type and geographic (GEO) location. The Incident Type gives dispatchers access to response recommendations for different kinds of incidents. The GEO information gives dispatchers access to unit and response information for the incident location. Armed with this knowledge, your dispatchers can quickly determine the best course of action. Later, when a call is cleared, all information about the call is transferred to Law Enforcement, Fire, or EMS Records systems, where it is available for inquiry and reporting.

In addition to programs for data entry, on-line inquiries, database searches, and access security, CAD generates a wide range of documents and reports. Besides their value for daily operations, such reports can alert administrators and managers to existing or impending situations and provide information necessary to formulate solutions and influence policy. Reports are generated in an off-line (batch) mode, freeing display stations for other purposes.

CAD FEATURES

- Enhanced customization abilities and a powerful Dispatch Entry.
- Customizable Dispatch screens.
- Customizable commands and function keys.
- GEO architecture optimized for sub-second validation of address information.
- Command line function accessible in any Aegis program (for authorized users).
- Supports multi, combined, and single jurisdictional dispatch centers.
- Improved dispatch and status update capabilities. Multiple units can be dispatched and/or have status information updated at one time.
- Tracks the names of all callers reporting incidents.
- Combined Incident Types allow you to create Police, Fire and EMS incidents/calls from one incident type.
- Alerts dispatchers to redundant calls.
- Automatically assigns incident numbers.
- Allows for customizable status queue monitors.
- Allows dispatchers to place incidents on hold so that more serious calls can be handled.
- Provides multiple-jurisdictional searches for people, locations, and hazards.
- Supports remote dispatch terminals (useful for Fire and EMS).
- Provides each user with a personal security clearance to CAD functions, corresponding to the user’s job description. This allows dispatchers to perform CAD-related functions from any display station, as defined by the station's security clearance and the dispatcher's password.
- Provides an on-screen “glossary” of CAD commands.
- Displays color-coded hazard messages.
- Allows dispatchers to enter free-form text without leaving the Dispatch screen.
- Supports self-initiated calls, such as traffic stops.
- Specifies units on a call as “primary” or “secondary.”
- With the addition of optional modules, users can run checks on license plates without interrupting the dispatching process.
- Application Program Interface specifications (APIs) provide an easier way to clear incident information to a third-party public safety database.

**AUTOMATED RECOMMENDATIONS**

*CAD* supports police, fire, and EMS unit recommendations.

- Police recommendations are based on incident type and incident location. Specific types of units can be recommended for specific incident types. Backup units can be recommended when local units are unavailable.

- Fire and EMS recommendations, set up in Run Cards, are also based on incident type and location. These Run Cards can recommend Dispatch (to the incident), Backup (of unavailable units), Moveup (to an understaffed station), and/or Standby (increased state of readiness) for any number of units, and are set up in levels that can be upgraded as situations dictate. They can be specific for times of the day and/or days of the week, and can specify certain units or a certain type of unit from a certain station.

**UNIT DATABASES**

*CAD's* improved unit database allows you to track more location, personnel, and mileage information.

- Allows tracking of unit location through the existing GEO structure and through longitude, latitude, and elevation (for future AVL usage).
- Allows the assignment of up to 48 personnel to a unit.
- Allows tracking of personnel using an ID number or the individual’s name.
- Allows tracking of mileage.
STATUS MONITORS

Status monitors are self-refreshing AS/400 displays showing various types of dispatch information. All status monitors use color codes to indicate different statuses for the information displayed. CAD supports four kinds of status monitors:

- **Unit Status Monitors** display information for units within a single ORI, within multiple ORIs, or within a portion of a single ORI. There are six standard Unit Status Monitors, plus the ability to create and customize additional unit status monitors.
- **Call Queue Monitors** provide an extended view of the dispatcher’s Call Queue. The Call Queue can be customized.
- **Message Monitors** display all CAD message traffic within a single ORI, within multiple ORIs, or within a portion of a single ORI.
- **Incident Status Monitors** displays all incidents.

OPTIONAL MODULES AND INTERFACES

*CAD’s* Optional Modules and Interfaces give your CAD system increased functionality. Please contact your New World Sales Representative for more information on each module.

- The **E911 Interface** provides improved response time for calls. With a single keystroke, current call information supplied by the telephone company (phone number, address, directory name) appears on the operator’s screen, where it can be viewed and transferred to the Dispatch screen.
- The **NCIC Interface** provides the ability to send and receive NCIC transactions from within *CAD* and automatically send plate checks upon entry.
- The **CAD Redundancy** module provides real-time backup of all dispatch transactions on a second AS/400.
- The **Mobile Data Terminal (MDT) Interface** permits the direct exchange of incident and unit status information between CAD and MDTs.
- The **Mapping (GIS) Interface** provides dispatchers with a real-time map display of unit and incident information. The map is automatically updated as information is entered into CAD. This interface allows interaction between *CAD* on an AS/400 and MapInfo® on a Windows® PC.
- The **Wrecker/Ambulance Rotation** allows dispatchers to select from a list of local wrecker or ambulance services. This list is rotated for optimum fairness and efficiency based on usage and selection circumstances for each service.
- The **TDD (Telecommunication Device for the Deaf) Interface** allows dispatchers to view and send conversation transmissions efficiently with individuals whom are hearing or speech impaired.
- The **Tone Encoder Interface** allows tones to be sent to an encoder that alerts the appropriate stations.
- The **Medical Alert Interface** uses a question/answer format that allows dispatchers, with no medical training, to determine the appropriate incident type.
- The **Alarms Interface** allows address information to be automatically entered by using an alarm panel number. It will also create entries in the Aegis Alarms package for history and billing purposes.
- The **Aegis Police Records Interface** allows the system to utilize the cleared CAD incident information to build cases and more.
- The **Aegis Fire Records Interface** will automatically create entries in the fire system to eliminate dual entry.
• The Aegis EMS Records Interface will automatically create entries in the EMS system to eliminate dual entry.

**STATISTICAL REPORTS**

*CAD* can generate statistical reports on almost every activity that you perform in the CAD system.

• The **Daily Incident Log** provides a brief overview of incidents during a user-defined date range. These incidents are broken down by date, shift code of the dispatcher who took the call, and any of the optional criteria selected.

• The **Incident Activity Report by Section** provides a brief overview of incidents according to geographic section. This report calculates the number of incidents for each incident type specified, further broken down by optional selection criteria.

• The **Call Activity Report** details the peak times of day and days of the week that your agency receives calls. This report displays the number of calls and percentage of the total for each hour of the day and day of the week during a user-defined date range.

• The **Call Summary by Shift Report** details (by ORI #, shift, area, and section) the high, low, and average amount of time from Call to Dispatch, Dispatch to Arrive, and Arrive to Clear for incidents during a user-defined date and time range.

• The **Crime Summary by Shift Report** details (by ORI #, shift, area, and section) the high, low, and average amount of time from Call to Dispatch, Dispatch to Arrive, and Arrive to Clear for different types of incidents during a user-defined date and time range.

• The **Incident Analysis Report** provides a detailed analysis of individual incidents or all incidents during a user-defined date and time range, further broken down by over 15 optional selection criteria.

• The **Pre-plan Changes Report** compares the number of units specified for each incident type (in the “Number of Units to Send” field) to the number of units that were actually dispatched during a user-defined date and time range.

• The **Call Breakdown by Month Report** details the frequency of different type of incidents during the twelve months of the year.

• The **Call Breakdown by Priority/DOW** details the number of calls received of different priorities for each day of the week.

• The **Response Time Analysis by Area/Section/Priority** details the amount of time it takes to handle the various stages of responding to a call.

• The **Calls for Service Report** details the number of incidents per month based on the source of the call, unit ID, area, section, station, dispatching ORI #, and dispatched ORI #.

• The **Hour of Day Activity Summary** details the number of incidents during each hour of the day for all days during a user-defined date range. The Total report combines this information for all ORI #’s.

• The **Hour of Day Activity Ranking** ranks the hours of the day according to the number of incidents created within each hour during a user-defined date range. The Detail version of this report is broken down by ORI #. The Total version combines the rankings for all ORI #’s.

• The **Incident Classification by Area** provides totals and associated percentages of types of incidents occurring within each area during a user-defined date range.

• The **Area Activity Summary** details, for each ORI #, the number of incidents occurring within each area during a user-defined date range.
• The **Area/Section Activity Report** details, for each ORI #, the number of incidents occurring within each section and area during a user-defined date range.

• The **Grid Activity Summary** details, for each ORI #, the total number of incidents within each grid during a user-defined date range.

• The **Grid Activity Ranking** ranks grids, for each ORI #, according to the number of incidents occurring within each grid during a user-defined date range.

• The **Incident Classification by Shift** details, for each ORI #, the number of incidents of each incident type occurring during each shift during a user-defined date range.

• The **Shift Activity Summary** details, for each ORI #, the number of incidents occurring within each shift during a user-defined date range.

• The **Incident Classification by Station** details, for each ORI #, the number of incidents of each incident type occurring near each station (according to the station specified for the incident locations) during a user-defined date range.

• The **Station Activity Summary** details, for each ORI #, the number of incidents occurring near each station (according to the station specified for incident locations) during a user-defined date range.

• The **Station Activity Ranking** ranks stations (according to the station specified for incident locations) for each ORI # according to the number of incidents during a user-defined date range.

• The **Unit Log List** details, by ORI, all activity for a unit(s) in chronological order.

• The **Radio Log List** details the time of all dispatch transactions (i.e., Dispatch, Arrive, Clear, etc.). Use the optional selection criteria to narrow the scope of the report, or leave these fields blank to select all.

• The **Personnel Log List** provides a summary or detail listing of the amount of incidents an officer has been assigned.
IN THIS MANUAL . . .

The manual is organized into four main chapters and several appendices:

- **Chapter 2, General System Standards**, should be read by all new users to get a feel for New World’s standard software processing options and functions. Most of the information you need to perform basic tasks in all of New World’s software is contained in this chapter.

- **Chapter 3, CAD Terms and Set-up**, shows the basic elements of the CAD system, and describes some basic terms and processes.

- **Chapter 4, CAD Reference**, provides “how-to” instructions on using the programs in the CAD system. This chapter details options and programs in the Dispatcher Menu, CAD Reports Menu, Incident Reports Menu, Quick Call Reports Menu, and the CAD Inquiry Menu.

- **Chapter 5, System Administrator**, describes set-up procedures used within CAD.

- **Chapter 6, CAD Reports**, shows how to print CAD reports and displays examples of the reports.

- **Appendix A, CAD Tables**, lists the table number and associated description for each entry in the CAD Master File.

- **Appendix B, Screen Format and Call Queue Fields**, lists each field that can be used in custom screen formats.

- **Appendix C, Dispatch Entry Commands**, lists all commands that can be used from the Dispatch Entry screen.

- **Appendix D, Security Authorizations**, lists each program and indicates whether you can perform add, change, delete, inquiry, and/or unlock functions in that program.

- **Appendix E, Common Program Calls**, lists the parameters for some commonly used external program calls.

- **Appendix F, Troubleshooting**, provides answers to some of the questions you are likely to have while using the CAD system.

- The **Glossary** gives you definitions of common terms used throughout the CAD system.

STYLE CONVENTIONS

Before using the CAD System Administrator's Guide, it is important to understand the formatting conventions that are used.

<table>
<thead>
<tr>
<th>Formatting Convention</th>
<th>Type of Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Step-by-Step</em></td>
<td>Step-by-step instructions.</td>
</tr>
<tr>
<td><strong>Italic</strong> type</td>
<td>The proper names of the CAD modules, chapters, and sections.</td>
</tr>
<tr>
<td><strong>Bold</strong> type</td>
<td>Processing option numbers and emphasis.</td>
</tr>
<tr>
<td><strong>Bold-italic</strong> type</td>
<td>The names of data entry or display fields.</td>
</tr>
<tr>
<td>&lt;<strong>Bold Brackets</strong>&gt;</td>
<td>All keyboard keys.</td>
</tr>
</tbody>
</table>
CHAPTER 2

GENERAL SYSTEM STANDARDS

This chapter provides an overview of the keyboard keys, processing options, and data entry methods that have been standardized throughout all of New World’s software. *All new users should read this chapter.* This chapter gives you most of the information you need to successfully perform basic tasks in the CAD system.

Because of the large number of keyboards on the market, some of the keys we discuss here may be called something else on your keyboard. Your New World Systems customer service representative will help if you have such a problem.

**In This Chapter**

- About Menu screens 8
- “Work with” screens and common “Work with” tasks 9
- Standard function keys and other keyboard keys 11
- Types of data entry fields 14
- Calendar Date Prompt 17
- Prompting tables and selecting table codes 18
MAIN MENUS

Menus allow you to access different programs within an application. A list of numbered options appears on the menu, along with a Menu Option Field where you can type an option’s number to select it.

The following two options are available on all main menus:

“80. System Services”
System services refer to AS/400-related activities, such as working with printers, operator messages, and a variety of other technical issues. For more information on System Services, please see your IBM AS/400 documentation.

“90. Signoff”
Type “90” on a command line when you want to exit the system. This option ends a current job and re-displays the original sign-on screen.
“WORK WITH” WINDOWS

A “Work with” window is comparable to a file cabinet for all of your records. When you pull one up, all of the records pertaining to that particular “Work with” will appear on the screen (unless no records have been added to the system yet; in which case, no records will be listed).

Highlighted columns determine the order in which “Work with” records are listed. For example, if the Date column is highlighted, the list is arranged by date. Pressing <F9> will often change the ordering scheme of a “Work with.”

![Figure 2: A typical “Work with” screen.](image)

Preceding each record is a two-character field (“Opt”) in which you can type one of the numeric options listed at the top of the window. These options affect only the record(s) into whose option field the option number was entered. The function key options at the bottom of the display affect the entire list of records.

To process multiple records simultaneously without returning to the “Work with” display, insert option numbers for as many records as necessary and press <Enter>. When you finish with the first record of the group, CAD goes to the next one in line, and so on, until you finish with the last. You can even process records in this manner when the records are not displayed on the same screen.

**Common “Work with” Tasks**

The following procedures can be performed in “Work with” screens and windows:

**Creating New Records**

To create or add a new data record, press <F6> to access a “maintenance” window that is in “Add” mode. In the CAD system, you can easily determine the mode of a maintenance window by looking at the window’s title, or the upper-right corner.

**Changing Existing Records**

To change an existing data record, type a “2” in the option field of the record you want to change, then press <Enter>. You will access a “maintenance” window that is in “Change” mode.
Deleting Records
To delete an existing data record, type a “4” in the option field of the record you want to delete, then press <Enter>.

Press <F13> to delete the record. If you do not wish to delete the record, you can press <F3> or <F12> to exit the “Delete” window.

Displaying Records
To display an existing data record, type a “5” in the option field of the record you want to display, then press <Enter>.

A “Display” maintenance window will appear displaying the data record for informational purposes only. No data can be added to, or deleted from, a “Display” window.

Copy Existing Records
To create a new record by copying an existing record, type a “3” in the option field of the record you want to copy, then press <Enter>. The CAD system offers this option sparingly.

Printing Records
To print an existing data record, type a “6” in the option field of the record you want to print, then press <Enter>. Sometimes the record will automatically be submitted for printing, other times a “report definition” window will appear so that you can define the information included on the report. The CAD system offers this option sparingly.

Working with User Created Documents or Narrative
To work with user defined narrative or documents associated with a record, type a “24” in the option field of the record you want to work with, then press <Enter>. The Work with Documents screen will appear. You can also access this screen by pressing <F24> in many maintenance windows.
STANDARD FUNCTION KEYS

A function key is a keyboard key marked with an F or Cmd and a corresponding number, e.g., F3, F12, Cmd2, Cmd13. Each function key is designed to perform a specific task or tasks, depending on where you are in the system when you utilize it. A quick glance at the bottom of the screen will tell you which function keys are available at any given window.

Below is a list of the most common function keys found in New World Systems® software.

**F3 Exit and F12 Cancel**

In most situations, you can press either of these keys to return to the preceding screen without saving the most recent entries that might have been made on the current screen. If, however, you press <F3> while processing multiple transactions from a “Work with” window, the system will return you to that window, where the next unprocessed transaction is positioned at the top. If you press <F12> in the same situation, the system will take you directly to the next unprocessed transaction. Say, for example, that you entered a “4” in the Option fields of two records to delete them from a “Work with” screen, and then pressed <Enter>. When the “Delete” window for the first record appears, you suddenly decide you do not want to delete this record. If you press <F3> you will return to the “Work with” screen and the record will not be deleted. If you press <F12> the record will not be deleted, but instead of being returned to the “Work with” screen, you will advance to the “Delete” window for the second record.

**F4 Prompt**

Data fields followed by a “+” are “promptable.” This means you can position your cursor anywhere within the field and press the <F4> key to display a list of valid entries from which you can choose. However, some promptable fields do not respond to the <F4> key. When this is the case, type a question mark (?) in the promptable field, press <Field Exit>, and then press <Enter>. The appropriate table should appear.

**F5 Refresh**

Pressing this key will update a record. If used in a “Work with” screen, the list of records will be updated to include any recently created records.

**F6 Add**

This key is used to add a record to various areas within the system. It is found in “Work with” windows and in nearly all windows in which records can be created.

**F7 Backward**

Some maintenance programs have more than one window or screen. When you are in such a program, you can press <F7> to go back to the preceding screen. This function, however, is not offered in all screens.

**F9 Resequence**

This function lets you change the ordering scheme of the records listed on a “Work with” screen. This key may toggle between different ordering schemes or it may bring up a window with several Reset fields.
F15 Report Defaults
Most report or listing windows in the CAD system have a function called <F15> (Defaults). Use this function to access the Report Defaults window where you can change the printing defaults for a particular listing or report. The figure below is an example of the Report Defaults window.

![Report Defaults window](image)

Figure 5: Report Defaults window.

F17 Print
This key allows you to submit a listing or report for printing. When utilized, the report will either be automatically submitted or a confirmation window will appear that may require you to define and/or select report criteria via various data entry fields.

F24 Documents
Press this key to access the Work with Documents screen where you can process or review supplementary documentation associated with a particular file.
OTHER STANDARD KEYS

The following section describes some of the most frequently used keys within New World Systems software.

Enter

Press <Enter> to save the entries you made on a screen or to make a program perform a task.

Pressing the <Enter> key will accomplish two things: it will complete a validation check and move forward in the system. If the system detects an error or errors, the fields in which errors were made will be highlighted and processing will be halted. If no errors are found, the system will move “forward,” processing all work done before the <Enter> key was pressed.

Field Exit

Once data has been entered into a field, the <Field Exit> key is used to advance the cursor to the next field. The location of the <Field Exit> key on your keyboard depends on what kind of keyboard you are using. On an AS/400® keyboard, the <Field Exit> key is located on the right side of the keyboard and is clearly marked “Field Exit.” On a PC keyboard, there is no <Field Exit> key per se, but the field exit process is accomplished with another key, often the right <Ctrl> (control) key (depending on how your keyboard is mapped).

The <Field Exit> key is used when you have entered data into a field and you are ready to advance to the next field. Pressing <Field Exit> will accomplish three things:

1. It will erase all information in the field that exists to the right of the cursor;
2. It will either left- or right-justify the data in the field, depending on how the field is set up; and
3. It will advance the cursor to the next field.

Page Up and Down

Use <Page Up/Down> keys to view information that extends above or below the field of view. The system displays messages to let you know when you have reached the top or bottom of a list of records. These keys are used most often in “Work with” screens that contain numerous records.

Tab

Use the <Tab> or <Field Advance> keys to advance from field to field. To travel backward, hold the <Shift> key down while pressing the <Tab> key. Existing data in fields that are “tabbed” through is NOT deleted, as it would be if you were to <Field Exit> through the fields. If you use terminal keyboards, see the description for the <Field Back> key.

Control

The left <Ctrl> key is used to reset the keyboard after certain kinds of errors occur, such as invalid data (e.g., alpha characters entered in a numeric field) detected after the <Enter> key is pressed. When these kinds of errors occur, the keyboard locks up and the user is unable to proceed until the keyboard is reset.
DATA ENTRY FIELDS

In maintenance screens, data fields are the blank areas where you enter information. Data fields can be divided into four categories:

- Mandatory
- Promptable
- Validated
- Informational

Mandatory Fields

Mandatory fields must be completed before a new record can be created, and before advancing to another screen or window. If you press <Enter> to create a record before completing a mandatory field, the field will be highlighted and an error message will appear at the bottom of the window.

Promptable Fields

These fields can be “prompted” to display and choose from a list, or table, of valid entries for that field. All promptable fields are identified by a “+” to the right of the field. To “prompt” a promptable field, place the cursor in a field with a “+” next to it and press <F4>. A Table or Prompt will appear so that you can select a valid entry. Once you select an entry, the Table or Prompt will disappear and the entry you selected will appear in the field you prompted.

Along with using <F4>, you can also type a right justified “?” in the promptable field and press <Enter> to display the Table or Prompt window.

Validated Fields

The system checks validated fields to ensure that you enter information in the proper format. For example, the system validates all promptable fields against codes in their corresponding tables. Other validated fields include:

Addresses

Users can enter an address using spaces in lieu of commas. The exception is the extension field, which must always be preceded by a period. An example of an address entered with spaces follows:

Street#.Extension Direction StreetName Suffix PostDirection Qualifier

Whereas an address entered with commas would look like:

Street#.Extension,Direction,StreetName,Suffix,PostDirection,Qualifier

For example:

355 N LEHIGH AV APT 205

You can prompt an address field to access a table of valid Directions or Suffixes. To access the Directions table, type a “?” on the direction and press <Enter>. To access the Suffixes table, type a “?” where the “AV” is and press <Enter>.

Since cross street names do not have street numbers, enter them using four commas (or spaces) instead of five, as in the following example:

E,SCARBOROUGH,DR,
Date Fields
Use only numbers and omit spaces, as in these examples for MAY 20, 2006, and January 1, 2007, respectively.

05202006 and 01012007

As the examples show, you may use either the six-digit or eight-digit date entry format. If you enter a date in the six-digit format (i.e., 01012004), make sure to press <Field Exit> after you make the entry to clear the field. The next time you access the record, the system will have changed the entry to a full eight digits to accommodate the year 2004.

Date ranges are used in many places throughout the CAD system, particularly in report programs. Date range fields include a From and Thru in the field names. For example:

From Date . . . : __________ +
Thru Date . . . : __________ +

All dates between the From and Thru Dates will be included in the program you run. If you only want to use one date, simply enter the single date in both fields.

You also have the option of using the Calendar Date Prompt when entering dates. Please see page 17 for more information.

Height/Weight
These are both numeric fields. Height is entered using three digits with the first digit being the feet and the next two digits as inches. No quotes should be entered. For example, 6 feet is entered as 600; 5 feet 2 inches is entered as 502. Weight is entered using three digits for the total pounds.

Name Fields
When entering the names of people, enter the names in the following format:

LastName,FirstName,MiddleName,Suffix
For example:

**STEINER, ROBERT, JOSEPH, PHD**

To display and choose from a table of valid suffixes, type a “?” after the third comma and press <Enter>.

When entering the names of organizations, enter the name as it would normally be written, followed by three commas, as in the following example:

**NEW WORLD SYSTEMS,,,**

After you have entered a name and pressed <Enter>, the Global Name Search/Update window will appear, listing all names (jacket files) currently on your system. If the name you entered does not appear on the list, you must create a new jacket for that name.

**Phone Numbers**

Include the area code and omit the spaces, dashes and parentheses when entering phone numbers. For example, (248) 269-1000 would be entered as “2482691000.”

**Time Entries**

Use the 24-hour clock and the HHMMSS (Hours, Minutes, Seconds) for all time entries. For example, 2:40:09 a.m. would be entered as “24009,” and 2:40:09 p.m. would be entered as “144009.”

**NOTE:** Seconds are required for all time entry fields that are six characters in length.

**Informational Fields**

These are data fields that are not mandatory, promptable, or validated. These fields can also be called Optional because they do not have to be completed and do not require any special formatting.
CALENDAR DATE PROMPT

The Calendar Date Prompt window appears when you prompt a date field. Each time you access the Calendar Date Prompt window, the current month and year will be displayed with today’s day highlighted. Use the <Roll Up> and <Roll Down> keys to display the next month or previous month, respectively.

![Calendar Date Prompt](image)

Figure 6: Calendar Date Prompt.

Use the Select Date field to enter the day of the month you want to use. The Month/Year fields are defaulted with the current month and year, but you can change these fields if needed. Press <Enter> once you have selected the appropriate date. The date you selected will now appear in the date field you prompted.
PROMPTING TABLES AND SELECTING TABLE CODES

Throughout the CAD system, tables and table codes are used to standardize entries you will make during the processing of incident records and other related information. All tables contain table codes.

Any field with a “+” next to it will access a table and its table codes when you “prompt” that field. To prompt a table code field, type a “?” in the field, press <Field Exit> and then <Enter>. Another way to prompt a table code field is to place your cursor in that field and press <F4>.

Once the list of codes is displayed, choose a code by typing a “1” in the blank next to the code you want, then press <Enter>. The screen in which you were entering information will reappear with the code you selected appearing in the field you prompted.
CHAPTER 3
CAD TERMS AND SETUP

In This Chapter
- Definitions of common CAD terms  20
- Overview of setup procedures  23
- Creating and maintaining tables and table code entries  24
- CAD system tuning  30
- Setting up jurisdictions  45
- Controlling calls viewed by dispatchers  53
- Setting up GEO files  59
- Unit assignment codes  78
- Incident types  80
- Beat recommendations  86
- Fire/EMS run cards  87
- Customizing CAD commands and function keys  91
COMMON CAD TERMS

Since this chapter concerns setting up the Dispatch Entry screen, we should define the associated processes and terms.

Figure 8: The Dispatch Entry screen.

Screen Elements

You can use the CAD Screen Format Utility to customize the Dispatch Entry screen’s command line, work area data fields, and call queue (move around the screen, set up with default entries, and label differently). Some fields can be deleted and replaced with other fields. The only thing you cannot change is the top row of information (master ORI, combined dispatch code, screen title, date, mode, and screen number) and certain data fields that can be moved but not deleted.

NOTE: See the Work with CAD Screen Formats section on page 183 for more information on building screen formats.

Command Line

The command line is where you enter any of the commands listed in Appendix B (see page 243), or any of your own customized commands.

Typically, these commands require additional information called parameters. The character used between parameters is called a separator.

There are two types of separators: Like Command Separators and Different Command Separators (also called unlike). The Like Command Separator is typically a comma and is used between parameters that are similar, such as multiple units in the Dispatch command (the command separator is set-up in CAD System Tuning). The Different Command Separator is used between parameters that are different, such as the unit number and incident number in the Dispatch command. In Figure 8 the Different Command Separator is a space character. You can also define these separators.

After you enter the Dispatch screen, you can access the CAD command line at any time, in any program accessed through CAD, by pressing the Attention key, or <Escape> on most PC workstations.
Chapter 3: CAD Terms and Setup

**Work Area**

The work area contains the data fields where you can add or change information for a single incident. In the default Dispatch Entry window, CAD displays special hazard information related to names, addresses, or situations.

**Call Queue**

The call queue displays information for calls that have not been cleared. Depending on your agency’s setup, calls entered by one dispatcher may or may not be visible in the call queues of other dispatchers.

In any Dispatch Entry screen with a call queue, this list is ordered according to the following:

1. Undispatched calls are listed above dispatched calls.
2. Dispatched and undispatched calls are listed (top-to-bottom) by priority.
3. Same-priority calls are listed (top-to-bottom) oldest to newest according to the time the incident was reported.

You can change the information in each line of the call queue by toggling the view. Three different views are available. You can also customize the information displayed in any of these three views.

CAD also allows you to set up a status monitor displaying a full screen of call queue information that is automatically updated.

---

**NOTE:** The screen must be refreshed to see the updated call queue if the call queue is part of the Dispatch Entry screen.

**Monitors**

Status monitors are self-refreshing AS/400 sessions displaying various types of dispatch information. CAD supports four kinds of status monitors:

- Unit Status Monitors (unit information)
- Incident Status Monitors (incident information)
- Message Monitors (CAD message traffic)
- Call Queue Monitors

**Dispatch Workflow**

The following is a general scenario of events occurring in the Dispatch screen:

1. A call comes in. A call taker/dispatcher enters this information by specifying (at least) an Incident Type code and Location (location information is usually entered by the **CAD/E911 Interface**) using data fields in the Dispatch screen work area. Other pertinent information can also be entered. After pressing **<Enter>**, CAD assigns a unique incident number and the call drops into the call queue.

2. A dispatcher determines the appropriate unit for the incident (CAD provides many features, including automated recommendations, to assist the dispatcher in making this determination). While contacting the unit, the dispatcher uses various CAD commands to record all aspects of unit involvement and status.
3. When the dispatcher clears the incident, the following occurs:
   - The call information disappears from the call queue.
   - CAD creates a record of all incident information accessible in Work with Cleared Calls and Work with Incidents.
   - CAD changes the unit status to *Available for Call* so that the unit can be recommended for subsequent incidents.
OVERVIEW OF CAD SETUP

Your New World customer support representative typically handles installation of CAD. If you are performing the installation, you will receive installation instructions with the software. Once CAD is installed, certain data elements must be entered and procedures followed for CAD to function properly.

Each step in the following list must be completed for CAD to function properly. Some items are applicable only if you are using an optional module of CAD, or if you are using CAD in a combined- or multi-jurisdictional environment. If you are unsure if you are using an optional module, contact your customer support representative.

1. Set up table codes and table code entries. See page 24 for more information.
2. Area/Section. Refer to your Public Safety documentation for more information.
3. Jurisdiction Control File. Refer to your Public Safety documentation for more information.
5. Complete your Personnel files. Refer to your Public Safety documentation for more information.
6. Build Unit files. See page 78 for more information.
7. Build the CAD Jurisdiction Control files. See page 45 for more information.
8. Build Incident Types files. See page 80 for more information.
9. Set up Police Unit Recommendations. See page 86 for more information.
10. Set up Fire and EMS Run Cards. See page 87 for more information.
11. Customize your CAD commands and function keys. See page 91 for more information.
12. CAD System Tuning. See page 30 for more information.
13. Create custom dispatch screens for different types of users. See page 91 for more information.
14. Create Command Security Profiles for different types of users and associate the users with a profile. See page 91 for more information.
TABLES AND TABLE CODE ENTRIES

Tables and table code entries are used to standardize entries throughout the CAD system. The benefit of table processing is that every code entered is validated against a list of valid entries. Any mistakes are immediately identified for correction, thus ensuring the integrity of the data.

New World Systems has pre-installed the tables you need to operate your system. However, you may need to create additional tables in the future. This section describes how to create and maintain tables and their table code entries. Please see Appendix A: CAD Tables if you want to look over the tables that were included in the CAD software.

Creating and Maintaining Tables

Tables are created and maintained in the Work with Tables screen. Displayed on this screen are all of the tables used in the CAD system. This is where all tables and table codes are maintained. From this screen, you can create, change, copy, delete, or print tables and table codes.
Step-by-Step: Creating a New Table

1. From the CAD System Administrator Menu, select Option 1, Security Menu.

   ![Figure 9: The Work with Tables window.](image1)

4. The Add Table window displays. The Table# field will be defaulted with the next available table number. If you want to change this number you may do so, but you cannot enter a table number that already exists. Enter the table’s Description and Abbreviation. In the Sequence By field, indicate the method by which you would like your new table to sort, whether by description (D), code (C), or abbreviation (A). Tables are typically sequenced by code. Press <Enter>. Check with a New World representative whenever you create a new table.

   ![Figure 10: The Add Table window.](image2)

5. The Work with Tables window will reappear after you press <Enter>. The additions you made will be displayed on this window.
Table Listing

In Work with Tables, press <F17> to access the Table Listing window. This listing will display the tables you specify, along with their table entries, if you wish.

![Table Listing window](image.png)

**Figure 11:** The Table Listing window.

In the *From/Thru Table #* fields, enter the range of tables you want to include in this report. In the *Include Entries* field, indicate whether you want to include the table entries for each table on the listing. When you are finished making entries, press <Enter> to submit the listing for printing.

<table>
<thead>
<tr>
<th>TABLE#</th>
<th>TABLE DESCRIPTION</th>
<th>ACT</th>
<th>CODE</th>
<th>CODE DESCRIPTION</th>
<th>TABLE ABBREV.</th>
<th>ALTERNATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Division Codes</td>
<td>Yes</td>
<td>1</td>
<td>Traffic</td>
<td>Traffic</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>2</td>
<td>Investigative</td>
<td>Investigat</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>3</td>
<td>Patrol</td>
<td>Patrol</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>4</td>
<td>Jail</td>
<td>Jail</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>5</td>
<td>Administration</td>
<td>Admin.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>7</td>
<td>Dispatch Center</td>
<td>Dispatch</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>10</td>
<td>Fire Service</td>
<td>Fire Svc</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Bureau codes</td>
<td>Yes</td>
<td>1</td>
<td>Patrol</td>
<td>Patrol</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>2</td>
<td>Traffic</td>
<td>Traffic</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>3</td>
<td>Evidence Technicians</td>
<td>Evid Tech</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>4</td>
<td>School Safety</td>
<td>Sch Safety</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>5</td>
<td>Abandoned Vehicle</td>
<td>Aband Veh</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>6</td>
<td>Criminal Investigations Bureau</td>
<td>CIB</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>9</td>
<td>Intelligence</td>
<td>Intell</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>10</td>
<td>Youth Bureau</td>
<td>Youth</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>11</td>
<td>Special Investigation Bureau</td>
<td>SIB</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>12</td>
<td>Crime Prevention</td>
<td>Crime Prev</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>13</td>
<td>Training</td>
<td>Training</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>14</td>
<td>Resource Management</td>
<td>Res Mgt</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>15</td>
<td>Communications Services Bureau</td>
<td>CSB</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>16</td>
<td>Animal Control</td>
<td>Animal Ctl</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>17</td>
<td>Records</td>
<td>Records</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>18</td>
<td>Support Services</td>
<td>Sup Serv</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>19</td>
<td>Detention</td>
<td>Detention</td>
<td>Detention</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>21</td>
<td>Narcotics</td>
<td>Narc</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>22</td>
<td>Central Fire</td>
<td>CentralFire</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>23</td>
<td>IMS Service</td>
<td>IMS Svc</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>24</td>
<td>Fire Marshall</td>
<td>Fire Mar</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Geographic Area</td>
<td>Yes</td>
<td>1</td>
<td>South Aegis</td>
<td>South</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>2</td>
<td>North Aegis</td>
<td>North</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>3</td>
<td>East Aegis</td>
<td>East</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>4</td>
<td>SSW</td>
<td>SSW</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>5</td>
<td>Central</td>
<td>Central</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>6</td>
<td>South West</td>
<td>SouthWest</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>7</td>
<td>North East</td>
<td>NorthEast</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>8</td>
<td>North West</td>
<td>NorthWest</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>05</td>
<td>East Aegis</td>
<td>East Aegis</td>
<td>EA</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>06</td>
<td>South East</td>
<td>SouthEast</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>2</td>
<td>Newl</td>
<td>Newl</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yes</td>
<td>1234</td>
<td>Downtown</td>
<td>Downtown</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 12:** A sample Table Listing report (with table entries).
Creating and Maintaining Table Code Entries

The Work with Table Entries window displays all of the table codes within a particular table. The table’s number and name are displayed in the upper left corner of the window. Use this window to create, change, delete, or print table code entries.

![Work with Table Entries window](image)

**Figure 13: The Work with Table Entries window.**

Work with Table Entries displays the five elements to a table code entry.

- **Active.** If this field is set to No, when a field is prompted and the list of possible table entries is displayed, this entry will not be available. A user can still enter a code that has been flagged as inactive; it simply will not appear when the field that uses that table number is prompted. The code will remain inactive as long as the field is set that way; there is no timeframe.

- **Code.** The table code is a 1 to 4 character code used to identify data. This is what is entered in a promptable field.

- **Description.** The Description is used to verbalize the code into plain text in order to make the code easier to understand for the end user.

- **Abbreviation.** On many windows, there is a limited amount of space for information to be displayed. Not only is the Abbreviation field a smaller version of the Description, it is also displayed next to the table code field after the code has been selected. If the Description is longer than 10 characters, the Abbreviation will be displayed on inquiry windows and printed reports.

- **Alternate.** Although rarely used in normal table maintenance, this ten position field can be used to call particular programs or reports when the table code is selected.

**NOTE:** If there is an entry in the Alternate field, do not change it unless advised to do so by a New World representative. Entering the wrong information in an Alternate field could cause your CAD system to operate incorrectly.
**Step-by-Step: Creating a Table Code Entry**

1. From the **Work with Tables** window, type a “12” in the option field of a table, and press <Enter>.

   ![Figure 14: The Work with Tables window.](image)

   **Selecting Option 12, Table Entries**

2. The **Work with Table Entries** window displays. Press <F6> to create a new table entry.

   ![Figure 15: The Work with Table Entries window.](image)

   **Pressing <F6> to add a table entry**

3. The **Add Entry** window displays. The **Code**, **Active**, **Description**, and **Abbreviation** fields are mandatory. The **Active** field is used to indicate if this code should be actively used. If the field is set to No, then when a field is prompted, the prompt window will not display the code. The **Alternate** field is optional (if you did not enter a **Table Code**, the **Alternate** field is mandatory). When you are finished making entries, press <Enter> to add the new table entry to Work with Table Entries.

   ![Figure 16: The Add Entry window.](image)
Table Entries Listing

From the Work with Table Entries window, press <F17> (Print) to generate a listing of table entries for the selected table. A small confirmation window displays asking you to press <F17> again to print the listing. To exit this window without printing the listing, press <F3> or <F12>.

<table>
<thead>
<tr>
<th>ACT</th>
<th>CODE</th>
<th>CODE DESCRIPTION</th>
<th>TABLE ABBREV.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>1</td>
<td>Patrol</td>
<td>Bureau</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>Traffic</td>
<td>Traffic</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>Evidence Technicians</td>
<td>Evid Tech</td>
</tr>
<tr>
<td>2</td>
<td>4</td>
<td>School Safety</td>
<td>Sch Safety</td>
</tr>
<tr>
<td>2</td>
<td>5</td>
<td>Abandoned Vehicle</td>
<td>Aband Veh</td>
</tr>
<tr>
<td>2</td>
<td>6</td>
<td>Criminal Investigations Bureau</td>
<td>CIB</td>
</tr>
<tr>
<td>2</td>
<td>9</td>
<td>Intelligence</td>
<td>Intell</td>
</tr>
<tr>
<td>2</td>
<td>10</td>
<td>Youth Bureau</td>
<td>Youth</td>
</tr>
<tr>
<td>2</td>
<td>11</td>
<td>Special Investigation Bureau</td>
<td>SIB</td>
</tr>
<tr>
<td>2</td>
<td>12</td>
<td>Crime Prevention</td>
<td>Crime Prev</td>
</tr>
<tr>
<td>2</td>
<td>13</td>
<td>Training</td>
<td>Training</td>
</tr>
<tr>
<td>2</td>
<td>14</td>
<td>Resource Management</td>
<td>Res Mgt</td>
</tr>
<tr>
<td>2</td>
<td>15</td>
<td>Communications Services Bureau</td>
<td>CSB</td>
</tr>
<tr>
<td>2</td>
<td>16</td>
<td>Animal Control</td>
<td>Animal Ctl</td>
</tr>
<tr>
<td>2</td>
<td>17</td>
<td>Records</td>
<td>Records</td>
</tr>
<tr>
<td>2</td>
<td>18</td>
<td>Support Services</td>
<td>Sup Serv</td>
</tr>
<tr>
<td>2</td>
<td>19</td>
<td>Detention</td>
<td>Detention</td>
</tr>
<tr>
<td>2</td>
<td>21</td>
<td>Narcotics</td>
<td>Narc</td>
</tr>
<tr>
<td>2</td>
<td>22</td>
<td>Central Fire</td>
<td>CentrlFire</td>
</tr>
<tr>
<td>2</td>
<td>23</td>
<td>EMS Service</td>
<td>EMS Svc</td>
</tr>
<tr>
<td>2</td>
<td>24</td>
<td>Fire Marshall</td>
<td>Fire Mar</td>
</tr>
</tbody>
</table>

Figure 17: The Table Entries Listing.
CAD SYSTEM TUNING

CAD System Tuning (Option 8 on the System Administrator Menu) has four windows you can use to customize the global operating characteristics of the Dispatch Entry window and related functions. These characteristics include setting up job queues, priorities, and interfaces to other CAD software modules.

From the System Administrator Menu, select Option 8, CAD System Tuning.

The CAD System Tuning window CD0970S1 displays. A description of the data fields follows. To advance to the next window, press <Enter>.

Figure 18: The System Administrator Menu.

Figure 19: The CAD System Tuning window CD0970S1.
**Description of Data Fields within the CAD System Tuning Window CD0970S1**

**Dispatch Entry**

*Priority:* Use this field to specify the AS/400 priority of dispatch jobs. Suggested Value: 19. Interactive jobs run with the priority at 20, printers at 30, batch jobs at 50, and the console at 10. A priority of 19 will give dispatch jobs precedence over data entry personnel.

*Time Slice:* Use this field to specify the AS/400 time slice for dispatch jobs. Suggested Value: 2004. Should you desire to change this value, refer to your IBM manual for instructions on how to do so.

*Purge Joblog:* Use this field to indicate if you want CAD to move the job out of main storage and put it into auxiliary storage. Suggested Value: “N.” Should you desire to change this value, refer to your IBM manual for instructions on how to do so.

*Data Queue Lib:* Use this field to specify the name of the library containing your CAD data queues. These data queues are used to transfer information from one program to another. Should be NWSPSLIB.

*CAD Job Queue:* Use this field to specify the name of the CAD Job Queue. This job queue handles many CAD functions, including messaging and clearing programs. Suggested Value: QINTER.

**Commands**

*Use Command Security:* If this field is set to Yes, every individual can be authorized (or not authorized) to each CAD command used on the Dispatch window. These are set up by taking option 4, Work with CAD Profiles, on the CAD Supervisor Menu. In the resulting Work with Command Security Profiles window, type a “2” in the Opt field associated with a user profile and press <Enter>. In the resulting Command Security Profile window, each command that a user is authorized to will have a “Y” in the associated field. If this field is set to “N,” then all users will be authorized to all commands.

*Separator (Like):* Use this field to specify the character used between like parameters for dispatch commands. This should always be a comma. For example, if you specify a comma character (,) in this field, you would separate multiple units in the Arrive command with a comma. The incident number would have to be separated from the units with the character specified in the Command Separator for Different field.

*Separator (Unlike):* Use this field to specify the character used to separate different commands. This should always be blank. For example, if you specify a space character ( ) in this field, you would separate units from the incident number in the Arrive command with a space. Individual units would have to be separated with the character specified in the Command Separator for Like field.

**Other**

*Monitor Run Priority:* Use this field to specify the AS/400 priority of status monitor jobs. Suggested Value: 20

**Screen Format Library/File**

*Base CAD:* The first field identifies the name of the source library for Base CAD. The second field identifies the name of the source file. This file is used when building window formats. These should be NWSPSPTF and CDSRNR.

*Combined CAD:* The first field identifies the name of the source library for Combined CAD. The second field identifies the name of the source file. This file is used when building window formats. These should be NWSPSPTF and CDSRNR.

**Public Safety Libraries**
Use the files library and source library fields to specify the libraries to which the CAD system will look for Public Safety programs. These libraries are also referenced for window format creation. The first field should be set to NWPSFLS, the second to NWPSLIB.

**Interfaces**

Type a “Y” in the field of each CAD software module to which your CAD system will be interfaced.

If you have the **RssFeed** set to Yes, the information is updated every two minutes and stored in two files: CDRSS and CDRSSX both in the PTF library. The information that is retained in the CDRSS file is:

- Responding ORI and Abbreviation
- Responding Incident Number (full 12 long)
- Responding Incident Number (last 4 of the incident number)
- CAD ORI code

- Call Date
- Call Time
- Dispatch Date
- Dispatch Time
- Arrival Date
- Arrival Time
- Incident Type Abbreviation
- Priority
- Status
- Units Sent
- Primary Unit
- Secondary Unit
- Assigned
- Dispatched
- Arrived
- Venue Abbreviation
- Street Name
- Cross Street Name
- Common Name
- Area
- Section
- Beat
- Quadrant
- EMS District
- Wrecker District
- Grid
- Map Reference
- Station
- CAD Subordinate Beat
- Latitude
- Longitude
- Nature of Call

The following XML tags are written in the CDRSSX file:

```xml
<DataSet>
<RespondingORI></RespondingORI>
<ORIAbbv></ORIAbbv>
<Incident></Incident>
<CallDate></CallDate>
<CallTime></CallTime>
<DispDate></DispDate>
```
The **CAD System Tuning** window CD0970S2 displays. Below is a description of the data fields in this window. To advance to the next window, press <Enter>.

**Figure 20: The CAD System Tuning window CD0970S2.**

### Description of Data Fields within the CAD System Tuning Window CD0970S2

#### Call Stacking

**Auto Dispatch Unit to Stacked Call:** Use this field to automatically dispatch a call in a unit’s stack when that unit is cleared from its current call.
Assign Sets Incident Dispatch Time: If this field is set to Yes, the DSP/ENR command is done automatically for the next call in its stack. If set to No, automatic dispatch will not occur and the dispatcher will need to manually dispatch on the next stacked call assigned to that unit. The operator has the ability to “stack” a number of calls for a unit during the course of a shift.

Assign Unit Back to Current Call: If this field is set to Yes, calls that have been rerouted or superseded by a rapid or quick call will be placed first in the stack. When the call that superseded the call is cleared, the original call will be assigned to that unit.

Assign Sets Primary/Secondary Units: If this field is set to Yes, when you put a unit in the primary and secondary field(s) on the dispatch entry window when creating a call, it will assign them to the call instead of dispatching them like the ASG command.

Allow CAP to Clear a Stacked Call: If this field is set to No, a user trying to clear the last unit from a call in CAD will not be allowed to do so if there are units stacked/assigned to the call. If set to Yes and the last unit on the call is cleared the call will be cleared regardless of whether there are units still stacked/assigned to the call or not.

Allow CCP to Clear a Stacked Call: If set to No, when a user uses the CCP command and the call they are trying to clear has a unit stacked on it, they will not be allowed to clear the call. If set to Yes, which is the default, they will be allowed to clear it.

Automatic Narrative Attachment

Copy Commands: Use this field to specify whether the narrative should be copied to the new incident. If set to Yes, narrative attached to the original or the copy will appear on both the original and the copy. For example, when an incident is copied from a PD to a FD, the narrative will be copied as well.

Combined Incident Types: Use this field to specify whether narrative should be written to all incidents created by the combined incident type (PD, Fire, EMS, etc.). If this is set to Yes, any narrative attached to one of the calls created will be attached to all of the calls created when using the combined incident types.

Unit Secondary Location: Setting this field to Yes will make it possible to write secondary location information to the call narrative a unit is on. When it is set to No or left blank, then the secondary location will not be written to narrative for commands ADS, AEN, DS1, DS2, URP, USP, and AS2.

Show User Name in Narrative: When this field is set to Yes, then the User and Time Stamp will appear on each line of user added dispatch narrative. This flag pertains to dispatch narrative only; system narrative does not include a user stamp. If set to No, then you will not know who is entering narrative.

Color Code Narr by User: If set to Yes, the narratives of the first seven users to enter narratives in the Incident Narrative Entry window will display in different colors, therefore differentiating the users. The narrative is accessed by entering the NRW command (NRW followed by the incident number) you would like to view narrative for. In the Incident Narrative Entry window the assignment of a color is based on the chronological order of narratives entered. The first user to add narrative is displayed in White, the second in Green, third in pink, then turquoise, yellow, blue, and red. The next seven users will duplicate the process, with any more shown in standard white.

If set to No, all narrative will display in white.
Scheduled Messages/Incidents

**Message Reminder Delay:** Use this field to specify the interval (in minutes) at which the reminder message should repeat. Reminder messages display at the bottom of the Dispatch Entry window. This will be the scheduled message maintenance time interval default.

**Incident Reminder Text:** Use this field to specify the message that will appear at the bottom of the CAD Dispatch Entry window to remind you to check messages. This will be the default message on the scheduled message maintenance subject line.

**Status Monitors**

**Show Elapsed Time on Monitor #4:** This applies to Monitor Style 4 monitors. If you set this field to Yes, the monitor will show the elapsed time in minutes since the unit entered the status it is currently in (dispatched, assigned, enroute, etc.). Anything beyond 99 minutes shows as "++." If you set this field to No, the time of the last command given by a dispatcher will display.

**Compress Fire Monitor #6:** If set to Yes, then only units that are on a call will display in the Fire monitor #6. If set to No, all units currently assigned to a station, regardless of available or not, will display.

**Compress Fire Monitor #3:** If this field is set to Yes, then the units on monitor #3 will display with no space between them. If this field is set to No, then spaces will appear wherever a unit is assigned to this monitor and is in an off shift status.
URP/UBP on right for Style 4: The URP command is used to place a unit in an out of service status because they are writing a report. The UBP command is used to place a unit out of service for administrative purposes. On the customizable monitor style 4, if a unit is in URP or UBP status, it will show on the right column if this field is set to Yes. If it is set to No, then a unit in URP status will not show on the monitor at all.

Show Full X-Street in Location: If this field is set to No, the direction, suffix, and post direction will not display on monitors that have locations. If it is set to Yes, then the entire cross street will display.

Incident Changes

Auto Clear Incident Change Flag: There is a field (SCHGD) that you can add to your Call Queue. This field will indicate when there has been activity to an incident or to the narrative of incident. If you use a Yes here, when you view an incident or the narrative of an incident, the flag will clear automatically. If you use a No here, you will have to use the CIF command to clear the flag.

Send Incident Update Message to Users: Enter a Yes in this field if you want a message sent to all signed on CAD operators every time an incident is updated.

Track Changes in Narrative: Enter a Yes in this field and an entry will be made into the narrative every time a change is made. This entry will show the user and what type of change was made. A No and no entry will be made into the narrative. We recommend this field be set to Yes.

Change Prty w/Incident Type Change: This field enables you to choose whether or not the priority automatically changes or remains the same when the incident type is changed. If you would like the priority to be automatically updated when incident types are changed, enter a Yes in this field. Enter a No here if you would like the priority to remain unchanged (to retain its original value) despite any changes to the incident type. For example, someone calls in to report a barking dog and an incident for a barking dog is therefore created and is assigned a priority of 6. When the officer arrives to investigate it is determined that the dog was barking because its owner was murdered and the call is therefore changed to a homicide, which is normally a priority 1. This field determines if the priority changes when the incident type changes or if it stays the same as it was originally.

Change Priority with Status Change: When set to Yes, if the status of a call is changed and the priority is not manually changed at the same time, the call’s priority will be automatically updated. If the call is Geo-validated, and the call’s priority is not manually changed at the same time, the call’s priority will be updated automatically. If set to No, the priority will not update when the status is changed.
The **CAD System Tuning** window CD0970S3 displays. Below is a description of the data fields in this window. To advance to the next window, press `<Enter>`.

![CAD System Tuning window CD0970S3](image)

**Figure 21:** The CAD System Tuning window CD0970S3.

**DESCRIPTION OF DATA FIELDS WITHIN THE CAD SYSTEM TUNING WINDOW CD0970S3**

**GEO Settings**

**Prompt Common Names:** Type a “Y” in this field to prompt for common names listed at the same address. For example, if an address is entered for a strip mall that has multiple companies listed there, prompting will display the common names of the companies that share that address. If this field is set to “N”, then the name field will remain blank when it encounters multiple names.

**Street Prompt:** This field determines how streets are sorted when prompted. 1= S name, suffix, s dir, s dir2, thru #, from #, venue. 2= S name, Thru s#, From s#, suffix, s dir, s dir2, venue.
**Cross Street Prompt:** Use this field to indicate the sorting method you want to use for cross streets. The following diagrams describe each sorting method:

**Sorting Method One** sorts cross streets by cross street one (name, suffix and direction) and cross street two (name, suffix and direction).

Example:
- E.Dallas,Av  Armstrong, Rd
- E.Dallas,Av  Rochester, Rd
- W.Dallas,Av  Adams, St
- W.Dallas,Av  W.Lincoln, Av

**Sorting Method Two** sorts cross streets in the order of cross street one name, cross street two name, suffix one, suffix two, direction one and then direction two.

Example:
- W.Dallas,Av  Adams, St
- E.Dallas,Av  Armstrong, Rd
- W.Dallas,Av  W.Lincoln, Av
- E.Dallas,Av  Rochester, Rd

**Other**

**Use Dispatch Logging:** Use this field to indicate if you want to record all dispatch operations. This log is useful for training and diagnostic purposes. The information can be viewed via the Work with CAD Log window. This field is usually set to No unless you specifically need to monitor a dispatcher’s actions.

**Use Default ORI:** When taking calls, the Responding ORI can be set up to default to a specific user-defined ORI # instead of automatically defaulting to the ORI # associated with the call’s identified GEO address. To permit the use of a default ORI #, type a “Y” in this field. An “N” in this field will prevent the use of this default override ORI. For more information on the Default ORI feature, see “Responding ORI #” in the CAD Training / User’s Guide.

**Use Unit Aliasing:** Type a Yes in this field if you want to be able to use the same unit number in multiple ORIs through the use of aliases. To do this, change the unit fields in your CAD Call Queue to display the six character long unit numbers. You would also need to access the Work with CAD Screen Formats window and change the Primary and Secondary fields from four to six characters. Police units would typically then have “PD” added to the end of the unit identifier and fire units “FD.” If you set this field to No you will not be able to use the same unit number in multiple ORIs. The alias field in Unit Assignment Maintenance will not show up with this field set to No.

**Validate Unit Type:** Type a “Y” in this field if you want the Unit Type field in the Unit Maintenance window to be mandatory.

**Full Personnel Log:** If this field is set to “N” the personnel log will only contain records of when a person is off-shifted, on-shifted, placed on a call or taken off a call. If set to “Y,” then ALL status changes are recorded in the personnel log. This field is typically set to No.

**Cleared Dispo Req’d:** Type a “Y” in this field and you will be required to use a disposition code every time you clear an incident or clear a unit from dispatch.
**Primary Unit Sets Disposition:** If this field is set to Yes, the primary unit attached to an incident (and therefore its disposition) will be used to assign the disposition to the incident using the disposition ranking. If no incident dispositions are ranked, it will use the last disposition assigned. If this field is set to No, the last disposition assigned will be used.

Dispositions can be assigned a numeric value, therefore setting up a ranking of importance for the dispositions. In table 0083, Incident Dispositions, the table entries may be assigned number 1-8 in the first position of the *Alternate* field, with the lowest number being the highest of importance and blanks be considered a 9, the least important. If multiple incident dispositions are used with the same ranking, the last disposition assigned to the incident will be considered the primary. If no ranking is entered, the last entered disposition will be used.

**Primary Unit Sets Report Required:** If this field is set to Yes, the program takes the primary disposition for the primary unit and checks the value in the tenth position of the Alternate field (table 0083, as mentioned in the previous paragraph). If set to No, the method described in the following paragraph is used.

In table 0083, Incident Dispositions, the table entries may be assigned a “Y” or an “N” in the tenth position of the *Alternate* field. If this disposition is selected to be the primary, the incident’s Report Required field will be populated based on the value in the tenth position of the Alternate field. If no value is entered, the Report Required field will be processed based on the incident type.

**NOTE:** It is very important that the table entries in table 0083 be cleaned up. Prior entries in the Alternate field must be deleted. This field and the Primary Unit Sets Disposition field dictate what should be in the first and 10th position of the Alternate field. Anything else that might be entered in the Alternate field can cause the wrong disposition to be assigned or the wrong entry populated in the Report Required field.

**Cross ORI Security:** Type a “Y” in this field to disallow dispatching to units outside of your combined dispatch code. Type an “N” in this field to allow other ORI numbers to issue commands to units outside of your combined dispatch code.

**NCIC Resp Break Msg:** If set to Yes and NCIC Message Display is turned on, any response from NCIC will be displayed as a break message in Dispatch Entry.

**Use Small Police Recommend:** If set to Yes, the Police Recommendations window accessed in Dispatch Entry will display in a smaller format (two less units display, and the incident number and beat are removed). If set to No, the larger format will display (eight units). The Police Recommendations window is accessed from the Dispatch Entry window. With a police call active, press the key you have mapped for police recommendations (typically <F10>). The two formats are displayed below.
Sheriffs ORI: Use this field to assign the ORI # to be used when dispatching for a sheriff. This is done by entering an “S” in the Incident Type Group field in the Dispatch Entry field. This field is tied to the Sheriff Incident Type field in the Combined Incident Type Maintenance window. If you are a jurisdiction that dispatches for both a county and a sheriff’s department, you will want to set this up.

**Auto Hazard Inq w/GEOV type**: When set to Yes, the system automatically checks for hazards when an address is Geo-validated in CAD Dispatch. If a hazard is found, the Work with Hazard Warnings Inquiry window will automatically appear. If set to No, the hazard inquiry will not be run.

The **CAD System Tuning** window CD0970S4 displays. Following is a description of the data fields in this window. To advance to the next window, press <Enter>.

**Message Window**

- **Reset to Top when New Message Received**: Y
- **Incd Frty**: 1
- **Color**: 3
- **Timer**: 939
- **Valid CAD Statuses**: 1

**Remove Incident Timer**: E

**Figure 22**: The CAD System Tuning window CD0970S4.
Priority/Color

These 9 priority fields make it easier to determine the priorities of the calls in the customizable unit status monitor and call queue(s). The ability to assign colors and timers to priorities 1-9 is done via these fields. Once the timer for an incident has expired, if the incident has not been updated since creation, the timer will be displayed in reverse image red. After an action is performed, the timer will no longer be in effect.

The priority colors and timer lengths are setup in these fields. The colors that can be selected are: Blue, Green, Pink, Red, Teal, White, and Yellow. Each timer can be set for a maximum of 9998 seconds (timers are turned off at 9999 seconds). The default color will be green and the default timers set to 9999 (off).

Example: Priority 1 is set to red and 60. This means that a call that is a priority 1 will turn to red in the call queue if it has not been dispatched within 60 seconds of creation.

Note: 9998 seconds equals 2 hours, 46 minutes, and 38 seconds.

Valid CAD Statuses for Incident Types

Use these fields (1-8) to specify valid status codes for Incident Types. These codes describe the status of incidents according to the callers reporting them. Often, this includes entries such as “In Progress,” “Not in Progress,” and “Held.” These codes are mandatory during dispatch operations.

The status codes are necessary in creating the Police Incident types. The number of entries here will determine the amount of data that needs to be filled in for Incident Type Maintenance. Whenever entries are added, you need to go through each Police Incident type and add the needed data.

Remove Incd Timer: This field determines what causes an incident timer to be deactivated. The possible entries in this field are:

A = Any incident activity will deactivate the timer. This includes performing an INC or INQ command, retrieving the next incident using the NXTI or NXTC commands, adding narrative, or displaying recommendations for the incident using the BET, IND, or RCMD commands.

U = Any incident that has any unit activity associated with it will deactivate the timer.
The fifth CAD System Tuning window CD0970S5 displays. Below is a description of the data fields in this window. To advance to the next window, press <Enter>.

![CAD System Tuning Window](image)

**Figure 23: The CAD System Tuning window CD0970S5.**

**DESCRIPTION OF DATA FIELDS WITHIN THE CAD SYSTEM TUNING WINDOW CD0970S5**

**Fire CAD Settings**

*Use Fire Quadrant:* Type a “Y” in this field to pull over the fire quadrant code from Fire Records and populate the district field. If “N” is selected, the EMS District code will pull over from dispatch to populate the District field.

*Mutual Aid Received:* Use this field to specify the table code that will be used by the CAD system when an incident is being assisted by another agency. This value will populate the incident record if mutual aid was received.

*Mutual Aid Given:* Use this field to specify the table code that will be used by the CAD system when another agency assists an incident.

**Run Cards/Tones/Pager**

*Auto Send Tones:* Use this field to indicate whether you would like tones sent automatically to the stations within the level of the run card brought up.

*Tones in Sttn Order:* Set this field to Yes and the tones will display in alpha-numeric station order. No and they will display in sequence order.

*Tone/Page w/Mov Up:* Send a tone or page when a unit is moved up.

*Tone/Page w/Standby:* Sends a tone or page when a unit is placed on standby.

*Use Small Run Card:* This field is used to determine the size of the run card recommendation window that appears when run cards are summoned from the CAD Dispatcher window. When set to Yes, the window that will appear will contain 6 entries. When set to No, the Recommendation window that will appear contains 10 entries, and therefore covers more of the Dispatch Entry window.
Use Small SRN screen: When the SRN command (Display Special Run Card Narrative) is executed, the narratives attached to a run card are displayed on a Free Form Document window. If this field is set to Yes, a smaller window will appear and display only the first document attached to the run card. The advantage is that the dispatcher is able to see more of the Dispatch Entry window. However, if more than one document is attached to the run card, the dispatcher will not see anything other than the first document and will not even know if a second one is attached. If this field is set to No, then the larger Free Form Document window will appear, displaying a list of all documents attached to the run card but displaying less of the Dispatch window.

Use MV2 on RunCard: This field enables you to select whether the MOV or MV2 command is used for the recommendations on a fire run card. If set to “Y,” then the MV2 command will be used. If it is set to “N,” then the MOV command will be used. The MV2 command differs from the MOV command in that the unit being moved will show as attached to the incident on the monitors and in the unit log.

Current Stn on RunCard: If set to Yes, when a unit has been moved up on an incident, the current station will display on a run card. If set to No, the assigned station will always display.

Default View for RunCard: Indicate which view you would like to be the default in the Fire/EMS Recommendations window. View 1 displays the move to station completely spelled out; view 2 shows the assigned station abbreviated as well as the abbreviated move to station.

The sixth and final CAD System Tuning window CD0970S6 displays. Below is a description of the data fields in this window. To save your entries and return to the System Administrator Menu, press <Enter>.

Figure 24: The CAD System Tuning window CD0970S6.

### DESCRIPTION OF DATA FIELDS WITHIN THE CAD SYSTEM TUNING WINDOW CD0970S6

**Send Rip & Run for**

- **Fire Incident Creation**: Use this field to indicate whether a “Rip and Run Report” will be generated when the incident is created. The report will go to the printer associated with the responding station.
- **EMS Incident Creation**: This field will determine if a rip and run report is created when an EMS incident is created.
- **All Dispatched Units**: This will create a “Rip and Run Report” for every unit that was dispatched (e.g., if four units were dispatched from the same station, four reports would be sent).
**Incident Clearing:** If you would like the Rip and Run Report sent to the printer after the call is cleared, type a “Y” in this field. Otherwise, type an “N” here.

**Send to Asg/Crnt Statn:** Set this field to “A” and a rip and run will be sent to the unit’s assigned station. Set it to “C” and the rip and run will be sent to the unit’s current station.

**Remote Station Printer**

**Dial-up Printer:** Type a “Y” in this field to generate a “rip and run” report at a specific printer via a phone line. The rip and run will be controlled by the alternate code of the Stations that are entered in the Unit Assignment Maintenance window. The alternate will be a phone number that is designed to call a special 911 printer and this number should be left justified.

**Number of Modems:** Use this field to indicate the number of modems utilized in rip and run remote station printers.

**Outside Line Code:** If your system requires an access number to be able to reach an outside line, enter that number in this field.

**Pin Number:** If you are required to enter a PIN# to gain access to an outside line then enter that PIN# in this field.

**Medical Questionnaire Interface**

These fields should only be populated if you are using the ProQA Interface.

**Medical Software:** Enter the types of software you are interfaced to, MEDS, or ProQA.

**Incident Type:** Enter a ProQA incident type in his field. If this incident type is chosen in the Dispatch Entry window, and you are interfaced to ProQA, the ProQA software will start up. The incident type must be defined in the Police, Fire, and EMS modules.

**Responder Script:** If you want the responder information to be sent to the Additional Information lines in the CAD Dispatcher window, type an “A” in this field (if left blank the responder script will be placed in the CAD narrative).

**Addtl Info Lines:** If you did populate the Responder Script field, then this field will determine how much information is sent to the CAD Dispatcher window. The CAD Dispatcher window enables you to display 1-6 lines of information, depending on how your screen is designed. Enter the number of lines in this field (if you left the Responder Script field blank, leave this field set to “0”).

**Addtl Info Lngth:** If you populated the two previous fields, then you will need to enter the length of the lines that will be pulled into your Dispatch Entry window. Valid entries are 45 or 70. If you left the Responder Script field blank, leave this field set to “0.”

**Disp Lvl in NatofCall:** If this field is set to Yes, the ProQA Interface will put the ProQA Dispatch Level in the last 9 spaces of the Nature of Call field in Dispatch Entry. This will overwrite any text currently in that space.

**Prblm Dsc in NatofCal:** If this field is set to Yes, the ProQA Interface will put the ProQA Problem Description in the first 35 spaces of the Nature of Call field in Dispatch Entry. This will overwrite any text currently in that space.
BUILDING CAD JURISDICTION CONTROL FILES

You can create and maintain CAD jurisdictions (ORIs) in the Work with CAD Jurisdiction Control window. This window lists all of the ORIs on your CAD system. For each ORI displayed, you can set up subordinate ORI codes, subordinate beats (for dispatcher assignments), and system default settings.

Jurisdiction Types

Jurisdiction set-up varies depending on the capacity in which you use CAD. CAD can be used in a single, multiple, or combined jurisdictional capacity.

Single Jurisdiction

In the single-jurisdictional capacity, CAD allows you to handle dispatch operations for a single police agency. To set up your jurisdiction information, create entries for your ORI in the Work with Jurisdiction Control window and the Work with CAD Jurisdiction Control window.

In this capacity, you cannot use Combined Dispatch codes, Run Cards, Combined Incident Types, Fire/EMS Recommendations, Stations/Station backups, or Quadrant Exceptions.

Multiple Jurisdictions

In the multi-jurisdictional capacity, CAD allows you to handle dispatch operations for multiple police agencies. To set up your jurisdiction information, create ORI records for all police agencies in Work with Jurisdiction Control and Work with CAD Jurisdiction Control. If you are using Combined Dispatch codes, you will also need to create records for the umbrella ORI.

In this capacity, you cannot use Run Cards, Combined Incident Types, Fire/EMS Recommendations, Stations/Station backups, or Quadrant Exceptions.

Combined Jurisdictions

In the combined-jurisdictional capacity, CAD allows you to handle dispatch operations for multiple police, fire, and EMS agencies. To set up your jurisdiction information, create ORI records for all agencies in Work with Jurisdiction Control and Work with CAD Jurisdiction Control. If you are using Combined Dispatch codes, you will also need to create records for the umbrella ORI.

In this capacity, you can use all options included with CAD.
Step-by-Step: Creating a CAD ORI

1. From the System Administrator Menu, select Option 3, Work with CAD Jurisdiction Control.

   ![The System Administrator Menu](image1)

   Figure 25: The System Administrator Menu.


   ![The Work with CAD Jurisdiction Control window](image2)

   Figure 26: The Work with CAD Jurisdiction Control window.
3. The Jurisdiction Prompt displays. Type a “1” in the option field of the jurisdiction for which you want to create a CAD ORI code and press <Enter>.

![Figure 27: The Jurisdiction Prompt window.](image)

4. The first of five CAD Jurisdiction Control File Maintenance windows displays. See below for a description of the fields on this window. Make your selections and press <Enter> to advance.

![Figure 28: The CAD Jurisdiction Control File Maintenance window, window one.](image)

**DESCRIPTION OF DATA FIELDS WITHIN THE CAD JURISDICTION CONTROL FILE MAINTENANCE WINDOW #1**

**Abbreviated ORI Code:** Use this field to specify a one to four character code for this ORI. This code is used to differentiate ORIs in the call queue. For example, the View Incident command (from dispatch entry) is INQiiixx. “xx” is the Abbreviated ORI code, and “iiii” is the incident number.

**Report Required, Yes:** Use this field to specify a disposition code. This will automatically enter “Y” in the Report Required field when this disposition code is used in dispatch.

**Report Required, No:** Use this field to specify a disposition code. This will automatically enter “N” in the Report Required field when this disposition code is used in dispatch.

**GEO Verify Code:** Use this field to specify the Incident Type code that will be used for GEO verifications. It will also be the default Incident Type in the Dispatch Entry window. GEO verification is the process of accessing GEO information in dispatch without creating a call or incident. This code must be created in Work with Incident Types before it can be specified here.
**Default Wrecker**: Use this field to specify a wrecker type code. This code will be used in absence of a wrecker type when the wrecker rotation command is used in dispatch. This default is used strictly for commands. To set up default entries for the dispatch screen, use the CAD Screen Design utility.

**Default Ambulance**: Use this field to specify an ambulance type code. This code will be used in absence of an ambulance type when the ambulance rotation command is used in dispatch. This default is used strictly for commands. To set up defaults for the dispatch screen, use the CAD Screen Design utility.

**Default Vehicle**: Use this field to specify a license plate type. This code will be used in absence of a plate type when a command requiring plate type information is used in dispatch. This default is used strictly for commands. To set up default entries for the dispatch screen, use the CAD screen design utility.

**Default Venue**: Use this field to select the default venue that will appear in the Venue field in Dispatch Entry.

**Create Dispatch Incident**: Use this field to specify whether an incident will be created for the dispatching ORI as well as the responding ORI.

**Beat Recommendations**: Use this field to indicate if you want to use Beat Recommendations for this ORI. If choose to use Beat Recommendations, your police recommendations command/function key in Dispatch displays a list of available units within the incident beat first, followed by available units in beats specified as backups to the incident beat. If you don’t use Beat Recommendations, your police recommendations command/function key displays all available units in all beats. When this field is set to Yes, the Assigned Beat field in Unit Assignments Maintenance is mandatory, and the Beat field in Dispatch is also mandatory.

**Write Unit Narrative**: Use this field to indicate if you want CAD to write unit information to narrative for incidents when calls are cleared. The narrative is written to a free form document that is attached to the incident. When a call is cleared, the document can be accessed via option 24 from the Work with Cleared Calls window.

**Unit Status Update Delay**: Use this field to specify the amount of time, in seconds, the system should refresh status monitors if there hasn’t been any activity. Typically, this should be set to about 60 seconds.

**Additional Recommendation Statuses**: When CAD recommends units, unit statuses are examined to determine what units are recommended. Units with a status of “Available” are always recommended. Use these three fields to specify additional status codes for unit recommendations. Valid entries are:

<table>
<thead>
<tr>
<th>Entry</th>
<th>Status</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Assigned</td>
<td>M</td>
</tr>
<tr>
<td>E</td>
<td>Arrive</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>Quick Call</td>
<td>O</td>
</tr>
<tr>
<td>H</td>
<td>Depart Scene 1</td>
<td>P</td>
</tr>
<tr>
<td>I</td>
<td>At Scene 2</td>
<td>Q</td>
</tr>
<tr>
<td>K</td>
<td>Depart Scene 2</td>
<td>R</td>
</tr>
<tr>
<td>L</td>
<td>In Station</td>
<td>S</td>
</tr>
</tbody>
</table>
5. The second **CAD Jurisdiction Control File Maintenance** window displays. See below for a description of the data fields. Make your entries and press <Enter>.

![Figure 29: The CAD Jurisdiction Control File Maintenance window, window two.](image)

### DESCRIPTION OF DATA FIELDS WITHIN THE CAD JURISDICTION CONTROL FILE MAINTENANCE WINDOW #2

**ORI # Code**: Use this field to specify the code that will be defaulted into the abbreviated ORI field for Quick Calls. This entry must be different than the abbreviated ORI code for regular incidents.

**Counter**: The first part of this field contains the incident number prefix for the next quick call to be created. This typically contains the current year. The second part of this field contains the suffix of the next quick call to be created.

**GEO Search**: A Yes in this field attempts to validate the address. If the address is not valid, and there are no area/section/beat overrides, the call will appear yellow in the call queue.

**QCE/RCE Defaults**

- **Status**, **State**, and **Venue**: These three fields are the default status state, and venue used when a quick or rapid call is created.

**QCE Overrides**

- **Source**, **Area**, **Section**, **Beat**, **Quadrant**, and **District**: Use these fields to specify the codes that will default when a quick call is entered.

**RCE Overrides**

- **Source**, **Area**, **Section**, **Beat**, **Quadrant**, and **District**: Use these fields to specify the codes that will default when a rapid call is entered.
About Quick Calls and Rapid Calls

For combined and multi-jurisdictional agencies, CAD uses a complex routine to determine the responding ORI for a Quick Call/Rapid Call. This is because Quick Calls/Rapid Calls require only that an incident type code and location be entered. Therefore, the responding ORI must be determined so that the system knows from which Jurisdiction Control file to pull the correct QCE/RCE information (as well as other important settings).

The following routine is used:

1. If a unit is attached to the Quick Call/Rapid Call, the responding ORI is determined by the home ORI of the specified unit.
2. If no unit is specified and a valid address is entered for the Quick Call/Rapid Call, the responding ORI is determined by the ORI specified in the GEO file (police, fire, or EMS ORI as determined by the Incident Type Group code).
3. If no unit is specified and the address is not GEO validated, the responding ORI is determined by the master ORI specified in the ORI field of CAD Control for the dispatcher entering the call.

All Quick Calls/Rapid Calls must be GEO validated, if the GEO search is Y, before they can be cleared.

6. The third CAD Jurisdiction Control File Maintenance window displays. See below for a description of the data fields. Make your entries and press <Enter>.

![Figure 30: CAD Jurisdiction Control, window three.](image)

**DESCRIPTION OF DATA FIELDS WITHIN THE CAD JURISDICTION CONTROL FILE MAINTENANCE WINDOW #3**

**E911 Interface**

**Source Type:** Use this field to enter the default table code to be used as the source type for E911 calls. This entry supersedes any default information entered in CAD Screen Design. If blanks are entered here, blanks are displayed in dispatch. This unique value allows for statistical reporting that distinguishes E911 calls from other calls.
**Resident Name:** Use the codes listed to the right of this field to indicate where resident name information should be placed on the Dispatch screen. “1” enters the resident's name in the Caller field. “2” enters the resident's name in the Complainant field.

**Append ? to Resident Name:** If this is set to Yes, then a “?” will be inserted at the beginning of the Callers Name field (the name of this field may vary depending on how you’ve set it up) when a call is imported from E911. When the call is being processed (i.e. the information has been entered and <Enter> is pressed), the Global Name Search/Update window will be accessed, enabling you to select or create a jacket for the caller. If this field is set to No, then it will accept the name without accessing Global Names.

**Class of Service:** This field is used to indicate where class of service information should be placed. 1-6 enters it in one of the additional information fields; 6 enters it in the Nature of Call field.

**Show All E911 Calls:** If this field is set to Yes, all E911 calls will display regardless of the phone position entered on the CAD Control window. If the field is set to No, only the calls associated with the dispatcher’s phone position will display.

**Records Interface**
These fields are used for interfaces to third party records vendors and should only be changed when instructed to do so by New World Systems’ personnel.

**MDT Printer**

**MDT Printer ID:** If CAD is interfaced to Mobile, use this field to enter the printer used to send incident reports to when the call is cleared. The report will only print if the following field is set to Yes.

**Send When Clear:** Set this field to Yes and an incident report will print when the mobile unit clears a call.

7. The fourth CAD Jurisdiction Control File Maintenance window displays. See the following for a description of the data fields. Make your entries and press <Enter> to exit the CAD Jurisdiction Control windows and return to the Work with CAD Jurisdiction Control window.

![Figure 31: The CAD Jurisdiction Control File Maintenance window, window four.](image)
DESCRIPTION OF DATA FIELDS WITHIN THE
CAD JURISDICTION CONTROL FILE MAINTENANCE
WINDOW #4

Clear True: Use this field to specify a Disposition code. This will default your entry into the Disposition field for alarms records cleared from CAD with a status of True Alarm.

Clear False: Use this field to specify a Disposition code. This will default your entry into the Disposition field for alarms records cleared from CAD with a status of False Alarm.

Clear Uncertain: Use this field to specify a Disposition code. This will default your entry into the Disposition field for alarms records cleared from CAD with a status of Uncertain or records with no disposition codes.

Source Type: This will default into the Dispatch Entry window when the source of the call comes from an alarm.

Default Activation: Use this field to specify an alarm activation code. This code will be defaulted for alarms records for calls not created by a panel number.

Panel # Activation: Use this field to specify an alarm activation code. This code will be defaulted for alarms records for cleared calls created by a panel number.
CONTROLLING CALLS VIEWED BY DISPATCHERS

CAD provides three ways to control the calls appearing in the call queue. These methods are:

2. Using Combined Dispatch Codes (CDC)—for Combined and Multiple Jurisdictions.

Viewing Calls for a Single ORI Number

By specifying an ORI in the ORI # field of the CAD Control window (without specifying a Combined Dispatch Code or Dispatcher Assignment), dispatchers only see calls originating within the specified ORI. This is the simplest way to control the calls viewed by dispatchers.

Setting Up Combined Dispatch Codes and Subordinate ORIs

Combined Dispatch Codes (CDC) are codes that group different subordinate ORI codes. When your dispatchers enter a valid CDC in the Combined Dispatch Code field of the CAD Control window (see Figure 32), they can view calls from all subordinate ORIs attached to the selected CDC. You can only use CDCs in Combined or Multiple Jurisdiction dispatch centers.

NOTE: Beware of “orphan ORIs.” This occurs when an ORI is not included in any CDC. If this happens, incidents occurring in the orphaned ORI’s jurisdiction will not display on the dispatchers call queue. Dispatchers will not be able to access the call until they change their CDC to one that contains the “orphan ORI.” If your agency uses CDCs and seems to be losing calls for a specific ORI, confirm that the ORI is part of the CDC used by the dispatcher.

When using CDCs, the master ORI controls some CAD operating characteristics defined in the CAD Jurisdiction Control, while others are controlled by the subordinate ORI. The master ORI controls the following characteristics:

- Unit Status Update Delay
- All E911 options

The subordinate ORI controls all other characteristics.
**Step-by-Step: Creating Combined Dispatch Codes and Attaching Subordinate ORI Codes**

1. From the **Work with CAD Jurisdiction Control** window, type a “10” in the **Opt** field of the ORI to which you want to add a subordinate ORI and press <Enter>.

   **-OR-**

   In one of the CAD Jurisdiction Control File Maintenance windows, press <F10>.

2. The **Work with Combined Dispatch Codes** window displays.

   **NOTE:** To create a new Combined Dispatch Code, press <F6>. The Combined Code Maintenance window displays. Simply enter a one to four character code and press <Enter> to access the Work with Subordinate ORIs window.

   ![Figure 33](image)
   **Figure 33:** The Work with Subordinate ORI's window.

To add a subordinate ORI to an existing Combined Dispatch Code, type a “2” in the **Opt** field of the Code you want and press <Enter>. The Work with Subordinate ORIs window displays.

**NOTE:** The description of a Combined Code can be changed by using option 13 on the Work with Combined Dispatch Codes window.

3. The **Work with Subordinate ORIs** window displays. Press <F6> to access the Subordinate ORI Maintenance window. The ORI that this is being added to will be the default subordinate ORI. This record cannot be deleted.

   ![Figure 34](image)
   **Figure 34:** The Work with Subordinate ORI's window.
4. The **Subordinate ORI Maintenance** window displays. Prompt the **Subordinate ORI #** field to access the Jurisdiction Prompt. Type a “1” in the ORI you want and press <Enter>.

![Figure 35: The Subordinate ORI Maintenance window.](image)

5. When you return to the Subordinate ORI Maintenance window, the ORI you selected will appear in the **Subordinate ORI #** field with the master ORI to the right of it. Press <Enter> to add the ORI to the **Work with Subordinate ORI** window.

6. When you press <F3> to exit the **Work with Subordinate ORI** window, the system will take a minute to build the paths from the master ORI to the new subordinate ORI(s) you just added.

7. A newly created or changed dispatch code will need to be compiled before it can be used. On the **Work with Combined Dispatch Code** window, type a “14” in the **Opt** field associated with your dispatch code and press <Enter>. The compiling process could take several seconds to complete.

8. A Combined Dispatch Code cannot be deleted as long as there are users in Dispatch.
Step-by-Step: Assigning Subordinate Beats to Dispatcher Assignments

Dispatcher Assignments limit the calls dispatchers view according to different combinations of beat codes within a single jurisdiction. Beat codes are used to identify the various patrol areas within one jurisdiction.

Single jurisdictions can only use dispatcher assignments. They cannot use combined dispatch codes. Dispatchers can still use Dispatcher Assignments in a combined or multi-jurisdictional agency, but this limits calls viewed by dispatchers to those within the associated beats of a single ORI. Dispatchers cannot use Dispatcher Assignments and Combined Dispatch Codes at the same time.

1. From the Work with CAD Jurisdiction Control window, type an “11” in the Opt field of the ORI to which you want to add a subordinate beat and press <Enter>.

![Figure 36: The Work with CAD Jurisdiction Control window.](image)


![Figure 37: The Work with Subordinate Beats window.](image)
3. The **Subordinate Beat Maintenance** window displays. Enter the appropriate dispatch assignment and subordinate beat information. When you are finished making entries in this window, press `<Enter>` to add the beat to the selected Dispatcher Assignment code.

![Figure 38: The Subordinate Beat Maintenance window.](image)
Step-by-Step: Setting Maximum Unit Check In Times

The Maximum Unit Check In Time window is used to specify the maximum number of minutes that can pass before unit numbers are displayed in reverse image on status monitors.

1. From the Work with CAD Jurisdiction Control window, type a “15” in the Opt field associated with an ORI# and press <Enter>.

![Figure 39: The Work with CAD Jurisdiction Control window.](image)

2. The Maximum Unit Check In Time window displays. Use the fields on this window to specify the amount of time (in minutes) that can pass before unit numbers are displayed in reverse image on status monitors. This amount of time applies only to units of the status specified in the column to the left of this field and the priority specified above this field. If you want to disable reverse imaging for this situation, enter “999” in the field.

![Figure 40: The Maximum Unit Check In Time window.](image)
In order for CAD to run efficiently, a proper GEO file must be created and maintained. A GEO file is a list of streets and city blocks that CAD uses to designate the proper agencies to respond to police, fire, or EMS calls. When address information is entered in the Dispatch Entry window, it is validated against address entries in the GEO file.

Ideally, the CAD coverage area (i.e., the entire area CAD handles dispatching for) is divided into venues, which are divided into areas. Areas are divided into sections, which are divided into (police) beats, (fire) quadrants, and (EMS) districts. This works well for small agencies in rural areas. For large agencies that must use CAD to handle dispatching for many agencies, this is not often the case. Fortunately, CAD supports almost any divisional structure for creation of a GEO file.

**Venues**

First, you must divide the coverage area for CAD into venues. “Venue” typically refers to the cities, townships, villages, and any other legal names given to particular geographic regions in the CAD coverage area. These names must be entered into Table 0009 in Work with Tables. If your agency is a county or parish agency, this table should contain entries for all the cities and towns in the county. If your agency is a single-city agency, this table will contain only a few entries.

If you are using the CAD/E911 Interface, you should also consider the Emergency Service Number (ESN) zones assigned by the phone company when assigning venues. For best results, you should not assign multiple venues in an area designated as a single ESN zone.

In the following example for a multi-jurisdictional (police, fire, and EMS) agency, we are setting up CAD for the Aegis County Sheriff dispatch center. This dispatch center will handle dispatching for the entire county, including AegisTown and NewWorldTown (who have local agencies for police, fire, and EMS). In this scenario, we set up venues for AegisTown, NewWorldTown, and Aegis County (all areas outside AegisTown and NewWorldTown).

![Figure 41: Aegis County example.](image-url)
Step-by-Step: Creating a New Venue

1. From the CAD System Administrator Menu, select Option 1, Security Menu.

2. The Security Menu displays. Select Option 1, Work with Tables. In the resulting window, type a “12” in the Opt field of Table 0009 and press <Enter>.

   ![Figure 42: The Work with Tables window.](image1)

3. The Work with Table Entries window displays. Press <F6> to access the Add Entry window.

   ![Figure 43: The Work With Table Entries window.](image2)

4. The Add Entry window displays. The Code, Active, Abbreviation, and Description fields are mandatory. When you are finished making entries in this window, press <Enter> to save the venue code you just created. See page 24 for more information on the Work with Tables window.

   ![Figure 44: The Add Entry window.](image3)
**Areas**

The CAD coverage area should be divided into areas. These areas do not necessarily have to coincide with the venue boundaries, but doing so does make your GEO file easier to understand.

Area designations should be assigned with reporting in mind. A large number of area designations in the CAD coverage area allow you to create comprehensive reports on small geographic regions. For example, if you have a low-income residential region next to a high-income residential region, you can extract better statistical reports by defining the regions as two separate areas.

Area codes must be unique within the CAD coverage area, even if they are located in different venues. For example, you cannot have two areas named “Lakeside,” even if one area is in “Venue 1” and the other is in “Venue 2.”

In the Aegis County example, we divide AegisTown into four areas bordering on Maple Road and North Road, which separates the town rather evenly.

![Diagram of AegisTown example]

Figure 45: AegisTown example.
Step-by-Step: Creating an Area

1. From the System Administrator Menu, select Option 6, Work with Area/Section.

   ![Step-by-Step: Creating an Area](image)

   Figure 46: The System Administrator Menu.

2. The Work with Areas window displays. Press <F6> to access the Add Entry window.

   ![Step-by-Step: Creating an Area](image)

   Figure 47: The Work with Areas window.

3. The Add Entry window displays. The Code, Active, Description, and Abbreviation fields are mandatory. When you are finished making entries in this window, press <Enter> to save the area code you just created.

   ![Step-by-Step: Creating an Area](image)

   Figure 48: The Add Entry window.
Sections

Each area should then be divided into sections. Sections must be unique only within an area (i.e., you can have multiple “Section 1” entries as long as they are in different areas). When entering descriptions for section codes, it is a good idea to include well-known borders to the section (e.g., Main, Tenth, Oak, McLouth Streets) because dispatchers will only see this description as they validate address information during dispatch operations.

In the AegisTown example, we divide areas 21 and 23 into five and six sections respectively.

Figure 49: Areas 21 and 23 example.
The following table lists the borders of each section.

<table>
<thead>
<tr>
<th>Area</th>
<th>Section</th>
<th>Section Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>1</td>
<td>North/Verdun/Huron/Maple</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Huron/Verdun/Hilton/Park</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Hilton/Verdun/Long Lake/Park</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>Huron/Park/Hilton/Maple</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>Hilton/Park/Long Lake/Maple</td>
</tr>
<tr>
<td>23</td>
<td>1</td>
<td>North/Maple/Manner/Roscommon</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Manner/Maple/Long Lake/Roscommon</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>North/Roscommon/Fred/Cash</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>Fred/Roscommon/Hacker/Cash</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>Hacker/Roscommon/Long Lake/Louise</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>Hacker/Louise/Long Lake/Cash</td>
</tr>
</tbody>
</table>
**Step-by-Step: Creating a Section within an Area**

1. From the **System Administrator Menu**, select **Option 6, Work with Area/Section** (see Figure 46).

2. The **Work with Areas** window displays. Type a “12” in the option field of the area code for which you want to add a section and press <Enter>.

   ![Figure 50: The Work with Areas window.](image)

3. The **Work with Sections** window displays. Press <F6> to access the Area/Section Maintenance window.

   ![Figure 51: The Work with Sections window.](image)
4. The Area / Section Maintenance window displays. All three fields on this window are mandatory. When you are finished making entries in this window, press <Enter> to save the section code you just created.

![Area/Section Maintenance window]

Enter a detailed description that includes known street borders

**Figure 52: The Area/Section Maintenance window.**
**Step-by-Step: Creating a New Grid Code**

A grid is an optional division of section that you can define in your GEO database. A grid code is not required to create a GEO record; however, the advantage of using grid codes is that you can obtain more detailed statistical reports on the number of incidents occurring within a portion of a section.

To take advantage of the grid specification, you must create unique codes for all grids in the CAD coverage area. This is because grid codes do not correspond to particular sections (as sections do to areas). Then, simply fill in the grid codes as you create your GEO database.

1. From the **System Administrator Menu**, select **Option 1**, Security Menu.
2. The **Security Menu** displays. Select **Option 1**, Work with Tables.
3. The **Work with Tables** window displays. Type a “12” in the **Opt** field associated with Table **0005** and press `<Enter>`.

![](image1.png)

Figure 53: The Work with Tables window.

4. The **Work With Table Entries** window displays. Press `<F6>` to add a grid.

![](image2.png)

Figure 54: The Work With Table Entries window.
5. The **Add Entry** window displays. The **Code**, **Active**, **Description**, and **Abbreviation** fields are mandatory. When you are finished making entries in this window, press **<Enter>** to save the grid code you just created. See page 24 for more information on the Work with Tables window.

![Figure 55: The Add Entry window.](image)

**Streets**

After creating the Area/Section master file, go to Work with Streets and enter the names of all roadways in the CAD coverage area. The venue table must be complete before you can do this, especially if you are using CAD in a multi-jurisdictional environment. This is because CAD retrieves information into dispatch based upon the street address and the venue code. If you have streets that run through multiple venues, you need to make multiple entries in Work with Streets.

In the Aegis county example, Highway 50 runs through all three venues. Therefore, we create the following entries (among many others) in Work with Streets:

<table>
<thead>
<tr>
<th>Primary Street</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highway 50</td>
<td>NewWorldTown</td>
</tr>
<tr>
<td>Highway 50</td>
<td>AegisTown</td>
</tr>
<tr>
<td>Highway 50</td>
<td>Aegis County</td>
</tr>
</tbody>
</table>

You should also enter aliases for streets at this time. Aliases are the unofficial names for roadways that are used by citizens in your area. If you have roads that are referred to by several names, enter the official name for those roads in Work with Street. Then, use Work with Alias Streets to associate the unofficial names with the official names. When a dispatcher enters an alias name in dispatch (perhaps because the E911 caller refers to the street with the unofficial name), CAD returns GEO information associated with the official street name.

In the Aegis county example, we enter the following aliases for Highway 50:

- 50
- Route 50
- Aegis County Road
Step-by-Step: Creating a Street Name and its Aliases

1. From the GEO Processing Menu, select Option 1, Work with Street Names.

   ![Figure 56: The GEO Processing Menu.](image)

   Selecting Option 1, Work with Street Names

2. The Work with Streets window displays. Press <F6> to add a street.

   ![Figure 57: The Work with Streets window.](image)

   Using the <F6> key to add a street

   NOTE: Pressing <F9> accesses the Street Resequence window which enables a user to resequence the street records by Street or Street and Venue. The direction, street name, suffix, and post direction are not used.
3. The **Primary Street Maintenance** window displays. Only the **Street Name** field is mandatory. Use the other fields to further define the street.

If you want to create an alias name for the street, press <F14> to access the Work with Alias Streets window (you can also access Work with Alias Streets by selecting Option 14 from Work with Streets).

![Figure 58: The Primary Street Maintenance window.](image)

4. The **Work with Alias Streets** window displays. Press <F6> to access the Alias Street Maintenance window.

![Figure 59: The Work with Alias Streets window.](image)

5. The **Alias Street Maintenance** window displays. In the **Street Name** field, enter the alternate name of the selected street name. Use the other fields to further define the street; however they are not mandatory. When you are finished making entries in this window, press <Enter> to save the alias street name. Exit out of the Primary Street Maintenance window to return to the Work with Streets window.

![Figure 60: The Alias Street Maintenance window.](image)
**GEO Master File**

The GEO file is what ties response information to the information provided by persons reporting incidents. An efficient GEO file allows dispatchers to enter a variety of information—street addresses, cross streets, commonly known landmarks, or institutions—to receive detailed response information for the incident location. Creating an efficient GEO file requires you to divide your CAD coverage area using the following boundaries:

- all streets
- all venue/area/section boundaries that do not lie on streets
- all boundaries for different Police Beats (patrol areas, coverage areas, etc.)
- all boundaries for different Fire Quadrants (coverage areas, response areas, etc.)
- all boundaries for different EMS Districts (medical response areas/territories/zones, coverage areas, etc.)

The easiest way to do this is to lay out a map and start dividing up the CAD coverage area. Use transparent overlays to define the different coverage areas for police, fire, and EMS. After all of these areas are defined, simply create Street Name GEO records for all streets, assigning the beats, quadrants, and districts as displayed on the map. If you have boundaries that do not cross any streets, use street addresses to designate the beginnings and ends of the boundaries. Then, create Common Name GEO records for landmarks/institutions by copying Street Name GEO records for the same area.

When creating GEO records, remember to create individual records for each uninterrupted street segment. Each interruption (i.e., cross street) should signal either the beginning or end of a GEO record area. Creating one record for an entire street neglects the cross streets, making for an inefficient GEO file.

**AegisTown Example**

Using the AegisTown example, we create the following maps for Police Beats, Fire Quadrants, and EMS Districts in area 21, sections 2 and 3:

![Map of AegisTown showing police beats](image)

_Figure 61: AegisTown police beats example, Area 21, Sections 2 and 3._
Then, we create GEO records for each uninterrupted street segment. For example, if the addresses for 2nd Street are as follows:
We would create the following GEO records for this portion of 2nd Street:

<table>
<thead>
<tr>
<th>From #</th>
<th>Thru #</th>
<th>Even/Odd</th>
<th>Cross St. 1</th>
<th>Cross St. 2</th>
<th>Area</th>
<th>Section</th>
<th>Patrol Beat</th>
<th>Fire Quad.</th>
<th>EMS Dist.</th>
</tr>
</thead>
<tbody>
<tr>
<td>301</td>
<td>349</td>
<td>Odd</td>
<td>Hop</td>
<td>Deer</td>
<td>21</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>351</td>
<td>399</td>
<td>Odd</td>
<td>Deer</td>
<td>Clock</td>
<td>21</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>250</td>
<td>398</td>
<td>Even</td>
<td>Huron</td>
<td>Clock</td>
<td>21</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>401</td>
<td>449</td>
<td>Odd</td>
<td>Clock</td>
<td>Hilton</td>
<td>21</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>400</td>
<td>448</td>
<td>Even</td>
<td>Clock</td>
<td>Hilton</td>
<td>21</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>451</td>
<td>499</td>
<td>Odd</td>
<td>Hilton</td>
<td>Fast</td>
<td>21</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>450</td>
<td>498</td>
<td>Even</td>
<td>Hilton</td>
<td>Fast</td>
<td>21</td>
<td>3</td>
<td>3</td>
<td>1</td>
<td>3</td>
</tr>
</tbody>
</table>

We would also create Common Name GEO records such as “AegisTown Mall” and “Mall.”

For streets such as 1st, which has the same police, fire, and EMS coverage for both sides of the street, we would create one GEO record for each uninterrupted street segment. By leaving the Even/Odd field blank, addresses on both sides of the street would be tied to one GEO record.
**Step-by-Step: Creating GEO Records for Parks and Landmarks**

Most parks and landmarks do not have an assigned street address. This can make computerized dispatch to these types of locations difficult. To work around this problem, do the following:

1. Enter parks and landmarks as street names. For example, “AegisTown Park” can be entered as a valid street in Work with Streets.

2. Create a GEO record using “AegisTown Park” as the street name, address range 0-0, and the appropriate jurisdiction and response information for the location of the park.

3. Create a Common Name GEO record using “AegisTown Park” as the location and “0 AegisTown Park” as the exact address.

4. Attach any location-specific documents to the GEO record to provide additional information for dispatchers.

Using this method, dispatchers need only enter the name of the park or landmark in the location field to access the GEO record. The completed incident report will display “0 AegisTown Park” as the incident location.
**GEO Master File and the GEO Cross Street File**

Records are created automatically in Work with Cross Streets when you specify cross streets in GEO Master Maintenance. Each GEO record typically consists of a street beginning at cross street one and ending at cross street two. Using this information, CAD creates four records in Work with Cross Streets:

<table>
<thead>
<tr>
<th>Street</th>
<th>Cross Street One</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cross Street One</td>
<td>Street</td>
</tr>
<tr>
<td>Street</td>
<td>Cross Street One</td>
</tr>
<tr>
<td>Cross Street Two</td>
<td>Street</td>
</tr>
<tr>
<td>Street</td>
<td>Cross Street Two</td>
</tr>
</tbody>
</table>

When GEO records for the cross streets are created, CAD checks Work with Cross Streets for existing records that match records it is about to create. If matching records are found, they are not overwritten.

**AegisTown Example**

When you create a GEO record for 2nd Street between Clock Street and Hilton Road, CAD creates four records in Work with Cross Streets:

<table>
<thead>
<tr>
<th>Cross Street One</th>
<th>Cross Street Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd</td>
<td>Clock</td>
</tr>
<tr>
<td>Clock</td>
<td>2nd</td>
</tr>
<tr>
<td>2nd</td>
<td>Hilton</td>
</tr>
<tr>
<td>Hilton</td>
<td>2nd</td>
</tr>
</tbody>
</table>
Subsequently, when you create the GEO record for Hilton Road between 1st and 2nd Streets, CAD creates two records in Work with Cross Streets:

<table>
<thead>
<tr>
<th>Cross Street One</th>
<th>Cross Street Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>Hilton</td>
</tr>
<tr>
<td>Hilton</td>
<td>1st</td>
</tr>
</tbody>
</table>

The other cross street records for Hilton Road (2nd and Hilton and Hilton and 2nd) are not created because they already exist in Work with Cross Streets.

**Response Information for Intersections**

The separate cross street file also allows you to specify different response information for specific intersections. For example, if you have a particularly busy intersection, you can set up run cards for the intersection that differ from run cards for the surrounding GEO area.

**Updating the GEO File and the Cross Street File**

When changes are made in the GEO file, corresponding records in the Cross Street file are **not** automatically updated. Therefore, you should update records in Work with Cross Streets when information in the GEO file is changed.
UNITs

Unit records are set up in Work with Unit Assignments, accessible in the Supervisor Menu. Use this window to change the status of existing units, add or change information for existing units, add or change the mileage accrued by a unit, add or change the equipment allocated to a unit, or view a history of dispatch transactions for a unit. You must have units entered here (for police, fire, and EMS units, if applicable) in order to perform dispatch operations.

Units can be “off-shifted” with the OFS command (or your agency’s custom equivalent) in the Dispatch Entry window or with Option 9 in the Work with Unit Assignments window. Units can be “on-shifted” with the ONS command in Dispatch or with Option 7 in Work with Unit Assignments. Units that are “on-shift” are automatically given a status of Available, and are subject to be assigned to the following statuses:

<table>
<thead>
<tr>
<th>Code</th>
<th>Status</th>
<th>Description</th>
<th>Commands that assign this status:</th>
<th>Can be assigned to units with status codes of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Available</td>
<td>Unit is available for calls.</td>
<td>ONS, R</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>CAP UAP, A-Q</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>CCP</td>
<td>Must be on an incident</td>
</tr>
<tr>
<td>B</td>
<td>Assigned</td>
<td>MDT assigns unit to a call.</td>
<td>ASG</td>
<td>A G J *</td>
</tr>
<tr>
<td>C</td>
<td>Dispatched</td>
<td>Unit has been contacted and dispatched to a call.</td>
<td>DSP</td>
<td>ABGJPQ*</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>RRC, RRN</td>
<td>Must be on an incident</td>
</tr>
<tr>
<td>D</td>
<td>Enroute</td>
<td>Unit has called in and is going to the incident location.</td>
<td>ENR</td>
<td>B C</td>
</tr>
<tr>
<td>E</td>
<td>At Scene</td>
<td>Unit has arrived at the incident location.</td>
<td>ASP, RCE, A B C D G H</td>
<td></td>
</tr>
<tr>
<td>F</td>
<td>Quick Call</td>
<td>Unit is assigned to a Quick Call.</td>
<td>QCE</td>
<td>A G J *</td>
</tr>
<tr>
<td>G</td>
<td>At Scene 1</td>
<td>Unit is at the scene of the incident and is available for calls.</td>
<td>AAP</td>
<td>B C D E F</td>
</tr>
<tr>
<td>H</td>
<td>Depart Scene 1</td>
<td>Unit has left the original incident location and is still assigned to the call.</td>
<td>DS1</td>
<td>E F G</td>
</tr>
<tr>
<td>I</td>
<td>At Scene 2</td>
<td>Unit has arrived at a secondary incident location.</td>
<td>AS2</td>
<td>E F G H</td>
</tr>
<tr>
<td>J</td>
<td>At Scene 2</td>
<td>Unit is at the secondary scene of the incident and is available for calls.</td>
<td>AA2</td>
<td>E F G H I</td>
</tr>
<tr>
<td>K</td>
<td>Depart Scene 2</td>
<td>Unit has left the secondary incident location.</td>
<td>DS2</td>
<td>I J</td>
</tr>
<tr>
<td>L</td>
<td>In Station</td>
<td>Unit is in station.</td>
<td>INS</td>
<td>B C D E F G H I J K</td>
</tr>
<tr>
<td>M</td>
<td>Report Writing</td>
<td>Unit is writing reports.</td>
<td>URP</td>
<td>A-Q</td>
</tr>
<tr>
<td>N</td>
<td>Out of Service</td>
<td>Unit is performing maintenance duties and is unavailable for calls.</td>
<td>UOP</td>
<td>A</td>
</tr>
<tr>
<td>O</td>
<td>Out of Service</td>
<td>Unit is performing administrative</td>
<td>UBP</td>
<td>A</td>
</tr>
</tbody>
</table>
### Code Status Description

<table>
<thead>
<tr>
<th>Code</th>
<th>Status</th>
<th>Description</th>
<th>Commands that assign this status:</th>
<th>Can be assigned to units with status codes of:</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Admin.)</td>
<td>duties and is unavailable for calls.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>MoveUp</td>
<td>Unit has moved to another station (usually because a fire station is temporarily understaffed).</td>
<td>MOV</td>
<td>A</td>
</tr>
<tr>
<td>Q</td>
<td>Standby</td>
<td>Unit is ready to respond to a particular call.</td>
<td>SBY</td>
<td>A</td>
</tr>
<tr>
<td>R</td>
<td>Off Shift</td>
<td>Unit is out of service.</td>
<td>OFS</td>
<td>A</td>
</tr>
</tbody>
</table>

* indicates that units with a status specified as an Additional Recommendation Status in CAD Jurisdiction Control may also be assigned this status.
CREATING INCIDENT TYPES

Incident types are codes used in dispatch to classify situations to which units are dispatched. If you are using CAD in a single or multi-jurisdictional capacity, you should use the Work with Incident Types window to create police incident type codes only. If you are using CAD in combined-jurisdictional capacity, you should create police, fire, and EMS incident type codes.

In the combined-jurisdictional capacity, you will notice that the maintenance programs for these records differ between police incident types and fire/EMS incident types. This is because recommendations for fire/EMS incidents are set up in Fire/EMS Run Cards. Due to their more immediate nature, Police incident recommendations are set up automatically as you specify GEO data, Incident Type data, and Unit data.
Step-by-Step: Creating Incident Types

1. From the System Administrator Menu, select Option 4, Work with Incident Types.

   Figure 66: The System Administrator Menu.

2. The Work with Incident Types window displays. Press <F6> to add an incident.

   Figure 67: The Work with Incident Types window.

3. The first Add Incident Type window displays. Both fields are mandatory. There are three valid entries for the Incident Type Group field:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>P</td>
<td>Police Incident</td>
</tr>
<tr>
<td>E</td>
<td>EMS Incident</td>
</tr>
<tr>
<td>F</td>
<td>Fire Incident</td>
</tr>
</tbody>
</table>

   Each incident type code will access a different second Add Incident Type window.
In the **Incident Type** field, enter the one to four-character code for the incident type you want to create. When you are finished making entries in the first Add Incident Type window, press `<Enter>` to access the second Add Incident Type window.

- When creating a **Police Incident**, the window that follows displays. When you are finished making entries in this window, press `<Enter>` to save the police incident type you just created.
- Enter an **Abbreviation** and **Description** of the incident type.
- What you enter in the **Report Required** field (“Y” or “N”) will populate the Report Required field (or however you have it abbreviated) on the Dispatch window for this incident. Also, when an incident is manually created in Incident Maintenance, the Report Required field will default to what is set in this field.
- Putting a “Y” in the **Send Ambulance** field will advise the dispatcher to send an ambulance for this incident.
- The table entries in table 3004 (Status Code) determine the priority that will pull over to a manually created incident in Incident Maintenance. The table entry that has an “N” in the first position of the Alternate field will determine which status will pull over. In table 3004, the table code Not In Progress is setup with an “N” in the first position of the Alternate field. The incident type will look at the table and determine that the Not In Progress entry dictates the priority code. Therefore, the entry (Y or N) in the **Priority** field on the Add Incident Type field in the Not In Progress row will dictate what is pulled into a newly created incident.
- In the example below, this type of incident has to occur at least three times (**Minimum Number of Hazards** field) within 90 days (**Number of Days for Hazard Check** field) at the same address for a hazard warning to display in the Dispatch Entry window. These two fields are essential for setting up hazards. If this incident is in progress, it will have a default priority of 2 with a recommendation that one unit be sent. If it is not in progress, the priority will be five with one unit recommended. The **Area Car** field is used to indicate if a unit from that area should be dispatched to the incident.
- If the **Inactive Date** field is populated and a user tries to add an incident on or after the active date, an error message will be generated stating the “Incident Type is inactive.” When prompting the Incident Type field, only valid incident types will display in the prompt. The date that is used to check if the incident is active varies upon the program. For example, in Incident Maintenance the date is based upon the Call Date.

In some “work withs” that deal with setup, the Incident Type will be yellow if the incident type is inactive. For example, Work with Tone Codes, Work with Run Cards, and Work with Incident Types.
- Use <F24> to attach special response information to the incident. This information can then be accessed via the Dispatch Entry window using the SRI command.

![Incident Type Maintenance window](image1)

*Figure 69: The Incident Type Maintenance window.*

- When creating a Fire and EMS Incident, the window below displays. When you are finished making entries in this window, press <Enter> to save the incident type you just created.

![Incident Type Maintenance window](image2)

*Figure 70: The second Add Incident Type window for Fire and EMS Incidents.*
Step-by-Step: Creating a Combined Incident Type

Combined incident types are collections of incident type codes for police, fire, and EMS incidents. Typically, these codes are used for traffic accidents, fires, and other situations requiring responses from multiple agencies.

Depending on the setup of the individual Combined Incident Type, calls using these incident types may create one or multiple calls in the call queue.

1. From the System Administrator Menu, select Option 5 to access the Work with Combined Incident Types window.

2. The Work with Combined Incident Types window displays. Press <F6> to add a combined incident type.

   ![Figure 71: The Work with Combined Incident Types window.](image)

   NOTE: An asterisk to the left of an incident type indicates special response information is attached.

3. The Combined Incident Type Maintenance window displays.

   ![Figure 72: The Combined Incident Type Maintenance window.](image)

   All of the fields on this window are mandatory:
   - The Incident Type, Abbreviation, and Incident Description fields identify the combined incident type.
   - The Police, Fire, and EMS Incident Type fields define each type of incident associated with the combined incident type you are creating.
Chapter 3: CAD Terms and Setup

- Enter a Yes in the Create Multiple CAD Incidents field if you want separate calls created for police, fire, and EMS incident types. If you enter “N” in this field, only one call displays under the Master ORI in the call queue for the combined incident type. Typically a center that is dispatching for more than one department (for example police, fire, and EMS) will want to set this to Yes so that an incident is automatically created for each of these departments. This avoids the duplicity of having to create an incident for each department.

NOTE: The Create Multiple CAD Incidents field must be set to No for the Pager Interface to work.

4. When you are finished making entries in this window, press <Enter> to save the combined incident type you just created.
BEAT RECOMMENDATIONS

Beat recommendations are automated recommendations of local police units for an incident. This information is available in the Dispatch Entry window.

These recommendations rely on a link between incidents and unit locations. This link is the beat code. Each incident has a location that has a beat code. Each unit has an assigned beat. The police recommendations command/function key (usually programmed as <F10>) in the Dispatch Entry window displays a list of available units (those with status of Available or any of the Additional Recommendation Statuses specified in CAD Jurisdiction Control) within the incident beat. These units are followed by available units in beats specified as backups to the incident beat.

![Figure 73: The Police Recommendations window.](image)

Each incident also has an Incident Type. If the incident type record has a particular unit type specified for the current status of the incident (specified in Incident Type Maintenance), available units of that type must exist in the current beat or in the back-up beats. If no units of the specified type exist, a message appears in the dispatch window hazard area.

In order for CAD to provide beat recommendations, the **Beat Recommendations** field in CAD Jurisdiction Control must be set to “Y,” and beat codes must be specified in the following locations:

<table>
<thead>
<tr>
<th>Location</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>GEO Maintenance</td>
<td>Each GEO record must have a beat code.</td>
</tr>
<tr>
<td>Unit Assignment</td>
<td>Unit Assignment Maintenance contains an Assigned Beat field.</td>
</tr>
<tr>
<td>Work with Beats and</td>
<td>When the Beat Recommendations field in CAD Jurisdiction Control is “Y,”</td>
</tr>
<tr>
<td>Work with Beat Back-ups</td>
<td>this Assigned Beat field is mandatory.</td>
</tr>
<tr>
<td></td>
<td>These programs allow you to associate beats with other beats that</td>
</tr>
<tr>
<td></td>
<td>function as back-ups when units in the first beat are unavailable.</td>
</tr>
<tr>
<td></td>
<td>These additional beats are sequenced so that unit recommendations</td>
</tr>
<tr>
<td></td>
<td>draw available unit numbers from the incident beat, followed (in</td>
</tr>
<tr>
<td></td>
<td>sequence) by the beats you specify in Work with Work Back-ups for</td>
</tr>
<tr>
<td></td>
<td>the incident beat. Work with Beats updates table 0071. Work with</td>
</tr>
<tr>
<td></td>
<td>Beat Back-ups is also accessible in GEO maintenance once you have</td>
</tr>
<tr>
<td></td>
<td>specified a beat code for the GEO record.</td>
</tr>
</tbody>
</table>

If your agency is small, you might want to use global police recommendations instead of beat recommendations (to save you from entering the beat codes). To do this, enter “N” in the Beat Recommendations field in CAD Jurisdiction Control. Your dispatchers can still use the recommendations command/function key, but the list of available units displays all available units without regard to incident location or assigned unit locations.
FIRE/EMS Run Cards

Run Cards are predetermined unit status commands you can set up for fire or EMS incidents. These recommendations, organized into different response levels, are accessible during dispatch operations. After calling up the Fire/EMS Recommendations window, dispatchers can simply press <Enter> to execute the commands for the first response level. Dispatchers can execute some, none, or all recommendations within a response level.

CAD chooses run cards for fire or EMS incidents according to the following criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Quadrant or EMS District</td>
<td>A Quadrant or District (i.e., coverage area) must be specified for each run card. This links the run card to the incident location.</td>
</tr>
<tr>
<td>Incident Type</td>
<td>An Incident Type must be specified for each run card. This lets you set up specific response recommendations for different situations (including incidents included in Combined Incident Types).</td>
</tr>
<tr>
<td>Time of Day</td>
<td>This is optional. If a time range is specified for a run card, the run card will only be used for incidents created within that time range (useful for school fire responses, etc.).</td>
</tr>
</tbody>
</table>

After the run card is chosen, CAD recommends units with statuses of Available for Call (or any of the additional statuses specified in CAD Jurisdiction Control). If you have set up Backup, Standby, or Move options within the run card, these recommendations are also available to the dispatcher.

There is a great deal of flexibility in setting up run cards. You can set up any number of response levels to give dispatchers the ability to execute additional recommendations should an incident require additional units. You can specify certain units for response to certain incidents, or you can specify any unit of a certain type from a certain station. And recommendations do not merely consist of dispatching units. You can set up recommendations to Dispatch, Move, Backup, Moveup, and/or Standby units.

The size of the run card is set in CAD System Tuning using the Use Small Run Card field. Set to “Y,” then only six entries will be used. Set to “N,” eight entries will be available.

Criteria for Selecting a Unit

The order in which run cards are searched to determine which unit to use if the primary is not available is as follows:
- Replacement Units
- Backups in the run card (unit listed as backup will only back up the one unit above it)
- Same type of unit from the same station
- Same type of unit for a backup station
- Same type of unit from the next level
Run Card Organization

Recommendations for run cards are organized into levels and slots.

NOTE: Dispatchers can quickly execute the recommended commands for all units within a level by pressing <Enter>. They can also execute recommendations in subsequent response levels by using the Moveup command. This shifts the response levels to the left and inserts D in the option field for units in the next level.

Levels

Levels, or response levels, are blocks of unit recommendations set up in series. Typically, levels include all immediate actions that should occur for an incident type. For a structure fire response by a full-time department, this might include dispatching three units from the local station, moving units from another station to the local station, and placing other units on standby. The next response level might include the dispatch of standby units and placing additional units on standby.

Because CAD displays response levels according to the level number, you should create levels consecutively. If you create non-consecutive levels, dispatchers will not be able to view levels above 3 unless they use the Upgrade command to shift the display to the left.

Slots

Slots are sequence numbers within levels. Each individual response recommendation within a level requires a slot number. Using the previous example for the first response level, slot numbers for the dispatch of local units would receive low slot numbers so that they would appear toward the top of the list of recommendations. Slot numbers for standby recommendations would receive higher slot numbers, placing them lower in the list.

Because CAD displays recommendations consecutively regardless of the actual slot number, New World recommends assigning slot numbers in multiples of ten, i.e., slot number 10 assigned to the first recommendation, slot number 20 assigned to the second recommendation, etc. This allows you to modify your run cards more easily in the future.
Chapter 3: CAD Terms and Setup

Recommending Units or Types of Units

In Run Card Assignment Maintenance, you specify either a Unit code or a Unit Type code and Station code. If you enter a Unit code, CAD recommends that unit only if it has a status of Available (or any of the three other statuses in Additional Recommendation Statuses in CAD Jurisdiction Control). If you enter a Unit Type code and Station code, CAD recommends the first available unit of that type from the station you specify. Specifying a unit type and station generally provides more flexibility than specifying a particular unit. However, you must ensure that all units used for these types of recommendations have a unit type code entered in Unit Assignments Maintenance.

CAD allows you to set up four types of recommendations:

Dispatch
This type of recommendation allows dispatchers to change the unit’s status to Dispatched for the specified unit and incident.

Moveup
This type of recommendation allows dispatchers to change the unit’s status to Moveup for the specified unit and incident, and changes the unit’s Current Station to the station you specify. This is designed to move units to a fire station that is temporarily understaffed.

Standby
This type of recommendation allows dispatchers to change the unit’s status to Standby for the specified unit and incident. This is designed to place volunteer fire fighters on standby until they inform dispatchers they are ready, or to put extra units on standby for large fires. Units must be manually cleared from this status.

Backup
You cannot assign a single unit as backup for a station dispatch. Instead, you assign an entire station as station backup.

1. Exceptions to the normal run card recommendations take place when a recommended unit is unavailable for Dispatch, Backup, Moveup, or Standby. In this case, CAD attempts to find the next available unit.
2. CAD checks for replacement units (set up in Work with Unit Replacements) for an available replacement.
3. CAD searches for backup stations assigned on the run card to the station currently unavailable.
4. CAD searches the backup station list for a predefined station backup.

If a station is not found in the course of this search, CAD displays “NONE” for the recommended station. The dispatcher must then review the available units to determine the appropriate action to take.

Replacement Units

After you have set up your run cards, you can use Work with Replacement Units to set up replacement unit records. This may be necessary when, for example, your main fire unit is out for extended repairs and you have a dedicated replacement. A replacement unit record tells CAD to replace the main fire unit with the replacement unit in all run cards referencing the main unit (saving you from updating all of your run cards). This record is used whenever the main unit has a status of Off-Shift.
Run Card Exceptions

Exceptions to the normal run card recommendations occur when a unit recommended is unavailable for Dispatch, Backup, Moveup, or Standby. In this case, CAD attempts to find the next available unit using the following steps:

1. CAD checks for replacement units (set up in Work with Unit Replacements) for an available replacement.
2. CAD looks for back-up units assigned on the run card to the unit currently unavailable.
3. CAD searches the back-up station list for a unit of the same type as the unavailable unit.
4. CAD searches the remaining run card assignments for a unit of the same type as the unavailable unit.

If a unit is not found in the course of this search, CAD displays “NONE” for the recommended unit type and station. The dispatcher must then review the available units to determine the appropriate action to take.

Important Requirement for Successful Run Cards

In order to execute recommendations, you must have the following records defined in Work with CAD Commands:

<table>
<thead>
<tr>
<th>Command</th>
<th>Function</th>
<th>Function Abbreviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>D</td>
<td>DSP</td>
<td>Dispatch</td>
</tr>
<tr>
<td>M</td>
<td>MOV</td>
<td>Moveup</td>
</tr>
<tr>
<td>S</td>
<td>SBY</td>
<td>Standby</td>
</tr>
</tbody>
</table>
Chapter 3: CAD Terms and Setup

CAD COMMANDS/FUNCTION KEY SETUP

This feature allows you to define the commands and function keys that will be available for use in dispatch.

CAD Screen Formats

CAD is shipped with a few predefined window formats. To quickly set up a functional dispatch window format, do the following:

1. In Work with CAD Screen Formats, use <F6> to create a window format.
2. Specify a name, abbreviation, and description for the window format and press <Enter>.
3. Return to Work with CAD Screen Formats (without making any changes to the default format) and compile the format.

CAD Security Profiles, Users, and Command Security

Command Security is the ability to grant or refuse authorization to execute a CAD command in the Dispatch window according to a CAD (user) profile. In order to implement this security, the “Use Command Security” in CAD System Tuning field must be set to “Y.”

![Figure 75: CAD Profile example.](image)

Although this security can be activated or deactivated, CAD profiles must exist in order to link users to screen formats. These profiles are created in Work with CAD Profiles, accessible in the Supervisor Menu.

Each CAD user must be entered in Work with CAD Users. These records link existing AS/400 user IDs with a CAD profile.

This type of security is quite versatile. By setting up multiple profiles, you can easily change the commands a user is authorized to should the user change positions within your agency. Instead of manually changing the authorizations for the user, you can simply change the CAD profile the user is associated with. Because different profiles can be attached to different screen formats, you can also use multiple profiles to quickly change the screen a user sees when entering the Dispatch window.
USER SETUP

In order for a user to access a Dispatch Entry window, the following must occur:

- At least one CAD screen format must be set up and compiled. This is explained on page 187.
- At least one Command Security Profile must be defined in Work with Command Security Profiles. This profile associates a screen format with a set of authorizations to CAD commands. See page 122.
- The user must be defined in Work with CAD Users. This CAD User record associates an existing AS/400 user ID with a Command Security Profile. See page 130.
CHAPTER 4
CAD REFERENCE

This chapter is designed to be a reference / “how-to” guide to the programs you will use when setting up your CAD system. This chapter covers the Supervisor Menu and the GEO Processing Menu. All programs (windows) are described in the order in which they appear.

In This Chapter

- CAD Main Menu options 94
- CAD Supervisor Menu options 96
- Assigning units and unit replacements 98
- Working with beats and back-up beats 116
- Using Command Security Profiles 122
- Creating a new CAD user 130
- Resetting CAD programs 133
- Reset Rip and Run Subsystem 137
- GEO processing 141
- Primary and alias street names 142
- Working with GEO master files 148
- Creating cross streets 162
- Running a GEO file mass update 170
- System Administrator Menu options 173
**CAD MAIN MENU**

![CAD Main Menu Screen](image)

*Figure 76: The CAD Main Menu.*

This is the main menu for CAD operations. The following options are available:

1. **Dispatcher Menu**
   
   Use this option to access the Dispatcher Menu, where you can perform basic dispatch functions. For more information on these options, refer to the *CAD Training / User’s Guide.*

2. **Supervisor Menu**
   
   Use this option to access the Supervisor Menu, where you can perform Supervisor-level functions. For more information on these options, see page 96.

3. **GEO Processing Menu**
   
   Use this option to access the GEO Processing Menu, where you can perform operations on your GEO database. For more information on these options, see page 141.

4. **System Administrator Menu**
   
   Use this option to access the System Administrator Menu, where you can perform various administrative and setup operations. For more information on these options, see page 173.

5. **CAD Reports Menu**
   
   Use this option to access the CAD Report Menu, where you can create reports on Incidents. For more information on these options, see Chapter 6.

6. **Incident Report Menu**
   
   Use this option to access the Incident Report Menu, where you can create myriad reports based on incidents. See Chapter 6.

7. **Quick Call Report Menu**
   
   Use this option to access the Quick Call Report Menu, where you can create reports on Quick Calls. For more information on these options, refer to the *CAD Training / User’s Guide.*
8. **CAD Inquiry Menu**
   Use this option to access the CAD Inquiry Menu, where you can access dispatch information in Inquiry mode. For more information on these options, refer to the *CAD Training / User’s Guide*.

9. **Police/Sheriff Inquiry Menu**
   Use this option to access the Aegis Public Safety Inquiry Menu, where you can access Law Enforcement Records information in Inquiry mode. For more information on these options, refer to the *Law Enforcement Records User’s Guide*.

10. **Fire Inquiry Menu**
    Use this option to access the Fire Records Inquiry Menu, where you can access Fire Records information in Inquiry mode. For more information on these options, refer to the *Fire Records Training / User’s Guide*.

11. **Interface/Module Menu**
    Use this option to access the Interface/Module Menu, where you can access the main menus for optional CAD modules. For more information on these options, refer to the *CAD Interfaces* documentation.
SUPERVISOR MENU

This menu contains options typically used by supervisory personnel. To access the Supervisor Menu, select Option 2 from the CAD Main Menu. The following options are available:

1. **Work with Unit Assignments**
   Use this option to set up unit information for police, fire, and EMS units.

2. **Work with Unit Replacements**
   Use this option to specify units that will function as back-ups to other units. This information is used only for fire and EMS recommendations.

3. **Work with Beats**
   Use this option to access Work with Beats, where you can update entries in table 0071 (Beats). Beat codes are used extensively for police recommendations.

4. **Work with CAD Profiles**
   Use this option to access Work with Command Security Profiles, where you can associate CAD screen formats with authorizations to CAD commands.

5. **Work with CAD Users**
   Use this option to access Work with CAD Users, where you can associate existing AS/400 user IDs with existing Command Security Profiles. Users must be defined here in order to access the Dispatch window.

6. **Reset CAD Programs**
   Use this option to reset (re-initialize) all CAD message, monitor, and change log programs. This option does not require users to exit the Dispatch window.

7. **Reset Rip and Run Subsystems**
   This option is used to correct communication and program problems associated with the Rip and Run subsystem.
8. **CAD Reports Menu**

   Use this option to access the CAD Reports Menu, where you can set up and run various CAD reports.

9. **Work with Roll Call**

   Use this option to access Work with Roll Call, where you can quickly on/off shift a platoon of units. Included is a function that allows an agency to log the time that officers are on duty in roll call.
WORK WITH UNIT ASSIGNMENTS

Use the Work with Unit Assignments window to create, manage, and update Unit records. From here you can maintain information such as the personnel and equipment assigned to a unit, the mileage accrued by a unit, the positions necessary to adequately staff a unit, the current unit status (Options 7-9), and other flags that tell CAD how to treat the unit in dispatch.

From the Supervisor Menu, select Option 1, Work with Unit Assignments.

The Work with Unit Assignments window displays.
Step-by-Step: Creating a New Unit Assignment Code

1. From the Work with Unit Assignments window, press <F6> to access the Unit Assignments Maintenance window.

   **Figure 80**: The Work with Unit Assignments window.

2. The Unit Assignments Maintenance window displays. See below for a description of the data fields. Make your entries and press <Enter> to save your work.

   **Figure 81**: The Unit Assignments Maintenance window.

### Description of Data Fields within the Unit Assignments Maintenance Window

**Mandatory fields are preceded by an asterisk**

*Unit*: This field is the code that will display in Dispatch Entry and represents the unit. 6 characters.

*Rear Number*: Use this field to assign an identifying number to a unit. 8 characters.

*Unit Type*: Prompt this field to select the type of unit. Table 0088. If the Validate Unit Type field is set to Yes on the CAD System Tuning window, this field is mandatory.
**ID#:** Use this field to record the ID number of the personnel assigned to the unit. If you're recording information for an individual not listed in the personnel prompt, simply leave this field blank and use the Ride-along name field. Press <F4> for valid entries.

An employee must be in an active status to be added to a unit. An employee is considered active if in the Personnel Maintenance window the Status field has a table entry selected that has an “A” entered in the first position of the Alternate field in table 0013. If none of the table entries are set up in this manner, then the software will not validate for active employees.

**Ride-a-long Name:** Use this field to record the name of the officer or other personnel in the vehicle. Do not use this field if you’ve selected an ID number from the personnel prompt.

**ORI#:** Use this field to record the ORI of the officer or other individual in the vehicle. Press <F4> for valid entries. Do not use this field if you've selected an ID number from the personnel prompt.

**Type:** Use this field to indicate the type of person designated for this unit. Press <F4> for valid entries.

**Assigned Beat:** This field is used by police agencies to identify the patrol location for the unit. If the Beat Recommendation field is set to Yes in the CAD Jurisdiction Control File, this field is mandatory.

**Assigned Station:** This field is used by fire agencies to indicate the unit’s assigned station or precinct.

**Monitor Sequence:** In monitor style 3 you can pick the order units display on the monitor. Units will always display on the monitor in the spot assigned in this field. If nothing is entered in this field, the unit will not display on monitor 3.

**Unit Alias:** This is used to assign an alias to a unit. For example, if the police and fire departments have units that use the same name, 1B11, then you could use the Unit Alias field to assign the police unit the alias of 1B11PD and the fire unit 1B11FD.

**Time Check:** Use this field to indicate if you want the unit to check in periodically based upon the unit's status. A Yes in this field flags the unit in Dispatch Entry after the amount of time specified in Maximum Unit Check-In Time, accessible through the CAD Jurisdiction Control File.

**Monitor:** Use this field to indicate if you want the unit monitored at all times. Typically, police units use Yes to keep an eye on the units at all times. Fire units typically use No because they are only concerned with monitoring when the unit is on a call.

**Use Manpower:** If you're using Run Cards for Fire or EMS units, this field tells the system if you want to use the Manpower function. This tells CAD to look at the Manpower required to staff the unit before recommending the unit. If the requirements are not met, the unit is not recommended. For example, if a paramedic unit is set to two people, and one is still at the hospital, then CAD will not recommend this unit. Manpower is added via option 15 on the Work with Unit Assignments window (see page 106).

3. Once <Enter> has been pressed and the record is saved, change it using Option 2. Note that informational fields will appear at the bottom of the window, as shown in the example that follows.
The *Last Date/Time* field displays the last time the unit checked in. If timers are being used, the *Next Date/Time* field will show the next time the unit will need to check in. If no time is scheduled, nines will show in the date and time fields.

![Unit Assignments Maintenance window](image)

**Figure 82: The Unit Assignments Maintenance window.**
**Step-by-Step: Assigning Personnel to Units**

Use the Unit Personnel Maintenance window to maintain information on individuals assigned to a unit.

If you are entering information for personnel already tracked in *Law Enforcement Records*, use the promptable **ID #** field to record the information. For all other individuals, use the fields under “Ride-a-long” to record information. You can enter information in one set of fields or the other, but not both.

1. From the **Work with Unit Assignments** window, type an “11” in the **Opt** field of the unit for which you want to add personnel and press **<Enter>**. You can also access Work with Unit Personnel by pressing **<F11>** in the Unit Assignments Maintenance window.

   ![Figure 83: The Work with Unit Assignments window.](image)

   **Figure 83: The Work with Unit Assignments window.**

2. The **Work with Unit Personnel** window displays. Press **<F6>**.

   ![Using the <F6> key to add personnel](image)

   **Figure 84: The Work with Unit Personnel window.**
3. The **Unit Personnel Maintenance** window displays. You must make entries in either the *Personnel ID #* field or the *Ride-a-Long Name* and *ORI #* fields.
   - The *Personnel ID* field will access the Personnel Prompt window and will only display valid personnel.
   - If not a personnel record, use the *Ride-a-Long* fields to identify the person. The *ORI #* field is mandatory if you use these fields.

![Unit Personnel Maintenance window](image)

Figure 85: The Unit Personnel Maintenance window.

4. When you are finished making entries in this window, press `<Enter>` to save the personnel addition you just made OR you can assign personnel to units in the Unit Assignment Maintenance window.
Step-by-Step: Creating Mileage Records for Units

Use the Work with Unit Mileage window to maintain information on mileage logged by a unit. Records in this window cover mileage logged by a unit for any date/time combination. You can create any number of records for the same date as long as each record has a different time specified.

1. From the Work with Unit Assignments window, type a “14” in the Opt field of the unit for which you want to create mileage records and press <Enter>.

![Figure 86: The Work with Unit Assignments window.](image1)

2. The Work with Unit Mileage window displays. Press <F6> to add a mileage entry.

![Figure 87: The Work with Unit Mileage window.](image2)
3. The **Unit Mileage Maintenance** window displays. The following fields are mandatory: *Date/Time*, *Starting* and *Ending Odometer* (or *Mileage*), and *Quick Call*. When you are finished making entries in this window, press <Enter> to save the mileage record you just created.

![Figure 88: The Unit Mileage Maintenance window.](image-url)
Step-by-Step: Printing the Unit Mileage Listing

1. From the Work with Unit Mileage window, press <F17>.

   ![Figure 89: The Work with Unit Mileage window.]

   Pressing <F17> to Print

2. The Print Unit Mileage window displays. Enter a date and time range. The optional Unit field will default to the unit you are using but may be changed. If this field is left blank, any unit that has mileage entered in the range you select will be included on the report. You may also use the optional ORI# field to limit the report to the one ORI#. Make your entries and press <Enter>.

   ![Figure 90: The Print Unit Mileage window.]

3. The message “Job Submitted” will appear indicating the report has been submitted to print. See below for an example of the report.

   ![Figure 91: The Unit Mileage Listing.]

---

Page 106
**Step-by-Step: Creating Manpower Records for Units**

Use the Work with Unit Manpower window to maintain unit manpower information. Unit manpower is the number and type of staff needed to run a unit. For example, if you want to enter unit manpower for a fire engine, you would create records here for all types of personnel needed to operate the engine.

1. From the **Work with Unit Assignments** window, type a “15” in the **Opt** field of the unit for which you want to create manpower records and press <Enter>.

   ![Figure 92: The Work with Unit Assignments window.](image1)

   **Selecting Option 15, Manpower**

2. The **Work with Unit Manpower** window displays. Press <F6> to add a unit.

   ![Figure 93: The Work with Unit Manpower window.](image2)

   **Using the <F6> key to add a unit**

3. The **Unit Manpower Maintenance** window displays. Both fields in this window are mandatory. When you are finished making entries in this window, press <Enter> to save the manpower record you just created.

   ![Figure 94: The Unit Manpower Maintenance window.](image3)

   **Enter the type of personnel needed to operate the unit**

   **Enter the number of personnel needed to operate the unit**
**Step-by-Step: Creating a Unit Equipment Record**

Use the Work with Unit Equipment window to create and manage records of equipment assigned to a unit. You can record the equipment’s type, quantity used, and description. The EQP command can then be used in the Dispatch Entry window to see which units have what equipment.

1. From the **Work with Unit Assignments** window, type a “16” in the **Opt** field of the unit for which you want to create equipment records and press **<Enter>**.

![Figure 95: The Work with Unit Assignments window.](image)

2. The **Work with Unit Equipment** window displays. Press the **<F6>** key to add equipment.

![Figure 96: The Work with Unit Equipment window.](image)
3. The **Unit Equipment Maintenance** window displays. The **Equipment Type** field is mandatory.
   - Use the **Equipment Type** and **Equipment Sub-Type** fields to identify the type of equipment record you are creating.
   - Use the **Detail** field to enter a quantity, size, or other specification for the equipment. The **Detail** field is clarified by the **Measure** field.
   - Use the **Description** field to record a free-form description of the equipment.

When you are finished making entries in this window, press `<Enter>` to save the equipment record you just created.

![Figure 97: The Unit Equipment Maintenance window.](image)
Step-by-Step: Viewing the Unit Log

The Unit Log displays the actions performed by the unit and goes back until the last purge was run. Unit Log Files are purged via option 18 on the System Administrator Menu.

1. From the Work with Unit Assignments window, type an “18” in the Opt field associated with a unit and press <Enter>.

![Figure 98: The Work with Unit Assignments window.]

2. The Unit Log Inquiry window displays. Note that you can page down to view additional entries. Press <F11> to toggle through the views.

![Figure 99: The Unit Log Inquiry window.]

3. To print the Unit Log Inquiry, press <F17>. Select the date and time frame. Make your entries and press <Enter>.

4. The message “Job Submitted” will appear indicating the job was created and submitted to print. See the following page for an example of the report.
<table>
<thead>
<tr>
<th>CALL DATE</th>
<th>TIME</th>
<th>STATUS</th>
<th>INCIDENT#</th>
<th>INCL. TYPE</th>
<th>LOCATION</th>
<th>BEAT/STATN</th>
<th>OFFICER 1</th>
<th>OFFICER 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/09/2007</td>
<td>10:29:01</td>
<td>AssgnUnit</td>
<td>200700000053</td>
<td>1817 MEIJER DR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10:29:01</td>
<td>Dispatch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10:29:01</td>
<td>En Route</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>11:28:04</td>
<td>Clear Call</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNIT NOTES/DETAILS: FIRE UNDER CONTROL</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:08:55</td>
<td>AssgnUnit</td>
<td>200700000060</td>
<td>1876 WARRIL CT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:08:55</td>
<td>Dispatch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:08:55</td>
<td>En Route</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:12:41</td>
<td>Clear Call</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNIT NOTES/DETAILS: BUILDING DOWN</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05/10/2007</td>
<td>10:46:21</td>
<td>AssgnUnit</td>
<td>200700000067</td>
<td>1523 CRAWFORD DR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10:46:21</td>
<td>Dispatch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10:46:21</td>
<td>En Route</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>11:02:10</td>
<td>Clear Call</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UNIT NOTES/DETAILS: Event FCTL used on this Incident</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14:31:08</td>
<td>AssgnUnit</td>
<td>200700000074</td>
<td>3733 KENT DR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14:31:08</td>
<td>Dispatch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14:31:08</td>
<td>En Route</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:00:56</td>
<td>Clear Call</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:13:16</td>
<td>AssgnUnit</td>
<td>200700000079</td>
<td>1835 HELICON CT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:13:16</td>
<td>Dispatch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:13:16</td>
<td>En Route</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15:38:21</td>
<td>Clear Call</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05/11/2007</td>
<td>11:43:20</td>
<td>Dispatch</td>
<td>200700000258</td>
<td>Assault</td>
<td></td>
<td>MITCHELL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:43:20</td>
<td>Clear Unit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>MITCHELL</td>
</tr>
<tr>
<td>13:33:35</td>
<td>Dispatch</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:37:32</td>
<td>Clear Unit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:41:55</td>
<td>Dispatch</td>
<td>200700000315</td>
<td>1313 DENNIS PARK LOT 13</td>
<td>B</td>
<td>MITCHELL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14:03:29</td>
<td>Clear Call</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TOTAL # OF INCIDENTS: 7

Figure 103: The Unit Log Listing.
Step-by-Step: Printing the Unit Assignments Listing

1. From the Work with Unit Assignments window, press <F17>.

2. The Print Unit Assignments window displays. Select whether you would like the summary or detail to print. You may include the Personnel, Manpower, and Equipment, if desired. If the Mileage field is set to Yes, enter a date range. You may limit the report to a particular ORI# and Unit if desired. Make your entries and press <Enter>.

3. The message “Job Submitted” will appear indicating the job was created and submitted to print. See below for an example of the report.

![Print Unit Assignments window](image)

Figure 104: The Print Unit Assignments window.

![Unit Assignment Listing](image)

Figure 105: The Unit Assignment Listing.
WORK WITH UNIT REPLACEMENTS

Use the Work with Unit Replacements window to set up replacements for units that are temporarily unavailable (e.g., because of repairs, parades, etc.). This tells CAD to use the replacement unit you specify in fire/EMS run cards instead of the unavailable unit (to save you from updating all of your run cards). These records are not used if the original unit’s status is “Available” (or any of the Additional Recommendation Statuses). When the unit is placed back in service (“On Shift”) the entry will automatically be deleted.

Access the Supervisor Menu and select Option 2, Work with Unit Replacements.

The Work with Unit Replacements window displays.
Step-by-Step: Creating a Unit Replacement Record

1. From the Supervisor Menu, select Option 2, Work with Unit Replacements.

2. The Work with Unit Replacements window displays. Press <F6> to add a replacement unit.

   Figure 108: The Work with Unit Replacements window.

3. The Unit Replacement Maintenance window displays. The Unit and Replacement fields are mandatory. When you are finished making entries in this window, press <Enter> to save the replacement record you just created.

   Figure 109: The Unit Replacement Maintenance window.
Step-by-Step: Printing the Unit Replacements Listing

This listing displays all the records on the Work with Unit Replacements window.

1. From the Work with Unit Replacements window, press <F17>.

   ![Figure 110: The Work with Unit Replacements window.]

2. The Print Unit Replacements window displays. Press <F17> again to print the listing.

   ![Figure 111: The Print Unit Replacement window.]

3. The window will close and the message “Job Submitted” will display at the bottom of the window indicating the report has been submitted to print. See below for a sample of the report.

   ![Figure 112: The Unit Replacement Listing.]

Use the <F17> key to add a replacement.
WORK WITH BEATS

Use the Work with Beats window to manage the codes used to designate the various police coverage zones within your entire dispatch area. These codes must be unique throughout the entire CAD coverage area (i.e., across multiple jurisdictions, if applicable).

NOTE: This window contains the same entries as Table 0071, CAD - Beat Assignments, in the Work with Tables window.

Access the Supervisor Menu and select Option 3, Work with Beats.

The Work with Beats window displays.

Figure 113: The Supervisor Menu.

Figure 114: The Work with Beats window.
**Step-by-Step: Creating a New Beat Code**

1. From the **Work with Beats** window, press `<F6>` to add a beat.

   ![Image of Work with Beats window](image.png)

   **Figure 115: The Work with Beats window.**

2. The **Add Entry** window displays. The **Code**, **Active**, **Description**, and **Abbreviation** fields are mandatory. When you are finished making entries in this window, press `<Enter>` to save the beat code you just created.

   ![Image of Add Entry window](image.png)

   **Figure 116: The Add Entry window.**
Step-by-Step: Creating New Back-Up Beats

Use the Work with Beat Back-Ups window to maintain records of back-up units for the beat specified in the upper left corner of the window. Records here affect all GEO areas using the specified beat. Each record must have a unique sequence number so the back-up units can be recommended in order. This window is used during Beat Recommendations to determine from where to draw additional police unit recommendations.

1. From the Work with Beats window, type a “12” in the Opt field of the beat for which you want to add a back-up and press <Enter>.


![Figure 117: The Work with Beats window.](image)

![Figure 118: The Work with Beat Back-Ups window.](image)
3. The **Beat Backup Maintenance** window displays. Both of the fields on this window are mandatory. The **Sequence** field tells CAD how to rank backup beats during police unit recommendations. The **Back-Up** field identifies the back-up beat. Press `<Enter>` when you are finished making entries in this window.

![Beat Backup Maintenance](image)

**Figure 119:** The Beat Backup Maintenance window.

4. When you are in Dispatch Entry and access the Police Recommendations window, usually done via `<F10>`, the backup units will display. In the example below, the first backup to beat A are, other units in beat A, followed by F, B, and E.

![Police Recommendations](image)

**Figure 120:** The Police Recommendations window.
Viewing Units Assigned to a Beat

The Units at Assigned Beat window displays all units assigned to a beat (police) or station (fire). This window simply displays the units -- you cannot delete or change the units displayed.

![Units at Assigned Beat window](image)

Figure 121: The Units at Assigned Beat window.

To view units assigned to a beat, access the Work with Beats window. Type a “14” in the *Opt* field of a beat and press `<Enter>`.
WORK WITH COMMAND SECURITY PROFILES

Use the Work with Command Security Profiles window to manage security profiles. Profiles are groups of authorizations for various CAD commands. Because many CAD commands should only be used by experienced or authorized users, you may want to set up different profiles for patrolmen, beginning dispatchers, experienced dispatchers, lieutenants, visitors, fire dispatchers, etc. Then use Work with CAD Users to associate users with the Profiles set up here. Additionally, you can specify the window formats associated with each profile here as well. If Use Command Security in CAD System Tuning is set to "N," authorizations set up here have no effect. All users under all profiles have access to all CAD Commands.

Access the Supervisor Menu and select Option 4, Work with CAD Profiles.

The Work with Command Security Profiles window displays.

Figure 122: The Supervisor Menu.

Figure 123: The Work with Command Security Profiles.
Step-by-Step: Creating a CAD Command Security Profile

1. From the Work with Command Security Profiles window, press <F6> to create a security profile.

![Figure 124: The Work with Command Security Profiles.]

NOTE: Option 3 = Copy can be used to copy the same commands from an existing user to a new user.

2. The Add Security Profile window displays. Enter a new profile name and format (Work with CAD Screen Formats is where these formats are created). When you are finished, press <Enter>.

![Figure 125: The Add Security Profile window.]

(Continued)
3. The **Command Security Maintenance** window displays. Type a “Y” in the option field of each command to which the new profile will have access. Press <Page Down> to access more commands. When you are finished making entries in this window, press <Enter> to save the profile you just created.

![Command Security Maintenance window]

**Figure 126: The Command Security Maintenance window.**

**NOTE:** When a new command is created, it is added to the list of commands. This does NOT automatically give all users authority to that command. The Command Security Maintenance window must be accessed for each user and authority granted.
Step-by-Step: Assigning User Defined Messages for Monitors

The message monitor displays up to 15 pages of messages. Because of this, the need to better manage which messages appear and what they look like is needed. This option enables a supervisor to establish:

- Which messages display on the message monitor.
- The appearance of these messages.
- If an audible alert will occur when this message displays.
- If the message will display at the bottom of the Dispatch Entry window.

1. From the Work with Command Security Profiles window, type a “14” in the Opt field associated with a profile and press <Enter>

2. The Work with User Defined Messages window displays. Messages can be changed but not added or deleted. The Color column shows how the message will appear when displayed on the monitor. Type a “2” in the Opt field associated with a message and press <Enter>.
3. The **User Defined Message Maintenance** window displays. A description of the data fields follows. Make your entries and press **<Enter>** to save your work.

![User Defined Message Maintenance window](image)

**Figure 129: The User Defined Message Maintenance window.**

<table>
<thead>
<tr>
<th><strong>DESCRIPTION OF DATA FIELDS IN THE</strong></th>
<th><strong>USER DEFINED MESSAGE MAINTENANCE WINDOW</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Data fields preceded with an asterisk are mandatory.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Display</strong>: This Y/N field is used to indicate if the message will appear on the message monitor or not.</td>
<td></td>
</tr>
<tr>
<td><strong>Color</strong>: Use this field to indicate the color in which the message will display.</td>
<td></td>
</tr>
<tr>
<td><strong>Tone</strong>: Use this Y/N field to indicate if the monitor will emit an audible tone when this message appears.</td>
<td></td>
</tr>
<tr>
<td><strong>Reverse Image</strong>: Use this field if you would like the message to display in reverse image. For example, if the color selected is red, and this field is set to “Y,” then the lettering will be black with a red block around it. If this field is set to “Y,” the Underline field should be set to “N” because it will be superseded by this field.</td>
<td></td>
</tr>
<tr>
<td><strong>Underline</strong>: Use this Y/N field to indicate if the message will appear underlined.</td>
<td></td>
</tr>
<tr>
<td><strong>Detail</strong>: If this field is set to Yes, then the information on both the Subject Line and the Message fields in the Scheduled Message Maintenance window will be included in the message sent. If it is set to No, then only the information in the Subject Line field will be sent.</td>
<td></td>
</tr>
<tr>
<td><strong>Display on Status Line</strong>: Use this Y/N field to indicate if the message will appear at the bottom of the Dispatch Entry window.</td>
<td></td>
</tr>
</tbody>
</table>
Step-by-Step: Assigning Call Clearing Authorization

This option enables a user to be setup so that they do not have authority to clear a call for a particular ORI. As many ORIs may be added as desired.

1. From the Work with Command Security Profiles window, type a “15” in the Opt field associated with a security profile and press <Enter>.

   ![Figure 130: The Work with Command Security Profiles window.]

   Selecting Option 15. Clear

2. The Work with Unauthorized ORIs to clear window displays. Press <F6>.

   ![Figure 131: The Work with Unauthorized ORIs to clear window.]

   Pressing <F6> to add an ORI

3. The Add Unauthorized ORI window displays. Type in the ORI # that you would like to add and press <Enter>. The user profile that you selected will no longer be able to clear an incident for the ORI entered.

   ![Figure 132: The Add Unauthorized ORI window.]

   ORI #: REGISPD
Step-by-Step: Printing the Security Profiles

A printout can be generated that shows the commands the user is authorized to as well as the users that are assigned this profile. This can be done for an individual user via Option 6 or for all users via F17.

1. From the Work with Command Security Profiles window, press <F17>.

Figure 133: The Work with Command Security Profiles window.

2. The Print Command Security Profile window displays. Selecting to print the summary will simply print a list of the profiles. Selecting detail will print the commands each user is authorized to. Make your entries and press <Enter>.

Figure 134: The Print Command Security Profile window.

3. The message job submitted will display in the upper right corner. See below for an example of the report.

Figure 135: Sample of the CAD User Profile Listing in summary.
<table>
<thead>
<tr>
<th>Profile</th>
<th>Commands</th>
<th>Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEGISQA</td>
<td>A</td>
<td>AEGISQA</td>
</tr>
<tr>
<td></td>
<td>AIP</td>
<td>BARKER</td>
</tr>
<tr>
<td></td>
<td>A20</td>
<td>WHITE</td>
</tr>
<tr>
<td></td>
<td>ADN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AEN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AEN</td>
<td>JONES</td>
</tr>
<tr>
<td></td>
<td>AJN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ALP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AMB</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AG2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ASP</td>
<td>SMITH</td>
</tr>
<tr>
<td></td>
<td>A20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>A/2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HAY</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HCL</td>
<td></td>
</tr>
<tr>
<td></td>
<td>C</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CAP</td>
<td></td>
</tr>
</tbody>
</table>

Figure 136: Sample of the CAD User Profile File Listing in detail. The Users column shows the users that are assigned this profile.
WORK WITH CAD USERS

Use the Work with CAD Users window to manage CAD user records. These records link an existing AS/400 user ID with a Command Security Profile. Each CAD user must be defined here in order to access the Dispatch Entry window.

Access the Supervisor Menu. Select Option 5, Work with CAD Users.

The Work with CAD Users window displays.

- **Selecting Option 5, Work with CAD Users**
Step-by-Step: Creating a New CAD User

1. From the Work with CAD Users window, press <F6> to add new CAD user.

   ![Figure 139: The Work with CAD Users window.](image)

   - Using the <F6> key to add a user

2. The CAD User Maintenance window displays.
   - The User Name field is mandatory and is the IBM iSeries profile assigned to the user.
   - The Profile field is mandatory. Profiles are set up in the Work with CAD Profiles window. See page 122.
   - The User ORI and User ID# are used to attach a user from a particular ORI# via the Personnel Prompt to this CAD user. When an incident is manually added from Work with Incidents, the Received ORI# field in the Dispatch window will be populated by the ORI # that is setup for the user. If a default ORI # is not setup for the user, then the ORI # displayed on the Work with Incidents window will display.

   ![Figure 140: The CAD User Maintenance window.](image)

3. When you are finished making entries in this window, press <Enter> to save the CAD user you just created.
4. Option 11 on the Work with CAD Users window accesses the **Command Security Maintenance** window. This shows which commands the profile, and therefore the user, are authorized to. To change these, see page 123.

![Command Security Maintenance Window](image)

**Figure 141:** The Command Security Maintenance window.
Step-by-Step: Printing the CAD Users Listing

The summarized version of this report displays all the users. The detailed version shows all the users, the profile they are attached to, and commands that profile is authorized to.

1. From the Work with CAD Users window, press <F17>.

   ![Figure 142: The Work with CAD Users window.](image)

2. The Print CAD Users window will display. Select the type of report you would like to print, detailed or summarized, and press <Enter>.

   ![Figure 143: The Print CAD Users window.](image)

3. The message “Job Submitted” will appear indicating the report was submitted. See below for examples of both formats.

   ![Figure 144: The CAD User Listing in summary format.](image)
<table>
<thead>
<tr>
<th>CAD USER</th>
<th>PROFILE</th>
<th>COMMAND</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>AEGIS70</td>
<td>DISPATCHER</td>
<td>A</td>
<td>Arrive At Scene</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AA</td>
<td>At Scene, Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A2</td>
<td>At Scene 2 - Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A2N</td>
<td>Add Narrative Text To Incident</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A2N</td>
<td>Assist - Dispatch</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A22</td>
<td>Assist - Enroute</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A3N</td>
<td>Addition Incident Numbers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A1L</td>
<td>External Call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A1P</td>
<td>Enter Alarm From Panel Number</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A1R</td>
<td>Ambulance Rotation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A1S</td>
<td>Assign Unit To Incident</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A1S</td>
<td>Arrive At Scene</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A1S2</td>
<td>At Scene 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AVL</td>
<td>At Scene, Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B</td>
<td>Begin Beatz</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B1L</td>
<td>Clear License Plate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C</td>
<td>Clear Unit, Available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C2F</td>
<td>Change Dispatcher Assignment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C3F</td>
<td>Change Current Station</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C3U</td>
<td>Change Unit Assignment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C6</td>
<td>Clear The Call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C6D</td>
<td>Clear The Call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C6P</td>
<td>Clear The Call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C6R</td>
<td>Clear The Call</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C6S</td>
<td>Clear Screen #1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C6S</td>
<td>Clear Screen #1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C1L</td>
<td>Clear All Units Assigned</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C1L</td>
<td>Clear All Units Assigned</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C1L</td>
<td>Change License Plate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C1L</td>
<td>Clear Command Line #1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C1L</td>
<td>Clear Screen #1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C1L</td>
<td>Mapping - Class On/Off</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C1L</td>
<td>External Call</td>
</tr>
</tbody>
</table>

Figure 145: The CAD User Listing in detail format.
RESET CAD PROGRAMS

Use the CAD Reset window to run the CAD Reset. This will delete and recreate data queues that manage dispatch and status monitor operations. This option should be run to correct the following problems:

- Monitors do not start or update
- Messages are not transmitted
- Change Log is not running

Other users do not need to exit the Dispatch Entry window for you to use this feature. These users receive two messages when this option is used. The first tells them the Reset is in progress, and the second tells them when it completes.
**Step-by-Step: Running the CAD Reset Program**

1. From the **Supervisor Menu**, select **Option 6**, Reset CAD Programs.

   ![Figure 146: The Supervisor Menu.](image)

   - Selecting **Option 6**, **Reset CAD Programs**

2. The **CAD Resets** window displays. Press `<F20>` to run the reset program.

   ![Figure 147: CAD Resets window.](image)

3. Users who are in Dispatch Entry will receive two messages when this program is run. The first tells them the Reset is in progress; the second tells them when it is complete.

   This program will end all monitors. This means that once the dispatchers get the second message, they must access CAD Control and press `<Enter>` to restart the monitors.
**RESET RIP AND RUN SUBSYSTEM**

Use the Reset Rip and Run Subsystem option to reset the CAD Rip and Run subsystem. This will delete and recreate data queues that manage the corresponding rip and run operations. This option should be run to correct the following problems:

- Communications errors
- Program errors

To execute this option, from the CAD Supervisor Menu, select **Option 7**, Reset Rip and Run Subsystem. No further action is required.

![Figure 148: The Supervisor Menu.](image-url)
WORK WITH ROLL CALL

The Work with Roll Call window allows a platoon’s units to quickly be placed in an on or off duty status. Units can also be placed in a roll call status that will tabulate the amount of time they are in this status.

From the Supervisor Menu, select Option 9, Work with Roll Call.

By using the corresponding option numbers, units can be placed on/off shift, placed in roll call status, or activated/deactivated. Conversely, the same actions can be taken for all displayed units by using the corresponding function keys.
Step-by-Step: Adding a Unit to a Platoon

1. From the Work with Roll Call window, verify that the Roll Call field is displaying the correct shift or platoon. If not, prompt the field and select the correct shift or platoon. To add a unit, press <F6>. See the following page for a description of the options and function keys available on this window.

![Figure 151: The Work with Roll Call window.](image)

2. The Roll Call Maintenance window displays. Unit and Unit Type are the only required fields. Fill in the appropriate fields and press <Enter> to save.

![Figure 152: The Roll Call Maintenance window.](image)

NOTE: If the Beat Recommendations field is set to “Y” in CAD Jurisdiction Control, then the Assigned Beat field will be required as well.
DESCRIPTIONS OF OPTIONS AND FUNCTIONS IN THE WORK WITH ROLL CALL WINDOW

2 = **Change**: Takes you to the Unit Assignment Maintenance screen and allows the operator to make changes to personnel, Beat, Station, etc.

4 = **Delete**: Allows you to delete a unit from a platoon.

5 = **Display**: Allows the operator to view the Unit Assignment Maintenance Screen.

6 = **Activate / Deactivate**: Use this feature to toggle a unit between “Active” and “Inactive”.

7 = **On Shift**: Allows an individual unit to be placed in the “Available for Call” status.

8 = **Roll Call**: This option will place a unit in a “Roll Call” status and is used to indicate if a unit is in roll call or a pre-shift meeting. This is only available if the unit is in an Off Shift status.

9 = **Off Shift**: This option will change a unit to Off Shift status and designates them unavailable to take a call.

**F6 = Add**: Pulls up the **Roll Call Maintenance** window. This window will allow units to be added to a shift and have their information added.

**F7 = On Shift**: This will step the operator through the Unit Assignment Maintenance window for each unit, allowing changes to be made along the way. This is the same as doing the **ONS** command for a series of units on the CAD command line.

**F8 = Roll Call**: This will place all available or Off Shift units into “Roll Call” status. On the monitor, Units are displayed in Red and underlined. The Roll Call status option assumes that the unit personnel, Beats, Stations, etc are correct and will not go to the Unit Assignment Maintenance window for each unit.

**F9 = Off Shift**: At the end of a shift, this allows you to take all the units off shift just as the **OFS** command will for a string of units on the CAD command Line.

**F10 = Activate**: This option will put all “Inactive” units from an individual shift into an “Active” status. For example, if the afternoon shift is selected, pressing the <F10> key will change the status for all afternoon units to active.

**F11 = Deactivate**: This option works in conjunction with the <F10> key and will make all units on a shift inactive. Options 7, 8, and 9 work for individual units just as their <F> key counterparts does for all active units.
GEO PROCESSING MENU

The GEO Processing Menu contains options you can use to update your GEO database. To access the GEO Processing Menu, select Option 3 from the CAD Main Menu.

The following options are available:

1. **Work with Street Names**  
   Use this option to manage records of all streets in the CAD coverage area.

2. **Work with GEO Master File**  
   Use this option to manage records of all geographic locations and the associated response information.

3. **Work with Cross Streets**  
   Use this option to manage records of intersections in the CAD coverage area. Records are created automatically here when cross streets are specified in the GEO Master File. Typically, you should not need to use this option except to maintain specific response information for intersections that differ from the surrounding GEO area.

4. **GEO File Verification Administrators Menu**  
   Use this option to access the GEO Verification Menu, where you can manage the verification of locations in dispatch operations.

5. **GEO File Mass Update**  
   Use this option to update GEO data without updating each record individually.
WORK WITH STREETS

Use the Work with Streets window to create, maintain, and print streets that are used as the foundation for your GEO database. The listing on the window includes all streets - both primary and aliases.

A single street may be known by many names. For example, in Troy, Michigan, the street Big Beaver Rd. is also known by the following names:

- 16 Mile Rd
- Quarton Rd
- Metro Parkway

Aliases can be used in this situation. Big Beaver Rd. is the primary street and the other names are its aliases. In this example, you might also want to add the following names to the list of aliases:

- Sixteen Mile (alternate spelling)
- 16M (quicker entry)
- Corton (common misspelling)

The best strategy is to try to predict as many alternates, misspellings, and quick entries as possible. This reduces the number of times dispatchers need to search the GEO file to validate various entries.

A street name in the “Alias For” column means that the current street is an alias for the street in that column. *** ALIASES EXIST *** in the “Alias For” column means that the street is a primary street. To change alias information, use Option 2 on the alias record, or use Option 14 on the primary street to access Work with Aliases.

When copying an alias, note that CAD keeps the street as an alias of the current primary street. An asterisk next to a street entry means that there are documents attached to that street. These documents can hold any free-form, user-defined information, including directions to streets that may not be familiar to dispatchers or other personnel. Documents linked to a street are also linked to all aliases for that street.

When deleting streets, you cannot delete primary street records that have alias street records attached to them.
Step-by-Step: Creating a Primary Street Record

1. From the GEO Processing Menu, select Option 1, Work with Street Names window.

![Figure 154: The Work with Streets window.](image)

3. The Primary Street Maintenance window displays. Only the Street Name field is mandatory. Use the other fields to further define the street.

   If you want to create an alias name for the street, press <F14> to access the Work with Alias Streets window (you can also access Work with Alias Streets by selecting Option 14 from Work with Streets).

![Figure 155: The Primary Street Maintenance window.](image)

4. When you are finished making entries in this window, press <Enter> to save the primary street file.
Step-by-Step: Creating an Alias for a Primary Street File

1. From the Work with Streets window, type a “14” in the Opt field of the primary street for which you want to add an alias and press <Enter>. You will access the Work with Alias Streets window. You can also access Work with Alias Streets by pressing <F14> in the Primary Street Maintenance window.

2. The Work with Alias Streets window displays. Press <F6> to access the Alias Street Maintenance window.

Figure 156: The Work with Streets window.

Figure 157: The Work with Alias Streets window.
3. The **Alias Street Maintenance** window displays. In the **Street Name** field, enter the alternate name of the selected street name. Use the other fields to further define the street; however they are not mandatory. When you are finished making entries in this window, press `<Enter>` to save the alias street name. Exit out of the Primary Street Maintenance window to return to the Work with Streets window.

![Figure 158: The Alias Street Maintenance window.](image)

4. When you are finished making entries in this window, press `<Enter>` to save the alias street you just created. The window will clear enabling you to add another alias record. Press `<F12>` when you are done.
Step-by-Step: Printing the Street Name Listing

The Street Name Listing shows all street names on the Work with Streets window, along with their aliases and any attached documents.

1. From the Work with Streets window, press <F17>.

2. The Print Streets window displays. Enter the Report Format and Sort Order you would like the report to print. If you wish to include Aliases and Documents in the report, indicate so by typing a “Y” in the corresponding field. Use the Optional Selection Criteria to narrow the report to a specific Street Name or Venue. When you have made your selections, press <Enter> to generate the report.

3. The message “Job Submitted” will appear and the report will be submitted to print. See the following page for an example of the report.
<table>
<thead>
<tr>
<th>STREET NAME</th>
<th>VENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>AJAX DR</td>
<td>1</td>
</tr>
<tr>
<td>ALDEN ST</td>
<td>1</td>
</tr>
<tr>
<td>ALGER ST</td>
<td>1</td>
</tr>
<tr>
<td>ANDOVER AV</td>
<td>1</td>
</tr>
<tr>
<td>ANN TR</td>
<td>1</td>
</tr>
<tr>
<td>AREA BORDER</td>
<td>1</td>
</tr>
<tr>
<td>AREA STL</td>
<td>1</td>
</tr>
<tr>
<td>E AVIS DR</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL STREETS</td>
<td></td>
</tr>
</tbody>
</table>

Figure 161: This Street Name Listing.
WORK WITH GEO MASTER FILES

The GEO file is what ties response information to the information provided by persons reporting incidents. An efficient GEO file allows dispatchers to enter a variety of information—street addresses, cross streets, commonly known landmarks, or institutions—to receive detailed response information for the incident location. Creating an efficient GEO file requires you to divide your CAD coverage area using the following boundaries:

- all streets
- all venue/area/section boundaries that do not lie on streets
- all boundaries for different Police Beats (patrol areas, coverage areas, etc.)
- all boundaries for different Fire Quadrants (coverage areas, response areas, etc.)
- all boundaries for different EMS Districts (medical response areas/territories/zones, coverage areas, etc.)

The easiest way to do this is to lay out a map and start dividing up the CAD coverage area. Use transparent overlays to define the different coverage areas for police, fire, and EMS. After all of these areas are defined, simply create Street Name GEO records for all streets, assigning the beats, quadrants, and districts as displayed on the map. If you have boundaries that do not cross any streets, use street addresses to designate the beginnings and ends of the boundaries. Then, create Common Name GEO records for landmarks/institutions by copying Street Name GEO records for the same area.

When creating GEO records, remember to create individual records for each uninterrupted street segment. Each interruption (i.e., cross street) should signal either the beginning or end of a GEO record area. Creating one record for an entire street neglects the cross streets, making for an inefficient GEO file.

AegisTown Example

Using the AegisTown example, we create the following maps for Police Beats, Fire Quadrants, and EMS Districts in area 21, sections 2 and 3:

![Map of AegisTown police beats example](image)

Figure 162: AegisTown police beats example, Area 21, Sections 2 and 3.
Then, we create GEO records for each uninterrupted street segment. For example, if the addresses for 2nd Street are as follows:
We would create the following GEO records for this portion of 2nd Street:

<table>
<thead>
<tr>
<th>From #</th>
<th>Thru #</th>
<th>Even/Odd</th>
<th>Cross St. 1</th>
<th>Cross St. 2</th>
<th>Area</th>
<th>Section</th>
<th>Patrol Beat</th>
<th>Fire Quad.</th>
<th>EMS Dist.</th>
</tr>
</thead>
<tbody>
<tr>
<td>301</td>
<td>349</td>
<td>Odd</td>
<td>Hop</td>
<td>Deer</td>
<td>21</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>351</td>
<td>399</td>
<td>Odd</td>
<td>Deer</td>
<td>Clock</td>
<td>21</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>250</td>
<td>398</td>
<td>Even</td>
<td>Huron</td>
<td>Clock</td>
<td>21</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>401</td>
<td>449</td>
<td>Odd</td>
<td>Clock</td>
<td>Hilton</td>
<td>21</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>400</td>
<td>448</td>
<td>Even</td>
<td>Clock</td>
<td>Hilton</td>
<td>21</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>451</td>
<td>499</td>
<td>Odd</td>
<td>Hilton</td>
<td>Fast</td>
<td>21</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>450</td>
<td>498</td>
<td>Even</td>
<td>Hilton</td>
<td>Fast</td>
<td>21</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

We would also create Common Name GEO records such as “AegisTown Mall” and “Mall.”

For streets such as 1st, which has the same police, fire, and EMS coverage for both sides of the street, we would create one GEO record for each uninterrupted street segment. By leaving the Even/Odd field blank, addresses on both sides of the street would be tied to one GEO record.
Step-by-Step: Creating a GEO Master File Record

1. From the Work with GEO Master window, press <F6>.

   ![Step-by-Step: Creating a GEO Master File Record](image)

   **Figure 166: The Work with GEO Master window.**

2. The GEO Master Subset window displays. Enter an “S” for street name or a “C” for common name and press <Enter>.

   ![Step-by-Step: Creating a GEO Master File Record](image)

   **Figure 167: The GEO Master Subset window.**

3. The GEO Master Maintenance window displays. The fields in the lower third of the window are user-defined and will therefore vary (in the figure below, these start with the UserDefind and Street Type fields and encompass all the fields below these two in the two columns).

   ![Step-by-Step: Creating a GEO Master File Record](image)

   **Figure 168: The GEO Master Maintenance window.**

   **NOTE:** The Update Cross Streets with Information Below field will only appear when changing the window, however is included on this screenshot to show where the field displays.
**DESCRIPTION OF DATA FIELDS IN THE GEO MASTER MAINTENANCE WINDOW**

(Fields preceded with an asterisk are mandatory)

*Street* and *Venue*: These two fields are used together and indicate the street that this GEO location is on. The street and its corresponding venue are setup in the Work with Streets window. See page 143 for further details on adding a street.

*From #* and *Thru #:* Use these numbers to define the range that the street numbers encompass. The numbers could be very large, or if it is defining one location (for example, an apartment building), could be the same.

**Even/Odd:** This field is used to identify the odd or even sides of a street. It is primarily used to define streets segments that comprise a border. For example, the north side of the street is in one area and consists of even numbers. The south side of the street is in a different area and consists of odd numbers. If the north side of the street is the one you are defining (even numbers) then an “E” would be entered in this field. If you are defining the south side of the street, then an “O” would go in this field. If the entire segment is within one area and does not border anything, leave this field blank (this would be the case in most situations).

*Phone*: This field is used if a phone number is to be attached to the GEO record. For example, the GEO record is for an apartment building and the number is for the building superintendent. In most situations, this field is left blank.

*Cross Street 1* and *Cross Street 2:* These two fields are used to define the border of your GEO record. For example, if the GEO Record you are creating is on E Berry between Main St and N Trumble, then Main St and N Trumble would be entered as the cross streets. This would in effect create 4 entries in the GEO file: E Berry and Main St, E Berry and N Trumble, Main St and E Berry, and N Trumble and E Berry. In addition, any cross street entries will create a cross street record that can be maintained in the Work with Cross Streets window. These two fields also have a corresponding Venue field following the Cross Street.

*Access Street:* This field would be used as the second border of a GEO record (instead of cross street 2). Examples of entries that would go in this field are access roads to a park, to a subdivision, and similar situations.

**Update Cross Streets with Information Below:** This field does not appear on an add but appears in change mode. When a GEO master record that is set to either odd or even street numbers is changed and this field is set to Yes, a message will be displayed at the bottom of the window when <Enter> is pressed. The message notifies the user that they may be changing Cross Street information they may not want updated (the cross street information will not be changed until <Enter> is pressed a second time). If the cross street information should not be updated with the GEO master information, change this field to No before pressing <Enter> the second time.

*Zip Code:* The zip code associated with this GEO record. When an address is added in the software, if this field is populated, it will automatically be pulled into the corresponding record in the software.

*Police ORI:* Use this field to define the police agency assigned to this GEO record.

*Fire ORI:* Use this field to define the fire agency assigned to this GEO record.

*EMS ORI:* Use this field to define the EMS agency assigned to this GEO record.

*Census Tract:* Use this field to record any applicable census tract information.

*Area:* Use this field to define the area for this GEO record. This field is verified through Table 0003.

*Section:* Use this field to define the section of the area entered for this GEO record.

*Patrol Beat:* Use this field to identify the patrol beat for this GEO record. This field is verified through Table 0071.

*Quadrant:* Use this field to define the EMS district for this GEO record. This field is verified through Table 0063.

*District:* Use this field to enter the EMS district for this GEO record. This field is verified through Table 0064.
**Wrecker District**: Use this field to enter the Wrecker district for this GEO record. This field is verified through Table 0059.

**Grid**: Grids are typically used for identifying specific utility areas. This field is verified through Table 0005.

**Map Reference**: Use this field to enter the map reference for this GEO record. This field is verified through Table 0006.

**Station**: Use this field to enter the station for this GEO record. This field is verified through Table 3006.

---

**NOTE**: There are seven user-defined tables on the GEO Master Maintenance window. Changing the corresponding table abbreviation will change the heading.

4. When you are finished making entries in this window, press `<Enter>` to save the GEO file you just created.
**Step-by-Step: Adding Common Names**

Common names can be added for various locations. For example, McDonalds, Kmart, Taco Bell, etc. Once these are entered into the system, they can be easily entered into the dispatch window by simply typing out the name and pressing <Enter>.

1. The Work with GEO Master window defaults to being sorted by street. To sort by common name, press <F16>.

   ![Figure 169: The Work with GEO Master window.](image)

   **NOTE:** Pressing <F9> will access the GEO Master Resequence window. This window enables a user to resquence the records by a particular street or venue and street. The sequence order can be by street/direction/suffix or street/suffix/direction. Whatever method is selected to search by will remain as the search method until the resequence.

2. The window will resort the records and will display sorted by common name. Press <F6> to add a common name record.

   ![Figure 170: The Work with GEO Master window.](image)
3. The GEO Master Subject window will appear defaulted to “C” for common name. Press <Enter>.

![Figure 171: The GEO Master Subset.](image)

4. The GEO Master Maintenance window displays. In the Common Name field, enter the name the location will be entered as in dispatch. Enter the Exact Address and Venue of the location. You may also enter Cross Street information as well the venues the cross streets are in. The Phone, Longitude, Latitude, and Elevation fields are optional.

If the Use Information Below field is set to Yes, then the fields on the bottom half of the window will be used. Specifically, the Police ORI #, Fire ORI #, EMS ORI #, Area, and Section fields will be mandatory. These fields are useful for agencies that are multi-jurisdictional. The Quadrant field is used for setting up fire coverage. Make your entries and press <Enter>.

![Figure 172: The GEO Master Maintenance window.](image)
Step-by-Step: Assigning Exception Quadrants to a GEO File

1. From the **Work with GEO Master** window, type a “19” in the **Opt** field of the GEO file to which you want to create exception quadrants and press **<Enter>**.

![Image showing the Work with GEO Master window]

**Figure 173: The Work with GEO Master window.**

2. The **Work With Quadrant Exceptions** window displays. Press **<F6>** to add a quadrant exception.

![Image showing the Work With Quadrant Exception window]

**Figure 174: The Work With Quadrant Exception window.**

3. The **Quad Exception Maintenance** window displays. Enter an incident type and the quadrant type for this incident. When you have completed making entries in this window, press **<Enter>** to save the quadrant exception file you just created. The window will clear enabling you to add additional exceptions. Press **<F12>** to exit.

![Image showing the Quad Exception Maintenance window]

**Figure 175: The Quad Exception Maintenance window.**
Chapter 4: CAD Reference

Step-by-Step: Printing the GEO Master File Listing

The GEO Master File Listing shows all GEO files listed on the Work with GEO Master window.

You can generate a summarized or detailed version of the GEO Master File Listing. The summarized version lists the street names and their police, fire, and EMS ORI codes.

1. From the Work with GEO Master window, press <F17>.

2. The Print GEO Master window displays. Use the Optional Selection Criteria to limit the listing to specific values, or leave these fields blank to include all values in the listing.

   A sort by Area can only be performed if the Location Type field is set to Yes. The step that follows explains how the common name information is selected for this report.

Figure 176: The Work with GEO Master window.

A search can be performed using the various components that constitute a street. A search can therefore be made by just a street name resulting in all streets with that name. For example, E Main St, W Main St, or just Main.

Figure 177: The Print GEO Master window.

Pressing <F17> to print the listing

Use the “Y/N” fields to define what information you want to include for each GEO file in the listing.
3. Common name information is selected by the street address information rather than the Common Name Information if the Use Information Below field is set to No in the GEO Master Maintenance window. To demonstrate this, on the Work with GEO Master window, press <F16>. This will change the window so that it is subsetted by Common name. Type a “2” in the Opt field associated with a record and press <Enter>. If the Use Information Below field is set to No, the program driving the report uses the entry in the Exact Address field. If the Use Information Below field is set to Yes, the fields below it are used.

![Figure 178: The GEO Master Maintenance window.](image)

4. When you are finished making entries in this window, press <Enter>. The message “Job Submitted” will appear in the upper right corner of the window indicating the report has been submitted to printing. See the following for an example of the report.

![Figure 179: The GEO Master Maintenance window.](image)
## Chapter 4: CAD Reference

### GEO MASTER FILE LISTING

<table>
<thead>
<tr>
<th>Area: 1 Area 1</th>
<th>Section: 2 Area 1 8.2</th>
<th>ALEXIS</th>
<th>STREER</th>
<th>FROM#</th>
<th>THRU#</th>
<th>O/E</th>
<th>CROSS STREET 1</th>
<th>POLICE ORI #</th>
<th>FIRE ORI #</th>
<th>EMS ORI #</th>
<th>CROSS STREET 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALGER ST</td>
<td>AEGIS</td>
<td>28006</td>
<td>28171</td>
<td>W GARDENIA AV</td>
<td>NWS PD</td>
<td>ACFD</td>
<td>AEMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ALGER ST</td>
<td>AEGIS</td>
<td>28306</td>
<td>28856</td>
<td>W FARRER AV</td>
<td>HESS A1</td>
<td>FINCINC</td>
<td>EMS DISTNLA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Area: 1 Area 1</td>
<td>Section: 4 Area 1 8.4</td>
<td>ALEXIS</td>
<td>STREER</td>
<td>FROM#</td>
<td>THRU#</td>
<td>O/E</td>
<td>CROSS STREET 1</td>
<td>POLICE ORI #</td>
<td>FIRE ORI #</td>
<td>EMS ORI #</td>
<td>CROSS STREET 2</td>
</tr>
<tr>
<td>ALGER ST</td>
<td>AEGIS</td>
<td>27025</td>
<td>27138</td>
<td>S 11 MILE RD</td>
<td>NWS PD</td>
<td>ACFD</td>
<td>AEMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ALGER ST</td>
<td>AEGIS</td>
<td>27303</td>
<td>27396</td>
<td>S UNIVERSITY AV</td>
<td>HESS C1</td>
<td>FIREEQ</td>
<td>EMS DISTNCT</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BARRINGTON ST</td>
<td>AEGIS</td>
<td>27028</td>
<td>27136</td>
<td>W 11 MILE RD</td>
<td>NWS PD</td>
<td>ACFD</td>
<td>AEMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BARRINGTON ST</td>
<td>AEGIS</td>
<td>27303</td>
<td>27401</td>
<td>W UNIVERSITY AV</td>
<td>NWS PD</td>
<td>ACFD</td>
<td>AEMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BARRINGTON ST</td>
<td>AEGIS</td>
<td>27602</td>
<td>27741</td>
<td>W FARNUM AV</td>
<td>HESS A1</td>
<td>FINCINC</td>
<td>EMS DISTNLA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 180: Summarized version of the GEO Master File Listing.

The detailed version shows all of the information in each street’s GEO Master File.

<table>
<thead>
<tr>
<th>Area: 5 Area 5</th>
<th>Section: 2 Area 5 8.2</th>
<th>ALEXIS/CITY</th>
<th>FROM#</th>
<th>THRU#</th>
<th>O/E</th>
<th>CROSS STREET 1</th>
<th>POLICE ORI #</th>
<th>FIRE ORI #</th>
<th>EMS ORI #</th>
<th>CROSS STREET 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>AJAX DR</td>
<td>AEGIS/CITY</td>
<td>1 899</td>
<td>JOH R RD</td>
<td></td>
<td>AFD</td>
<td>AFD</td>
<td>AEMS</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 181: Detailed version of the GEO Master File Listing.
**GEO Records for Parks and Landmarks**

Most parks and landmarks do not have an assigned street address. This can make computerized dispatch to these types of locations difficult. To work around this problem, do the following:

1. Enter parks and landmarks as street names. For example, “AegisTown Park” can be entered as a valid street in Work with Streets.

2. Create a GEO record using “AegisTown Park” as the street name, address range 0-0, and the appropriate jurisdiction and response information for the location of the park.

3. Create a Common Name GEO record using “AegisTown Park” as the location and “0 AegisTown Park” as the exact address.

4. Attach any location-specific documents to the GEO record to provide additional information for dispatchers.

Using this method, dispatchers need only enter the name of the park or landmark in the location field to access the GEO record. The completed incident report will display “0 AegisTown Park” as the incident location.


**Viewing Fire Hydrants**

If you are interfaced to New World’s *Fire Records* system, you can view information on fire hydrants located at a GEO address.

You can display fire hydrant records in the Work with Hydrants window. To access this window, select **Option 14** from the Work with GEO Master window, or press **<F14>** in the GEO Master Maintenance window. If you are **not** interfaced to *Fire Records*, this option will **not** be available.

**Beat Back-ups**

You can assign back-up beats to a beat in case the units in the selected beat cannot adequately respond to an incident. This is done in the Work with Back-up Beats window. For more information on Work with Back-up Beats, please see page 119.

**Fire/EMS Run Cards**

Run Cards are predetermined unit recommendations you can set up for fire or EMS incidents. These recommendations are accessible during dispatch operations. You can create and maintain fire run cards in the Work with Fire Run Cards window; EMS run cards are maintained in the Work with EMS Run Cards window. For more information on run cards, please see page 198.

**Quadrant Exceptions**

Sometimes the units within a quadrant where a fire incident is occurring are not equipped to handle the incident. Depending on the incident type, you may find it necessary to assign better-equipped units from a different quadrant to respond to the incident.

You can define which quadrants you want to respond to a certain incident type through the Work with Quadrant Exceptions window. The units assigned to the quadrants you specify in this window will respond to the incident type you define. **These quadrants will only be assigned if the incident type to which they are attached occurs.** Otherwise, the quadrant defined in the incident location’s GEO file will be used.
WORK WITH GEO CROSS STREETS

Records are created automatically in Work with Cross Streets when you specify cross streets in GEO Master Maintenance. Each GEO record typically consists of a street beginning at cross street one and ending at cross street two. Using this information, CAD creates four records in Work with Cross Streets:

<table>
<thead>
<tr>
<th>Street</th>
<th>Cross Street One</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cross Street One</td>
<td>Street</td>
</tr>
<tr>
<td>Street</td>
<td>Cross Street Two</td>
</tr>
<tr>
<td>Cross Street Two</td>
<td>Street</td>
</tr>
</tbody>
</table>

When GEO records for the cross streets are created, CAD checks Work with Cross Streets for existing records that match records it is about to create. If matching records are found, they are not overwritten.

*AegisTown Example*

![AegisTown example, 2nd Street from Hop Street to Fast Street.](image)

When you create a GEO record for 2nd Street between Clock Street and Hilton Road, CAD creates four records in Work with Cross Streets:

<table>
<thead>
<tr>
<th>Cross Street One</th>
<th>Cross Street Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd</td>
<td>Clock</td>
</tr>
<tr>
<td>Clock</td>
<td>2nd</td>
</tr>
<tr>
<td>2nd</td>
<td>Hilton</td>
</tr>
<tr>
<td>Hilton</td>
<td>2nd</td>
</tr>
</tbody>
</table>

Subsequently, when you create the GEO record for Hilton Road between 1st and 2nd Streets, CAD creates two records in Work with Cross Streets:

<table>
<thead>
<tr>
<th>Cross Street One</th>
<th>Cross Street Two</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>Hilton</td>
</tr>
<tr>
<td>Hilton</td>
<td>1st</td>
</tr>
</tbody>
</table>

The other cross street records for Hilton Road (2nd and Hilton and Hilton and 2nd) are not created because they already exist in Work with Cross Streets.
Step-by-Step: Changing a Cross Street GEO File

Typically, the only time you will need to change the files on the Work with Cross Streets window is when you need to set up a specific response to an incident at a certain intersection.

1. From the GEO Processing Menu select Option 3, Work with GEO Cross Street File.

   ![Figure 183: The GEO Processing Menu.](image)

   Selecting Option 3, Work with GEO Cross Street File

2. The Work With Cross Streets window displays. Type a “2” in the Opt field of the cross street record you want to change and press <Enter>.

   ![Figure 184: The Work with Cross Streets window.](image)

   Selecting Option 2, Change
3. The **Cross Street Maintenance** window displays. Because this record was created when the GEO Master File was created, the **Cross Str** fields cannot be changed. The fields on this window are identical to the ones on the GEO Master Maintenance window. See page 152 for definitions of these fields. Make your entries and press <Enter>.

**NOTE**: When you create a GEO Master File record, the cross street record is populated. When you change the GEO Master File, the changes do not update the cross street record.

![Cross Street Maintenance window](image)

**Figure 185**: The Cross Street Maintenance window.
Step-by-Step: Assigning Exception Quadrants to a Cross Street File

1. From the Work with Cross Streets window, type a “19” in the Opt field of the cross street file to which you want to create exception quadrants and press <Enter>.

![Figure 186: The Work with Cross Streets window.](image)


![Figure 187: The Work with Quadrant Exception window.](image)

3. The Quad Exception Maintenance window displays. Enter an incident type and a quadrant type and the quadrant type for this incident. When you have completed making entries in this window, press <Enter> to save the quadrant exception file you just created. The window will clear enabling you to add additional exceptions. Press <F12> to exit.

![Figure 188: The Quad Exception Maintenance window.](image)
Step-by-Step: Printing the GEO Cross Street Listing

The GEO Cross Street Listing shows all streets listed on the Work with Cross Streets window.

You can generate a summarized or detailed version of the GEO Cross Street Listing. The summarized version lists the street names and their police, fire, and EMS ORI codes.

1. From the Work with Cross Streets window, press <F17>.

   ![Figure 189: The Work with Cross Streets window.](image1)

   Pressing <F17> to print the listing

   Specifying the order in which the cross street files will be displayed

2. The Print GEO Cross Street window displays. Use the Optional Selection Criteria to limit the listing to specific values, or leave these fields blank to include all values in the listing. For example, to limit the GEO Master File Listing to a single area, enter a valid code in the Area field. If you want to include all areas in the listing, leave the Area field blank. Make your entries and press <Enter>.

   ![Figure 190: The Print GEO Cross Street window.](image2)

   Use the “Y/N” fields to define the information you want to include with each cross street file in the listing

3. The message “Job Submitted” will appear in the upper right corner of the window indicating the job has been submitted to print.

   See the following page for samples of the reports.
The detailed version shows all of the information in each cross street’s master file.

### Figure 191: Summarized version of the GEO Cross Street Listing.

<table>
<thead>
<tr>
<th>CROSS STREET 1</th>
<th>CROSS STREET 2</th>
<th>VENUE</th>
<th>MENT</th>
<th>QUAD</th>
<th>DISTRICT</th>
</tr>
</thead>
<tbody>
<tr>
<td>N ST</td>
<td>W FARNUM AV</td>
<td>AEGIS</td>
<td>NPS</td>
<td>ACFD</td>
<td>ACEMS</td>
</tr>
<tr>
<td>N ST</td>
<td>FOREST AV</td>
<td>AEGIS</td>
<td>NPS</td>
<td>ACFD</td>
<td>ACEMS</td>
</tr>
<tr>
<td>N ST</td>
<td>W GARDENIA AV</td>
<td>AEGIS</td>
<td>NPS</td>
<td>ACFD</td>
<td>ACEMS</td>
</tr>
<tr>
<td>N ST</td>
<td>W UNIVERSITY AV</td>
<td>AEGIS</td>
<td>NPS</td>
<td>ACFD</td>
<td>ACEMS</td>
</tr>
</tbody>
</table>

### Figure 192: Detailed version of the GEO Cross Street Listing.

<table>
<thead>
<tr>
<th>ODS ST</th>
<th>W UNIVERSITY AV</th>
<th>AEGIS</th>
<th>NPS</th>
<th>ACFD</th>
<th>ACEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area : Area 1</td>
<td>Section : AREA 1 S.4</td>
<td>Grid : Grid 1</td>
<td>Map Reference : 1-15</td>
<td>Census : TRACT #100</td>
<td>UserDef#72: Resident1</td>
</tr>
</tbody>
</table>
**Viewing Intersection Fire Hydrants**

If you are interfaced to New World’s Fire Records system, you can view information on fire hydrants located at an intersection.

You can display fire hydrant records in the Work with Hydrants window. To access this window, select **Option 14** from the Work with Cross Streets window, or press `<F14>` in the Cross Street Maintenance window. If you are **not** interfaced to Fire Records, this option will **not** be available.

**Beat Back-Ups**

You can assign back-up beats to a beat in case the units in the selected beat cannot adequately respond to an incident. This is done in the Work with Back-up Beats window. For more information on Work with Back-up Beats, please see page 119.

**Fire/EMS Run Cards**

Run Cards are predetermined unit recommendations you can set up for fire or EMS incidents. These recommendations are accessible during dispatch operations. You can create and maintain fire run cards in the Work with Fire Run Cards window; EMS run cards are maintained in the Work with EMS Run Cards window. For more information on run cards, please see page 198.

**Quadrant Exceptions for Cross Streets**

Sometimes the units within a quadrant where a fire incident is occurring are not equipped to handle the incident. Depending on the incident type, you may find it necessary to assign more equipped units from a different quadrant to respond to the incident.

You can define which quadrants you want to respond to a certain incident type through the Work with Quadrant Exceptions window. The units assigned to the quadrants you specify in this window will respond to the incident type you define. **These quadrants will only be assigned if the incident type to which they are attached occurs.** Otherwise, the quadrant defined in the incident location’s GEO file will be used.
GEO FILE MASS UPDATE

Use the GEO File Mass Update window to select the GEO data fields you want to update. Do this by typing a “1” in the option field next to the various fields, or pressing <F20> to select all fields. This will take you to window two of this program, where you can set up the data that will be entered into the GEO records you specify.

The second GEO File Mass Update window changes depending on the number of data fields you selected in the first window. If you selected only one field, you will go to a window where you can update that field in GEO records with a different area/section. If you selected multiple fields, you will go to a window where you can update those fields in all GEO records with one or all area/section combinations.
**Step-by-Step: Running a GEO File Mass Update**

**NOTE:** The GEO File Mass Update is a very powerful tool. Since running it will change the GEO file, it should be used with caution.

1. From the **GEO Processing Menu**, select **Option 5**, GEO File Mass Update.

![Figure 193: The GEO Processing Menu.](image)

2. The **GEO File Mass Update** window displays. Type a “1” in the option field of each GEO file category you want to update. If you want to select all of the categories, you can press <F20> rather than typing a “1” in each category’s option field. If you typed “1” in any of the fields, you will need to press <Enter>.

![Figure 194: The GEO File Mass Update window.](image)
3. The second GEO File Mass Update window that appears depends on how many categories you selected in the first window.
   - If you selected a single category to update, the window in Figure 195 will appear.

   ![Figure 195: The GEO File Mass Update Window.](image)

   - If you selected multiple categories to update, the following window will appear. This window holds fields for all of the GEO categories you selected.

   ![Figure 196: The GEO File Mass Update window.](image)

4. When you are finished making entries in the second GEO File Mass Update window, press <Enter> to run the update. This program may run for some time if you selected many GEO categories to update.

5. When the program is finished, the number of records updated will appear in the Total Records Updated field.
SYSTEM ADMINISTRATOR MENU

Most of the CAD set-up procedures are done in the System Administrator Menu. To access this menu, select **Option 4** from the Computer Aided Dispatch Main Menu.

![Figure 197: The Computer Aided Dispatch Main Menu.](image)

The **System Administrator Menu** displays.

![Figure 198: The System Administrator Menu.](image)
**SECURITY MENU**

Use the Security Menu to work with CAD tables, program security for each user, Document Processing, and security enabling. To access the Security Menu, select **Option 1** from the System Administrator Menu. For more information on the options on this menu, please see the *Advanced Master Files Training/User’s Guide*.

**WORK WITH JURISDICTION CONTROL**

Use the Work with Jurisdiction Control window to create and manage ORI’s. You must create ORIs here before you create ORIs in the CAD Jurisdiction Control File. See the *Introduction to Master Files Training/User’s Guide* for more information on this window.

**WORK WITH CAD JURISDICTION CONTROL**

You can create and maintain CAD jurisdiction codes (ORI codes) in the Work with CAD Jurisdiction Control window. This window lists all of the master ORI codes on your CAD system. For each ORI code displayed, you can set up subordinate ORI codes, subordinate beats (for dispatcher assignments), and system default settings.

For more information on this window and CAD’s jurisdictional capabilities, please see page 45.

**WORK WITH INCIDENT TYPES**

Use the Work with Incident Types window to create and maintain incident type codes. Incident type codes are used in Dispatch Entry to classify situations to which units are dispatched. If you are using CAD in a single or multi-jurisdictional capacity, you should use the Work with Incident Types window to create police incident type codes only. If you are using CAD in combined-jurisdictional capacity, you should create police, fire, and EMS incident type codes.

For more information on creating and maintaining incident types, please see page 80.

**WORK WITH COMBINED INCIDENT TYPES**

Use the Work with Combined Incident Types window to create and maintain combined incident type codes. Combined incident types are collections of incident type codes for police, fire, and EMS incidents. Typically, these codes are used for traffic accidents, fires, and other situations requiring responses from multiple agencies.

Depending on the setup of the individual Combined Incident Type, calls using these incident types may create one or multiple calls in the call queue.

For more information on creating and maintaining combined incident type codes, please see page 84.

**WORK WITH AREAS/SECTIONS**

You can create and maintain area and section codes in the Work with Areas window. Areas are used to further divide venues; areas, in turn, are further divided by sections.

All **venues** are divided into **areas**, which are divided into **sections**. You can have areas and sections with the same names as long as the areas are in different venues and the sections are in different areas.

For example, you can have a **Section 1** in **Area 1** and another **Section 1** in **Area 2**, however you cannot have two **Section 1**’s in **Area 1**.

For more information on areas and sections, please see page 61.
WORK WITH CAD COMMANDS/FUNCTION KEYS

Use the Work with CAD Commands/Function Keys window to make additions, changes, and deletions to commands available on the CAD command line in the Dispatch Entry window. This program is primarily used to copy existing commands and customize the characters necessary to execute those commands. New World Customer Support may also direct you to use this program when changing the functionality of CAD commands.

You cannot delete Primary CAD Commands. This includes all members of the primary CAD command set listed in Appendix C: Dispatch Entry Commands.
Step-by-Step: Creating new CAD Commands and Function Keys

1. From the System Administrator Menu, select Option 7, Work with CAD Commands.

   ![Figure 199: The System Administrator Menu.](image)

   Selecting Option 7, Work with CAD Commands

2. The Work with Commands/Function Keys window displays. Press <F6> to add a command.

   ![Figure 200: The Work with Commands/Function Keys window.](image)

   Using the <F6> key to add a command

3. The first Command Maintenance window displays. Enter the new CAD Command, the AS/400 Function it will perform, and a brief Description of the command. When you are finished making entries in this window, press <Enter> to advance to the next Command Maintenance window.

   ![Figure 201: The first Command Maintenance window.](image)

   Enter the new CAD command

   Enter a brief description of what the command will do

   Identifies the CAD or AS/400 function the new command will perform

---

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4. The second Command Maintenance window that appears depends on the function type you entered in the Function field of the first Command Maintenance window.

- If you **selected a New World function** (all New World functions are three characters in length), the following window will appear. The only field you can change is the **Description** field.

  ![Figure 202: Appears when you select a New World function.](image)

  - The description of the Function you selected will be defaulted in this field.
  - The Variable list shows what the CAD function will do.

- If you **selected the PRGM or A400 functions**, the following window will appear. Use this window to define the program and the parameters the CAD command will call.

  ![Figure 203: Appears when you select either the PRGM or A400 functions.](image)

  - Enter the program this CAD command will call.

- If you **selected a function that is not a New World function or PRGM and/or A400**, the Work with Commands/Function Keys window will reappear when you press <Enter> in the first Command Maintenance window.
Step-by-Step: Printing the Command/Function Key Listing

The Command/Function Key Listing will show all CAD commands and function keys listed on the Work with Commands/Function Keys window. You can order the listing by command or function.

1. From the Work with Commands/Function Keys window press <F17> to access the Print CAD Commands window.

   Using the <F17> key to generate the Command / Functions Listing

   Figure 204: The Work with Commands/Function Keys window.

2. The Print CAD Commands window displays. Use the Order field to display the CAD commands in order of command (“C”) or function (“F”). When you are finished making entries in this window, press <Enter> to generate the listing.

   Figure 205: The Print CAD Commands window.
<table>
<thead>
<tr>
<th>Command</th>
<th>Function</th>
<th>Description</th>
<th>Variable</th>
<th>Verification</th>
<th>Program</th>
<th>Parameter</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>ASP</td>
<td>Arrive At Scene</td>
<td>UNIT Unit</td>
<td>F</td>
<td>CDUNIT</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>INC Inc.</td>
<td>F</td>
<td>CDINCD</td>
<td></td>
</tr>
<tr>
<td>AAP</td>
<td>AAP</td>
<td>Available At Scene</td>
<td>UNIT Unit</td>
<td>F</td>
<td>CDUNIT</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AA2</td>
<td>Available at Scene 2</td>
<td>UNIT Unit</td>
<td>F</td>
<td>CDUNIT</td>
<td></td>
</tr>
<tr>
<td>ADN</td>
<td>ADN</td>
<td>Add Narrative</td>
<td>INC Inc.</td>
<td>F</td>
<td>CDINCD</td>
<td></td>
</tr>
<tr>
<td>ADS</td>
<td>ADS</td>
<td>Assist - Dispatch</td>
<td>UNIT Unit</td>
<td>F</td>
<td>CDUNIT</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UNIT Unit</td>
<td>F</td>
<td>CDUNIT</td>
<td></td>
</tr>
<tr>
<td>AEN</td>
<td>AEN</td>
<td>Assist - Enroute</td>
<td>UNIT Unit</td>
<td>F</td>
<td>CDUNIT</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>UNIT Unit</td>
<td>F</td>
<td>CDUNIT</td>
<td></td>
</tr>
<tr>
<td>AIN</td>
<td>AIN</td>
<td>Display Additional Incident Numbers</td>
<td>INC Inc.</td>
<td>F</td>
<td>CDINCD</td>
<td></td>
</tr>
<tr>
<td>ALI</td>
<td>ALI</td>
<td>Ext. Call Alarms Program</td>
<td>INC Inc.</td>
<td>F</td>
<td>CDINCD</td>
<td></td>
</tr>
</tbody>
</table>

Figure 206: Sample Command/Function Key Listing.
CAD SYSTEM TUNING

CAD System Tuning (Option 8 in the System Administrator Menu) has four windows you can use to customize the global operating characteristics of the Dispatch Entry window and related functions. These characteristics include setting up job queues, priorities, and interfaces to other CAD software modules.

For more information on the CAD System Tuning windows, please see page 30.

BUILDING/GEO LOCATION SCREEN FORMAT

Use the Building/GEO Location Screen Format window to define the names of the fields in the Building/GEO Location Maintenance window, which is accessed through the Dispatcher Menu.

Other than the Address, Venue, and Building Type fields, the Building/GEO Location Maintenance window is completely user defined.
Step-by-Step: Defining Field Names in the Building/GEO Location

1. From the System Administrator Menu, select Option 9, Building GEO/Location Screen Format.

   ![System Administrator Menu](image1)

   **Figure 208: The System Administrator Menu.**

2. The Building/GEO Location Screen Format window displays.

   ![Building GEO Location Screen Format](image2)

   **Figure 209: The Building/GEO Location Maintenance Screen Format window.**

   - The ten *Narrative* fields from top to bottom in this window are all 60 characters long in the actual Maintenance window. If you leave a field blank, it will not show up in the Maintenance window.

   - The five *Table* fields are four characters long in the Maintenance window. These fields identify five different Tables (2990-2994). Again, if you leave a field blank, it will not show up on the Maintenance window.

   - The five *Free Form* fields are all twenty characters long in the Maintenance window. These fields are usually used to further describe the *Table* fields to the left. Again, if you do not make an entry in this window, the field will not be displayed on the Maintenance window.
3. If you want to enter field names for additional **Tables** and **Free Form** fields, press `<F22>`. The **Additional Information** window displays.

![Additional Information Window](image)

Figure 210: The Additional Information window.

4. Use this window to set up five additional **Table** and **Free Form** field names. These fields will appear when you press `<F22>` in the Maintenance window.

5. If you are finished defining Building/GEO Location field names, press `<Enter>` to save the entries you made.
WORK WITH CAD SCREEN FORMATS

The CAD system provides a feature that lets you design your own Dispatch Entry windows. Different windows can be created for different users. For example, you could build one window for call takers, one for dispatchers, one for Fire, one for Police, and so on.

This window allows you to customize the data elements, field labels, field defaults, field colors, processing characteristics, and call queue of the Dispatch window used by different types of operators. You can build windows with up to six lines of narrative for call takers and other windows with up to eighteen lines of call queue for dispatchers (or any other combination you want). Most of the fields used in GEO and Incident Maintenance can be placed in the Dispatch window wherever you desire.

When placing fields, remember that fields are inserted starting at the current cursor position. You cannot insert fields when there is insufficient space for the entire field. This includes the label associated with the field. As space becomes limited, you can reduce the size of these labels (or eliminate them completely) to reduce the overall size of the field.

The following fields can be moved around the Dispatch Entry window, but cannot be deleted:

- Command Line
- Incident Type
- Incident Type Group
- Priority
- Status
- Location
- Location Type
- Incident Venue
- Area
- Section
- Grid
- Responding ORI
- Beat
- Call Source
Step-by-Step: Creating a CAD Dispatch Entry Window

1. From the System Administrator Menu, select Option 10, Work with CAD Screen Formats.

   ![Figure 211: The System Administrator Menu.](image)

2. The Work with CAD Screen Formats window displays. Press <F6> to add a screen format.

   ![Figure 212: The Work with CAD Screen Formats window.](image)

3. The CAD Screen Format Maintenance displays. All three fields are mandatory. The Screen Format is the code that will be assigned to your Security Profile. The Abbreviation is used to represent the format in situations where the entire description is too large to use (such as reports) and will also appear at the top of the Dispatch Entry window. Use this 50 character Description field to describe the screen. When you are finished making entries in this window, press <Enter> to access the CAD Format Screen.

   ![Figure 213: The CAD Screen Format Maintenance window.](image)
4. A window will display the layout for your Dispatching window. To add a new field to the window, place your cursor in a blank space and press <F6>.

![Figure 214: Use this window to build a Dispatch format.](image)

5. The Field Name Prompt window displays. Select a field and press <Enter>.

![Figure 215: The Field Name Prompt window.](image)

6. The CAD Screen Design Maintenance window displays. See the following table for a description of the data fields in this window. Populate the fields and press <Enter> to complete adding the field.

![Figure 216: Use this window to add or change a CAD field.](image)
DESCRIPTION OF DATA FIELDS WITHIN THE CAD SCREEN DESIGN MAINTENANCE WINDOW

**Field**: Use this field to specify the Field Name (the identifying code used by CAD to recognize different data elements) that should be inserted into the screen format. Press <F4> for valid entries.

**Label**: Use this field to specify the text that precedes the data element you're inserting into the screen format. You can use up to 20 characters to describe the field. You may want to abbreviate or change the default labels in order to reduce the overall size of the field in the dispatch screen. The data element begins one character after the last character of the label you specify.

**Default**: Use this field to specify default data to be inserted into the field on the dispatch screen. This data is validated against the field you've specified. For example, if you are inserting the Venue field, you may want it to default to a specific venue.

**Color**: There are two color fields. Use the first one to indicate the color of the Field you will have in Dispatch Entry (in other words what ever the input into Dispatch Entry is). Use the second Color field to identify the color of the Label field that identified what the input/output is. The available colors are:

1 = Blue  
2 = Green  
3 = Pink  
4 = Red  
5 = Teal  
6 = White  
7 = Yellow

The color fields prompt tables 3520. Do not make any changes to this table as it can cause problems throughout CAD.

**Mandatory**: This indicates if the field being inserted into Dispatch Entry is mandatory.

**Field Exit**: Use this field to indicate if users must press <Field Exit> to move the cursor from this field to the next. When set to Yes, you must use <Field Exit> when entering four-character codes in four-character fields. For example, when set to No, the cursor will skip to the next field after entering four-character codes in four-character fields.

**Output Only**: Use this field to specify if this field should be Output Only. This means the dispatcher will not be able to make changes to the information contained in the field. Certain fields are Output Only by design. This means no matter what you specify here, the field will be Output Only.

- To change an existing field, place your cursor on the field name you want to change and press <F9>. The CAD Screen Design Maintenance window will appear with the field’s specifications. Make the necessary changes and press <Enter>.
- To move an existing field, place the cursor on the field name you want to move, and press <F19>. Position your cursor to the new window position (make sure it is a blank space), then press <F19> again.
- To delete an existing field, place the cursor on the field name you want to delete and press <F13>. The CAD Screen Design Delete window will appear asking you to press <F13> again to delete the field. Remember, you cannot delete any of the mandatory CAD fields listed on page 183.

7. When you are finished working with this CAD Screen Design window, press <Enter> to save the entries you created or changed.

8. You must now compile the new window format. See the following page. This may take several minutes depending on your system’s capabilities.

NOTE: The entire Call Queue can be removed to free up additional workspace. The Call Queue monitor can take the place of the Call Queue that is removed from the dispatch entry window. This is beneficial because the Call Queue monitor is automatically refreshed, whereas the Call Queue in the dispatch entry window is not; it must be refreshed by pressing <F5>.
Step-by-Step: Compiling a CAD Window

When a screen format is created, it must be compiled before use. Additionally, any time a change is made to a screen format, the screen must be compiled.

1. From the Work with CAD Screen Formats window, type a “14” in the Opt field of the window format you want to compile and press <Enter>.

   ![Image of the Work with CAD Screen Formats window](image)

   **Figure 217: The Work with CAD Screen Formats window.**

2. A message will appear at the bottom of the window telling you that the window format you selected is compiling.

3. When the system is finished compiling the window, the following message will appear:

   **SCREEN FORMAT {your screen’s name} COMPILED NORMALLY.**
Step-by-Step: Designing a Call Queue

You can define the information that appears on the call queues in your Dispatch Entry window. Call queues are displayed in the lower portion of the Dispatch Entry window. They display information on all active calls. Dispatchers can toggle between these views by using your agency’s Toggle Display command.

1. From the Work with CAD Screen Formats window, type a “15” in the Opt field of the CAD window format for which you want to design a call queue and press <Enter>.

2. The CAD Call Queue Design window displays.
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- To **add a new field** to this call queue, place your cursor in a blank space and press <F6>. The **CAD Call Queue Maintenance** window displays. Prompt the **Field** field to select the type of field you would like to add to the call queue. Once a field has been selected, the **MaxLen** field will display the maximum length of the field. The **Length** field can then be used to reduce the size of the field as it will display in the call queue; it cannot exceed the **MaxLen**. When making the length of the field smaller, keep in mind some information could therefore be cutoff. For example, if you change a location from 45 characters down to 20 characters, only the first 20 characters of the location will display in the call queue. Time fields cannot be changed.

Press <Enter> after you have selected a valid entry.

![Figure 220: The CAD Call Queue Maintenance window.](image)

- To **change an existing call queue field**, place your cursor on the field of X’s you want to change, and press <F9>. The **CAD Call Queue Maintenance** window displays. See Figure 220.

- To **delete an existing call queue field**, place your cursor on the field of X’s you want to delete, and press <F13>. A small confirmation window will appear asking you to press <F13> again to delete the field.

- To **move an existing call queue field** to another position, place your cursor in the field you want to move, then press <F19>. Move your cursor to a blank position on the window, then press <F19> again. The field will reappear in the new position.

3. When you are finished designing your call queue fields, press <Enter> to save the call queue you created. You must also compile the window format. See the previous section. This may take several minutes depending on your system’s capabilities.

**NOTE:** It is very important that you familiarize yourself with the list of fields that can be added to the Call Queue and Dispatch Entry Screen. Familiarity with all options will ensure that you get the maximum benefit of the user defined capabilities.
CUSTOMIZABLE UNIT STATUS MONITORS

Six standard Unit Status Monitors are included with the software. Additionally, unit status monitors can be created and customized to better meet the needs of agencies. Each type of monitor is displayed in the CAD Training / User's Guide.

From the CAD System Administrator Menu, select Option 11, Work with Monitors.

![System Administrator Menu](image1)

The Work with Monitors window displays.

![Work with Monitors window](image2)
**Step-by-Step: Adding a Unit Status Monitor**

These steps walk you through adding a unit status monitor from scratch. If you have a monitor that is similar to the one you wish to create, you might want to use Option 3 = Copy and modify the new monitor.

1. From the Work with Monitors window press <F6>.

   ![Figure 223: The Work with Monitors window.](image)

2. The CAD Monitor Maintenance window displays. See below for a description of the data fields. For this example set the Style field to “3,” as this will be important later in this example. Make your remaining entries and press <Enter>.

   ![Figure 224: The CAD Monitor Maintenance window.](image)

---

**Description of Data Fields in the CAD Monitor Maintenance Window**

(Data fields preceded with an asterisk are mandatory)

*Monitor Name*: Use this field to enter a letter code that will identify the monitor. Letters U-Z are pre-loaded monitors, however they can be deleted, copied, or changed and therefore are available for use.

*Description*: Use this 50-Character field to describe the monitor. This field is also used as the title on the monitor in CAD.

*Style*: This field defines the style monitor this will be. The options are:

1. One Column. This represents a one column monitor. The advantage of this monitor style over the others is that it enables you to have more information displayed per unit than a two column monitor.
On the other hand, with a one column monitor you can only display half as many units as with a two column.

2: Two Column – Mirrored. This enables you to have two identical columns displayed on the monitor.

3: Two Column – Mon Seq. This option is used in conjunction with the Monitor Sequence field in the Unit Assignments Maintenance window. The units that will display when this option is selected are contingent on entering a number in the Monitor Sequence field. For example, if a “1” is entered in the field, then that unit will appear first on the monitor, the unit that has a “2” entered for it will appear second, and so forth. This style monitor is typically used by smaller agencies that need to keep track of specific units.

4: Two Column – Asymmetrical. The first column is used to display available units, the second displays active units on calls.

*Sort By: Use this field to determine the criteria for sorting the units by.

*Tone w/Timer: This Y/N field enables you to decide if the tone will occur or not when a unit timer is expired.

*Style 4 divider at column: If this is a style 4 monitor that you are adding, the monitor consists of two columns. This field determines where the screen is divided into the two columns. The default value is 15 which divides the screen evenly.

*Color Definitions: Use these fields to customize the color that will appear for the Incident Location, Incident Change Flag, Incident Priority, and all other colors.

3. The Work with Monitors window will reappear with your new monitor record displayed. The next step is to specify what will display on the monitor. Type a “15” in the Opt field associated with the monitor and press <Enter>. The Monitor Design window displays. This window is where the detailed layout/design of the monitor occurs. In Figure 224, we selected style 3, which is a two column layout. Only one column appears in Figure 225, the second one will spill over information that does not fit in the first and will be of identical format to the first (if you had selected style 1, this window would have the two lines going all the way across). The first line under the column heading is used to describe the text that will identify the fields that display on the monitor. The second line is used to insert the fields that you would like to display. To add a field, position your cursor on the second line (the cursor will default to this line when you enter the screen) and press <F6>.

![Figure 225: The Monitor Design window.](image-url)
4. The Field Name Prompt window displays. You may need to page down to find the field that you desire. The Max Length column indicates the number of characters that will display on the monitor. Type a “1” in the Opt field associated with a field and press <Enter>.

![Field Name Prompt window]

Figure 226: The Field Name Prompt window.

5. The Monitor Field Maintenance window displays. The maximum length will default in the Length field. You can accept this length or enter a lesser number. If you do enter a lesser number and it is pulled from a table, then the table code will be used as the entry, pulling the characters from the right. If it is not pulled from a table code, then the entry is pulled from the left. For example, if you entered 3 characters for the length of a unit, this entry is not from a table and would therefore pull the first three characters of the six character code, dropping the last three characters. If the length you are attempting to enter is bigger then the space available, you will receive a message indicating so and will need to lower the length of the field(s). Press <Enter> to accept the entry.

![Monitor Field Maintenance window]

Figure 227: The Monitor Field Maintenance window

6. The Monitor Design window displays with the field you added displayed as a series of Xs. It is mandatory that at least one space exists between the fields that you are entering. You have a choice to make. You can continue adding fields or you can add a field and then define the text above it, one at a time. You may want to experiment to see which is best for you. The function keys enable you to further manipulate the fields:

- **F9 = Change.** Place your cursor anywhere in a field entry and press <F9>. The Monitor Field Maintenance window displays enabling you to change the length of the field.
- **F13 = Delete.** Place your cursor anywhere in the field entry and press <F13> to delete it. A confirmation window displays asking you to verify the deletion by pressing <F13> a second time.
- **F19 = Move.** Place your cursor anywhere in the field entry and press <F19>. The field will disappear from the window and the message “Move field to ...” will appear at the bottom of the window. Move your cursor to the starting position you would like to move the field to and press <F19>.

Aegis POLICE DEPT. Monitor Design

Monitor Name: This is a test monitor
Style ...: 2 Col Seq

Column Heading:

---

| XXXX | XXXX | XXXX | XXXX |

F3=Exit  F5=Add  F9=Change  F12=Cancel  F13=Delete  F19=Move

Figure 228: The Monitor Design window.

7. Continue making your entries. Below is an example of a completed two column monitor. When you have completed your monitor, press <Enter> to save your work and exit.

Aegis POLICE DEPT. Monitor Design

Monitor Name: This is a test monitor
Style ...: 2 Col Seq

Column Heading:

Unit Incd Eltime Location

| XXXX | XXXX | XXXX | XXXX | XXXX | XXXX | XXXX | XXXX | XXXX | XXXX |

F3=Exit  F5=Add  F9=Change  F12=Cancel  F13=Delete  F19=Move

Figure 229: The Monitor Design window.
8. This step is only required if you created a monitor style of 3, as we did in the previous steps. The units that will appear and their order are based on entering a number in the **Monitor Sequence** field in the Unit Assignments Maintenance window. This only needs to be done for this style monitor. To access this window, from the CAD Supervisor Menu, select **Option 1**, Work with Unit Assignments. On the Work with Unit Assignments window, type a “2” in the **Opt** field associated with a unit and press <Enter>. In the **Monitor Sequence** field, enter the number that represents the order you would like the unit to display on the monitor (in descending order). For example, if you enter a “2” in this field, then this unit should be the second to display on the monitor. Repeat this for all units that you desire to display on monitor style 3.

![Figure 230: The Unit Assignments Maintenance window.](image)

9. One other consideration should be taken into account when using monitor style 3. In the **CAD System Tuning** window CD0970S2, the **Compress Monitor Style 3** field, when set to “Y” will cause all units to display in order. This means if you have a unit at 2, 5, and 9 they would be displayed in positions 1, 2, and 3. This is used to show more units but to still have them in the same order.

![Figure 231: The CAD System Tuning window CD0970S2.](image)
**Step-by-Step: Starting a Unit Status Monitor**

1. From the Dispatcher Menu, select Option 1, Dispatch Entry.

   ![Figure 232: The Dispatcher Menu.](image)

2. The CAD Control window displays. In order to start a unit status monitor, the device name of that monitor must be known. This can be found on the Sign On window in the Display field. If you are using Client Access, this name will change whenever a new session is started/closed. Enter the monitor in the Device field. In the Type field, enter the monitor name you would like to use. When this field is prompted, the Monitor Type window will display all monitors defined in Work with Monitors as well as monitors 1, 2, 3 (Call Queue monitors), 4 (Unit Status Display), and 5 (Incident Status Display). Types 4 and 5 are identical to what was available in previous releases of the software. Up to four status monitors may be started. Press <Enter>.

   ![Figure 233: The CAD Control window.](image)
3. The **Dispatch Entry** window displays and the monitor that you selected will activate. Below is an example of the monitor that was created in the previous Step-by-Step.

![Figure 234: An example unit status monitor.](image)
WORK WITH RUN CARDS

Run Cards are predetermined unit recommendations you can set up for fire or EMS incidents. These recommendations are accessible during dispatch operations. After calling up the Run Card Recommendations window, dispatchers can simply press <Enter> to execute the recommendations for the first response level. Dispatchers can execute some, none, or all recommendations within a response level.

CAD chooses run cards for fire or EMS incidents according to the following criteria:

- **Fire Quadrant or EMS District**
- **Incident Type**
- **Time of Day (optional)**

After the run card is chosen, CAD recommends units with statuses of *Available for Call*. If you have set up *Backup*, *Standby*, or *Move* options within the run card, these recommendations are also provided to the dispatcher.

There is a great deal of flexibility in setting up run cards. You can set up any number of response levels that enable dispatchers to execute additional recommendations should an incident require additional units. You can specify certain units for response to certain incidents, or you can specify any unit of a certain type from a certain station. And recommendations do not merely consist of dispatching units. You can set up recommendations to units with statuses of *Dispatch*, *Backup*, *Move*, and/or *Standby*.

### Guidelines for Creating Run Cards

To set up run cards for certain times of day on certain days of the week, you should create multiple run cards for each day of the week.

- The first run card should specify Monday through Monday, with the beginning time range through the ending time range.
- The next run card should specify Tuesday through Tuesday with the same time information, etc. If the document and unit assignments are the same, you can copy another run card.

Specifying Monday through Friday, 0900 through 1700 would make the run card valid from nine o'clock Monday morning until five o'clock Friday night.

Specifying an entry without a day of the week will cover the whole week and day/time frames that are not covered by other run cards.
**Step-by-Step: Creating a New Fire/EMS Run Card**

1. From the System Administrator Menu, select Option 12 to access the Work with Fire Run Cards window (for EMS run cards, select Option 13 to access the Work with EMS Run Cards window).

2. The Work with Fire Run Cards window displays (or the Work with EMS Run Cards window, depending on the selected option). Press <F6> to add a Run Card.

3. The Run card Maintenance window displays. See below for a description of the data fields on this window. Make your entries and press <Enter> to save your new record.

**DESCRIPTION OF DATA FIELDS IN THE CAD MONITOR MAINTENANCE WINDOW**

(Data fields preceded with an asterisk are mandatory)

*Quadrant*: Use this field to select the quadrant or district code for this run card.

*Inc Type*: Use this field to select the incident type that this run card is being set up for.

*Priority*: Use this field to indicate the priority of the incident. Use “1” to indicate the highest priority and “9” to indicate the lowest. This entry is used to rank calls in the dispatcher’s call queue. Calls with a high priority will be shown near the top, and calls with low priority will be near the bottom.

*From Day/Time* and *Thru Day/Time*: Use these fields to establish a day and time range that this run card will be used. For example, if the range is Monday from 08:00 to 17:00 then this run card will only be used for that day and time range. Multiple run cards can be created with the same quadrant, incident type, and priority, but with different date and/or time ranges. The system will look at and use the run cards that are specified for the current day and time before using ones with nothing specified.
Step-by-Step: Assigning Unit Recommendations to a Run Card

You can assign unit recommendations to a run card through the Work with Run Card Assignments window. You can recommend either a Unit or a Unit Type and Station combination.

1. From the Work with Run Cards window, type a “10” in the Opt field of the run card for which you want to assign unit recommendations and press <Enter>.

2. The Work with Run Cards Assignments window displays. Press <F6> to access the Run Card Assignments Maintenance window.
3. The Run Card Assignment Maintenance window displays. See below for a description of the data fields in this window. If a Unit is not entered, then a Unit Type and Station will need to be entered. Make your entries and press <Enter>.

![Run Card Assignment Maintenance Window](image)

Figure 239: The Run Card Assignment Maintenance window.

**DESCRIPTION OF DATA FIELDS IN THE RUN CARD ASSIGNMENT MAINTENANCE WINDOW**
(Data fields preceded with an asterisk are mandatory)

*Level:* Use this field to specify the response level number for the unit/unit type. When creating levels, level numbers should be assigned consecutively. This means that you should not create levels 10 or 20 unless you have created response levels 1-9 or 1-19 respectively. If you do create non-consecutive levels, dispatchers will not be able to view levels above 3 unless they use the MoveUp command to shift the display to the left.

*Slot:* Use this field to indicate the slot number for the unit or unit type. This number determines the position of the unit/unit type within the response level. Typically, units/unit types that should be dispatched immediately to an incident should have low slot numbers (e.g., 10, 20, etc.). Units/unit types that should be placed on standby for an incident should have higher slot numbers (e.g., 100, 200, etc.). Slot numbers for units/unit types do not need to be consecutive. It may be useful to assign numbers in multiples of ten or more so that you can add slots more easily in the future.

**Unit:** When this field is prompted it accesses the Unit Prompt window enabling you to select a specific unit to respond for this run card.

**Station Dispatch:** Set this field to Yes and every unit from the accompanying station is recommended. If you also populate the Unit Type field, then all the units of this type will be dispatched from the station. For example, all engines from station 1.

*Action:* Use this field to indicate the type of recommendation for the unit. The following options are available:

- **G** = Assign. This type of recommendation assigns a unit to a call.
- **D** = Dispatch. This type of recommendation sends a unit to a call.
- **M** = Move Up. This type of recommendation sends a unit to another station. The unit is not part of the incident, but instead is merely moving to take the place of another unit that was dispatched from the station. This is done to provide coverage for a station in case all their units are on calls.
- **S** = Stand By. This type of recommendation assigns a unit to a call, but does not dispatch the unit. For example, volunteer fire fighters might be put on standby until they inform dispatch that they are ready, or extra units might be put on standby for large fires.
- **B** = Backup. This type of recommendation sends a unit to a call if a previously recommended unit is unavailable.

**Move To:** If you’ve specified a recommendation type of Moveup, you must use this field to specify where the unit should be moved to.

4. When you are finished making entries in this window, press <Enter> to save the run card assignment you just created.
**Step-by-Step: Copying Run Cards**

Use the copy feature to quickly create run cards that are similar to an already created one. For example, new run cards for a different time frame.

1. From the **Work with Run Cards Assignments** window, type a “3” in the **Opt** field associated with a run card that you would like to copy and press **Enter**.

2. The **Run Card Copy** window displays. You must change one or more of the defaulted entries in order to create a record (i.e., Run Cards for the same Fire Quadrant and Incident Type cannot be valid over the same time period). You may choose to copy the same assignments and documents to the new card. Set the **Overwrite Existing** field to yes and any existing run cards with the same quadrant, incident type, and days/times will be overwritten. Make your entries and press **Enter** to create the new run cards.

![Image of Run Card Copy window](figure240.png)

---

Figure 240: The Run Card Copy window.
**Step-by-Step: Printing the Run Card Listing**

The Run Card Listing displays all run cards listed on the Work with Run Cards window. You can generate a simple listing of the run cards, or you can include each run card’s unit assignment recommendations and narrative documents.

1. From the **Work with Run Cards** window, press **<F17>**.

   ![Figure 241: The Work with Fire Run Cards window.](image)

2. The **Run Card Listing** window displays. Type a “Y” in the **Assignments** and/or **Documents** fields if you want to include unit assignments and narrative documents with each run card in the listing. Use the Optional Selection Criteria fields to limit the listing to certain values. If you want to include all values in the listing, leave these fields blank. When you are finished making entries in this window, press **<Enter>** to generate the Run Card Listing.

   ![Figure 242: The Run Card Listing window.](image)

3. The message “Job Submitted” will appear in the upper right corner or the window indicating the job was submitted to batch. See the following page for an example of the report.

   **NOTE:** This listing will show the same type of information for EMS run cards.
<table>
<thead>
<tr>
<th>QUADRANT</th>
<th>INCIDENT TYPE</th>
<th>PRIORITY</th>
<th>FROM DAY/TIME</th>
<th>TO DAY/TIME</th>
<th>RUN CARD #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1 Q1</td>
<td>CO F Co Detect</td>
<td>1</td>
<td>Monday 8:00</td>
<td>Tuesday 12:00</td>
<td>41</td>
</tr>
<tr>
<td></td>
<td>ASSIGNMENTS: LEVEL SLOT UNIT TYPE STATION ACTION MOVE TO STATION</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>1</td>
<td>TEST04</td>
<td>ENG STA1</td>
<td>Dispatch</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>2</td>
<td>B1A</td>
<td>Dispatch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>3</td>
<td>B1B</td>
<td>Dispatch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>4</td>
<td>B1C</td>
<td>Dispatch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>5</td>
<td>B2A</td>
<td>Dispatch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>6</td>
<td>B2B</td>
<td>Dispatch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>7</td>
<td>B2C</td>
<td>Move Up STA2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>8</td>
<td>T1A</td>
<td>Stand By</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>9</td>
<td>T1B</td>
<td>Stand By</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q1 Q1</td>
<td>PIA F PIA</td>
<td>1</td>
<td></td>
<td></td>
<td>39</td>
</tr>
<tr>
<td></td>
<td>ASSIGNMENTS: LEVEL SLOT UNIT TYPE STATION ACTION MOVE TO STATION</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>10</td>
<td>EMS STA4</td>
<td>Dispatch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>15</td>
<td>EMS STA5</td>
<td>Back Up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>25</td>
<td>EMS STA3</td>
<td>Back Up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>40</td>
<td>ENG STA1</td>
<td>Dispatch</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>45</td>
<td>ENG STA3</td>
<td>Back Up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>50</td>
<td>ENG STA5</td>
<td>Back Up</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>55</td>
<td>ENG STA1</td>
<td>Back Up</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Figure 243: The Fire Run Card Listing.
TONE CODES

You can create and maintain tone codes in the Work with Tone Codes window. Tone codes are used to transmit signals to tone encoders in fire stations. You must be interfaced to New World's Tone Encoder Interface module.

Step-by-Step: Creating a Tone Code

1. From the System Administrator Menu, select Option 14, Work with Tone Codes.

   ![Figure 244: The System Administrator Menu.](image)

   Selecting **Option 14, Work with Tone Codes**

   Type a menu option number below, then press Enter.

   1. Security Menu
   2. Work with Jurisdiction Control
   3. Work with CAD Jurisdiction Control
   4. Work with Incident Types
   5. Work with Combined Incident Types
   6. Work with Area/Section
   7. Work with CAD Commands
   8. CAD System Tuning
   9. Building/GEO Location Screen Format
   10. Work with CAD Screen Formats
   11. Work with Monitors
   12. Work with Fire Run Cards
   13. Work with EMD Form Cards
   14. Work with Tone Codes
   15. Work with Partitions
   16. Work with Zones
   17. Unit ID Mass Update
   18. DCD Purging Main Menu
   19. Work with DCD Log
   20. Work with DCD Hazards
   21. Work with DCD Events

   F8=Exit  F12=Cancel

2. The Work with Tone Codes window displays. Press <F6> to add a Tone Code.

   ![Figure 245: The Work with Tone Codes window.](image)

   Using the <F6> key to add a tone code
3. The **Tone Code Maintenance** window displays. The following fields are mandatory: **Station**, **Sequence #**, and **Tone**.
   - In the **Station** field, enter the code for the station where the tone will be activated.
   - In the **Sequence #** field, enter the order in which the tone will be transmitted to the station. If you use starting and ending codes, you need to reserve sequence numbers 1-10 and 90-99 to accommodate these tones. Also, New World recommends you space sequence numbers in increments of 5 or 10 to leave spaces for new tone codes at a later date.
   - In the **Tone** field, enter a five-character code that will identify the tone code.

![Figure 246: Use this window to create a new tone code.](image)

4. When you are finished making entries, press <Enter> to save the tone code you just created.
Step-by-Step: Printing a Tone Code Listing

The Tone Code Listing shows all tone codes displayed on the Work with Tone Codes window.

1. From the Work with Tone Codes window, press <F17>.

2. The Tone Code Listing window displays. To limit the listing to a single station, enter a valid code in the Station field. If you want to include all stations in the listing, leave the Station field blank.

3. Press <Enter> to generate the listing.

```plaintext
New World Systems                                                                                                         PAGE 1
DATE: 5/05/2006                                                                                                         TIME: 8:35:01

Using the <F17> key to generate the Tone Code listing

Figure 247: The Work with Tone Codes window.

Figure 248: The Tone Code Listing.

Figure 249: Tone Code Listing.
```
WORK WITH STATIONS

Use the Work with Stations window to manage the codes that identify various stations within your dispatch area. These codes must be unique throughout the entire CAD coverage area (i.e. across multiple jurisdictions, if applicable). You can also maintain station codes through Table 3006 in the Work with Tables window. Units are assigned a station through the Unit Assignment Maintenance window in the Assigned Station field.

**Step-by-Step: Creating a Station Code**

1. From the System Administrator Menu, select Option 15 to access the Work with Stations window.

   ![Image of System Administrator Menu](image1.png)
   **Figure 250: The System Administrator Menu.**

   **NOTE:** Stations can also be maintained via Work with Tables. From the System Administrator Menu, select Option 1, Security Menu. Select Option 1, Work with Tables. Type a “12” in the Opt field of Table 3006, Stations, and press <Enter>.

2. The Work with Stations window displays. Press <F6> to create a new station code.

   ![Image of Work with Stations window](image2.png)
   **Figure 251: The Work with Stations window.**
3. The **Add Entry** window displays.
   - When creating a **new station code**, the Add Entry window displays. This is the same window that appears when you create a new table entry code (see Figure 16 on page 28). The **Code**, **Active**, **Abbreviation**, and **Description** fields are mandatory. If the **Active** field is set to No, the station will not appear in the Table Prompt window.

![Add Entry Window](Figure 252: The Add Entry window.)

**NOTE:** See page 278 for information on setting up rip & run email functions for the station

4. When you are finished making entries, press **<Enter>** to save the station code you just created or changed.
Step-by-Step: Creating a Back-up Station

You can create and maintain station back-ups in the Work with Station Back-ups window. Sometimes stations may be too busy to respond to an incident. If this is the case, the station’s back-up stations will be contacted and ordered to respond to the incident.

1. From the Work with Stations window, type a “12” in the Option field of the station you want to work with and press <Enter>.

```
Selecting Option 12, Back-ups
```

![Image](image1.png)

Figure 253: The Work with Stations window.

2. The Work with Station Back-Ups window displays. Press <F6> to add a new station back-up.

```
Using the <F6> key to add a back-up
```

![Image](image2.png)

Figure 254: The Work with Station Back-ups window.
3. The **Station Backup Maintenance** window will appear. Enter the *Sequence* in which you would like the station used in the rotation. For example, if this back-up is to be the first called, enter a “1” in this field. Prompt the *Back-up* field and select the station that you want to be the back-up. Press `<Enter>` to save your work.

![Figure 255: The Station Backup Maintenance window.](image)

**Viewing Units Assigned to a Station**

You can view a list of the units assigned to a station in the Units at Assigned Station window. To access this window, go to the Work with Stations window and type a “14” in the *Opt* field of the station whose units you want to view, then press `<Enter>`.

![Figure 256: The Units at Assigned Station window.](image)
Step-by-Step: Printing the Station Listing

The Station Listing shows all stations listed on the Work with Stations window. You can also include each station’s back-ups and assigned units.

1. From the Work with Stations window, press <F17>.

   ![Figure 257: The Work with Stations window.](image)

2. The Station Listing window displays. Use the Backups and Units fields to specify whether you want to include station back-ups and assigned units for each station listed.

3. Use the Station field to limit the listing to a single station, or leave the Station field blank to include all stations in the listing.

   ![Figure 258: The Station Listing window.](image)

4. When you are finished making entries in this window, press <Enter> to generate the Station Listing.

   ![Figure 259: The Station Listing.](image)
WORK WITH ZONES

Use the Work with Zones window to define the zones in your dispatch area. You can add a new zone, change or delete an existing zone, and assign Beats/Stations to a zone.

**Step-by-Step: Creating a Zone**

1. From the System Administrator Menu, select Option 16, Work with Zones.

![Figure 260: The System Administrator Menu.](image)


![Figure 261: The Work with Zones window.](image)
3. The **Add Entry** window displays. An entry must be made in either the **Code** field or the **Alternate** field. The **Description** and **Abbreviation** fields are both mandatory. Set the **Active** field to Yes so that this zone is active. Make your entries and press `<Enter>`.

![Add Entry window](image)

*Figure 262: The Add Entry window.*
Step-by-Step: Adding a Beat/Station to a Zone

1. From the Work with Zones window type a “12” in the Opt field of the zone you want to work with and press <Enter>.

![Figure 263: The Work with Zones window.](image)

2. The Work with Zone Beats/Stations window displays. Press <F6>

![Figure 264: The Work with Zone Beats/Stations window.](image)

3. The Zone Maintenance window displays. Enter the Beat/Station code you wish to add, or position the cursor in either the Beat or Station field and press <F4> to prompt a list of Beats or Stations to choose from. Press <Enter> to save your work.

![Figure 265: The Zone Maintenance window.](image)
**MASS ID UPDATE**

Use the Unit ID Mass Update window to change a unit ID code to a different code within all run cards and unit equipment.

**Step-by-Step: Running a Mass Update for a Unit ID**

1. From the **System Administrator Menu**, select **Option 17, Unit ID Mass Update**.

![Figure 266: The System Administrator Menu.](image)

2. The **Unit Mass Update** window displays. In the **Current Unit ID** field, enter the unit ID code you want to change. In the **New Unit ID** field, enter the new unit ID code. This code will replace the code in the **Current Unit ID** field.

![Figure 267: The Unit Mass Update window.](image)

3. Indicate which files you want to change by typing a “Y” in the **Run Card Assignments** and/or **Unit Equipment** fields. A “Y” in these fields will change the Current Unit ID to the New Unit ID in all run cards and/or unit equipment files.

4. When you are finished making entries in this window, press **<Enter>** to run the update. In the figure above, the Current Unit ID (“E100”) will be changed to the New Unit ID (“E101”) in all run cards and unit equipment files.
PURGING MAIN MENU

The purge menu enables you to purge six different types of files: unit log, note pad, house watch, personnel history, plate, and CAD Mapping.

From the CAD System Administrator Menu, select Option 18, CAD Purging Main Menu.

**Figure 268: The System Administrator Menu.**

The CAD Purging Main Menu displays.

**Figure 269: The CAD Purging Main Menu.**
Step-by-Step: Purging the Unit Log File

Use the Purge Unit Log File window to purge unit log records. Because the Unit Log tracks all activity for a unit, the log can grow quite large. This program trims the size of the unit log on a certain date.

1. From the CAD Purging Main Menu, select Option 1, Purge Unit Log File.

![CAD Purging Main Menu](image)

2. The Purge Unit Log File window displays. All unit log files up to and including the Purge Date will be purged. If you want personnel information deleted from the log, indicate so by typing a “Y” in the Personnel field. You may also indicate if you would like a Hard Copy of the purged log information. Use the Optional Selection Criteria to limit the purge to a specific ORI # and/or Unit #. If you leave these fields blank, all ORIs and unit numbers will be included in the purge. Press <F13> to execute the purge.

![Purge Unit Log File Window](image)

3. The message “Job Submitted” will appear indicating the job was created and submitted to batch.
Step-by-Step: Purging Note Pad Files

You can purge note pad files through the Purge Note Pad File window. This program trims the size of your note pad file based on a particular purge date, ORI number, note pad type, and user ID.

1. From the CAD Purging Main Menu, select Option 2, Purge Note Pad File.

   ![Figure 272: The CAD Purging Main Menu.](image)

2. The Purge Note Pad File window displays. All note pad files up to and including the Purge Date will be purged. You may also indicate if you would like a Hard Copy of the purged log information and if you would like Print Narrative included with it. Use the Optional Selection Criteria to limit the purge to a specific ORI #, Note Pad Type, or User Id. If you leave these fields blank, all ORIs and note pad files will be included in the purge. Press <F13> to execute the purge.

   ![Figure 273: The Note Pad File window.](image)

3. The message “Job Submitted” will appear indicating the job was created and submitted to batch.
Step-by-Step: Purging the House Watch Files

You can purge house watch files through the Purge House Watch File Window. This program trims the size of your house watch file based on a particular purge date and house watch type.

1. From the CAD Purging Main Menu, select Option 3, Purge House Watch File.

   ![Figure 274: The CAD Purging Main Menu.](image1)

2. The Purge House Watch File window displays. All house watch files up to and including the Purge Date will be purged. You may also indicate if you would like a Hard Copy of the purged house watch information. Use the Optional Selection Criteria to limit the purge to a specific House Watch Type. If you leave these fields blank, all ORIs and house watches will be included in the purge. Press <F13> to execute the purge.

   ![Figure 275: The Purge House Watch File window.](image2)

3. The message “Job Submitted” will appear indicating the job was created and submitted to batch.
Step-by-Step: Purging the Personnel History File

You can purge Personnel History files through the Purge Personnel History File Window. This program trims the size of your personnel history file based on a particular purge date and house watch type.

1. From the CAD Purging Main Menu, select Option 4, Purge Personnel History File.

![Figure 276: The CAD Purging Main Menu.]

2. The Purge Personnel History File window displays. All personnel history files up to and including the Purge Date will be purged. You may also indicate if you would like a Hard Copy of the information. Use the Optional Selection Criteria to limit the purge to a specific ORI #, ID#, or Unit #. If you leave these fields blank, all personnel history will be included in the purge. Press <F13> to execute the purge.

![Figure 277: The Purge Personnel History File window.]

3. The message “Job Submitted” will appear indicating the job was created and submitted to batch.
**Step-by-Step: Purging Plate File Information**

You can purge plate files through the Purge Plate File Window. This program trims the size of your plate file based on a particular purge date and house watch type.

1. From the **CAD Purging Main Menu**, select **Option 5. Purge Plate File**.

   ![Figure 278: The CAD Purging Main Menu.](image)

2. The **Purge Plate File** window displays. All house personnel history files up to and including the **Purge Date** will be purged. You may also indicate if you would like a **Hard Copy** of the information. If you do not want to purge plates that are attached to incidents, leave the **Plates on Incidents** field set to “N.” Press `<F13>` to execute the purge.

   ![Figure 279: The Purge Plate File window.](image)

3. The message “Job Submitted” will appear indicating the job was created and submitted to batch.
Step-by-Step: Purging the CAD Mapping File

This option enables an authorized user to delete the CAD Mapping Playback File.

1. From the CAD Purging Main Menu, select Option 6, Purge CAD Mapping File.

Figure 280: The CAD Purging Main Menu.

2. The Purge CAD Mapping File window displays. Enter the date range in which you like the CAD Mapping Playback data purged. Use the Print Hard Copy field to print a listing of the data purged, if desired. Press <F13> to complete the purge.

Figure 281: The Purge CAD Mapping File window.

3. The message “Job Submitted” will appear indicating the job was created and submitted to batch. See below for an example of the listing.

Figure 282: The CAD Mapping File Purge.
The CAD Log Menu contains two functional options, the Dispatch Log and the Rip and Run Log. A third option, CAD Messaging Log, is reserved for future use.

From the CAD System Administrator Menu, select Option 19, Work with CAD Log Menu.

**Figure 283: The System Administrator Menu.**

The Work with CAD Logs Menu displays.

**Figure 284: The Work with CAD Logs Menu.**
Chapter 5: System Administrator

**Dispatch Log**

From the **Work with CAD Logs** window, select **Option 1**, Dispatch Log.

The CAD Log is recorded as an actual record, enabling easy searches and the ability to subset the information by ORI and ID.

Additionally, the CAD log records every time a person enters/exports the Dispatch Entry window or attempts to unsuccessfully enter. Unsuccessful entries include authorization errors, no CAD user profile setup, and no dispatch format setup for the CAD user profile.

**NOTE:** The CAD Log is turned on or off by using the **Use CAD Log** field in the CAD System Tuning window 3.

The **Work with CAD Log** window displays. The entries on this window are displayed in descending order according to date and time.

<table>
<thead>
<tr>
<th>ORI # : ALL</th>
<th>ID # : ALL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type options, press Enter.</td>
<td>More + -</td>
</tr>
<tr>
<td>Opt Date</td>
<td>ID Number</td>
</tr>
<tr>
<td>M 04/19/2008 11:16:06</td>
<td>608</td>
</tr>
<tr>
<td>D 04/18/2008 10:46:13</td>
<td>679</td>
</tr>
<tr>
<td>D 04/18/2008 10:46:42</td>
<td>679</td>
</tr>
<tr>
<td>M 04/18/2008 10:36:26</td>
<td>666</td>
</tr>
<tr>
<td>M 04/18/2008 10:30:17</td>
<td>636</td>
</tr>
<tr>
<td>M 04/19/2008 10:42:12</td>
<td>608</td>
</tr>
<tr>
<td>M 04/18/2008 10:06:53</td>
<td>608</td>
</tr>
<tr>
<td>M 04/18/2008 10:34:12</td>
<td>608</td>
</tr>
<tr>
<td>D 04/19/2008 09:34:12</td>
<td>707</td>
</tr>
</tbody>
</table>

**Figure 285:** The Work with CAD Log window.
Step-by-Step: Displaying a CAD Log

1. If a large number of records exist on the Work with CAD Log window, you will want to subset the records into something more manageable. From the Work with CAD Log window, press <F16>.

   ![Figure 286: The Work with CAD Log window.](image)

2. The CAD Log Subset window displays. Enter the ORI # and ID # of the person whose log you would like to review and press <Enter>.

   ![Figure 287: The CAD Log Subset window.](image)

3. The Work with CAD Log window will display your data subset. Locate the record you would like to view and type a “5” in the Opt field and press <Enter>.

   ![Figure 288: The Work with CAD Log window displaying a data subset.](image)
4. The **CAD Log Maintenance** window displays. Information regarding the specific activity is displayed in this window. When you have reviewed the information, press `<Enter>` to exit.

![CAD Log Maintenance Window](image)

**Figure 289**: The CAD Log Maintenance window.
Step-by-Step: Purging the CAD Log

1. From the Work with CAD Log window, press <F13>.

   ![Figure 290: The Work with CAD Log window.](image1)

   Pressing <F13> to purge

2. The CAD Log Purge window displays. Enter the Thru Date (will default to current) and Thru Time you would like the purge to run through. You may also enter an ORI # if so desired. Make your entries and press <F20>.

   ![Figure 291: The CAD Log Purge window.](image2)

3. The message “Job Submitted” will appear indicating the job was created and submitted to batch.
Rip and Run Log

The Rip and Run Log tracks when rip and runs are sent.

From the Work with CAD Logs Menu, select Option 2, Rip and Run Log. You may reset to a particular date and time. Pressing <F5> refreshes the data on the window.

Figure 292: The Work with Rip and Run Log window.
HAZARDS

Work with CAD Hazards enables an agency to completely customize how hazards are used. In addition to deciding if a hazard is used or not, you can set the sequence they display in, select the color of the hazard, whether the address appears red in the call queue, set the address criterion that dictates whether the hazard will display (exact match, no qualifier required, or a range), specify the abbreviation, and customize the description. The number of hazards that display depends on the design of your Dispatch Entry window and if you have allotted enough space to display hazards.

Hazards are updated nightly when the first call is cleared after midnight. Prior incidents that are no longer going to be hazards, new and deleted jackets alert types, and new and deleted house watch types will all be updated at this time.

NOTE: Although rip and runs contain hazards, because of speed and security, not all types of hazards are displayed.

From the CAD System Administrator Menu select Option 20, Work with CAD Hazards.

The Work with CAD Hazards window displays. Hazards can be changed and displayed. All the hazards set up for one ORI# can be copied to another, making for uniformity across all agencies. Conversely, each ORI # can also customize their own hazards. The lowest numbered (and therefore most important) hazard will display first within CAD. The subtype column is used to further define a hazard.

NOTE: Cases that are not in an open status will not display as a hazard in CAD or Mobile. A case suspect can affect the address, name, or plate associated with that suspect.
The following section shows how to change a hazard and the values of the fields within a hazard.

![Figure 294: The Work with CAD Hazards window.](image)

**NOTE:** Hazards can also be set up for MCT units by selecting Option 5 on the MDT Interface Main Menu. Hazards can only be used by MCT units if they are used by CAD.

**NOTE:** Because of case locking, some active case hazards might not show in CAD unless the dispatcher has the proper authority.

**NOTE:** When using the HZD or HZI commands, the information that will display is in order according to what is set up in Work with CAD Hazards (Display Sequence). The information that displays in the Description column will be pulled from the Abbreviation field in the CAD Hazard Maintenance window.

Below is a list of possible hazards and a description of them. Some hazard checks depend on the use of other NWS modules.

<table>
<thead>
<tr>
<th>Hazard Abbreviation</th>
<th>Hazard Type</th>
<th>Hazard Type and Default Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HouseWatch</td>
<td>ABLD</td>
<td>Address—Red</td>
<td>A record exists in Work with GEO/Location matching the GEO search criteria.</td>
</tr>
<tr>
<td>A-CarrCrim</td>
<td>ACRM</td>
<td>Address—Red</td>
<td>A career criminal listed this address as a residence.</td>
</tr>
<tr>
<td>GeoDocummt</td>
<td>AGEO</td>
<td>Address—Red</td>
<td>A document is associated with the GEO record for the address.</td>
</tr>
<tr>
<td>FirePrePln</td>
<td>AFFD</td>
<td>Address—Red</td>
<td>A fire pre-plan exists matching the GEO search criteria.</td>
</tr>
<tr>
<td>A-GunPermt</td>
<td>AGRS</td>
<td>Address—Red</td>
<td>A gun permit record exists for an individual at the address (including expired ones).</td>
</tr>
<tr>
<td>FireHydrnt</td>
<td>AHYD</td>
<td>Address—Red</td>
<td>This address falls within the same GEO range of a hydrant.</td>
</tr>
<tr>
<td>A-JcktAlrt</td>
<td>AJAL</td>
<td>Address—Red</td>
<td>This address has a jacket associated with it that has an alert attached to it (including an expired one).</td>
</tr>
<tr>
<td>A-KwnOfndr</td>
<td>AKOS</td>
<td>Address—Red</td>
<td>A known offender listed this address as a residence.</td>
</tr>
<tr>
<td>A-OrdrProt</td>
<td>AOOP</td>
<td>Address—Red</td>
<td>An active Order of Protection record exists matching the GEO search criteria. Will display only if canceled date = 0 and expiration date = 0 or the expiration date is greater than the current date.</td>
</tr>
<tr>
<td>A-PrlnIncnt</td>
<td>APRI</td>
<td>Address—Red</td>
<td>A prior incident was found using the GEO search criteria. In the Change Incident Type window, the Number of Days for Hazard Check field must be greater than the number of days since the</td>
</tr>
<tr>
<td>Hazard Abbreviation</td>
<td>Hazard Type</td>
<td>Hazard Type and Default Color</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>-------------</td>
<td>-------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>prior incident occurred. The entry in the Minimum Number of Hazards field determines how many of this incident type must occur prior to this call for the hazard to be displayed. If 0-1 is entered, the first time the incident occurs the hazard will display.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A-GunRegis</td>
<td>AGRS</td>
<td>Address—Red</td>
<td>A gun registration record exists for an individual who resides at the address.</td>
</tr>
<tr>
<td>A-CaseSusp</td>
<td>ACSS</td>
<td>Address—Red</td>
<td>A suspect for a current case resides at the address. If the case is locked and the CAD employee does not have authority to view locked cases, this hazard will not display for them. The case status must be open (5th position of Alternate field in table 0090).</td>
</tr>
<tr>
<td>A-WantWarr</td>
<td>AWWS</td>
<td>Address—Red</td>
<td>An active want/warrant record exists for an individual who resides at the address. Will not display if the warrant is canceled, night canceled, or closed and the user does not have closed record access.</td>
</tr>
<tr>
<td>AlarmPermt</td>
<td>AALP</td>
<td>Address—Red</td>
<td>Alarm permit exists for this address.</td>
</tr>
<tr>
<td>N-CarrCrim</td>
<td>NCRM</td>
<td>Name—Blue</td>
<td>The caller or complainant is a career criminal.</td>
</tr>
<tr>
<td>N-Gun</td>
<td>NGPS</td>
<td>Name—Blue</td>
<td>A gun permit record (including expired ones) exists for the jacket attached to the incident.</td>
</tr>
<tr>
<td>N-JcktAlrt</td>
<td>NJAL</td>
<td>Name—Blue</td>
<td>A jacket attached to the incident has an alert (including expired ones) attached to them.</td>
</tr>
<tr>
<td>N-KwnOfndr</td>
<td>NKOS</td>
<td>Name—Blue</td>
<td>A jacket attached to the incident is a known offender.</td>
</tr>
<tr>
<td>N-OrdrProt</td>
<td>NOOP</td>
<td>Name—Blue</td>
<td>An active Order of Protection record exists for a jacket attached to the incident. Will display only if canceled date = 0 and expiration date = 0 or the expiration date is greater than the current date.</td>
</tr>
<tr>
<td>N-GunRegis</td>
<td>NGRS</td>
<td>Name—Blue</td>
<td>A gun registration record exists for a jacket attached to the incident.</td>
</tr>
<tr>
<td>N-CaseSusp</td>
<td>NCSS</td>
<td>Name—Blue</td>
<td>A jacket attached to the incident is a suspect for a current case.</td>
</tr>
<tr>
<td>N-WantWarr</td>
<td>NWWS</td>
<td>Name—Blue</td>
<td>An active want/warrant record exists for a jacket attached to the incident. Will not display if the warrant is canceled, night canceled, or closed and the user does not have closed record access.</td>
</tr>
<tr>
<td>V-CaseSusp</td>
<td>CSS</td>
<td>Plate—Pink</td>
<td>The license plate entered is cross-referenced to an open case in which an associated subject is a suspect.</td>
</tr>
<tr>
<td>LicnsPrior</td>
<td>VDLN</td>
<td>Plate—Pink</td>
<td>The driver’s license number entered was involved in a prior incident.</td>
</tr>
<tr>
<td>PlatePrior</td>
<td>VPLT</td>
<td>Plate—Pink</td>
<td>The license plate was involved in a prior incident.</td>
</tr>
<tr>
<td>StolnVehcl</td>
<td>VSTV</td>
<td>Plate—Pink</td>
<td>The license plate entered belongs to a stolen vehicle.</td>
</tr>
<tr>
<td>V-WantWarr</td>
<td>VWWS</td>
<td>Plate—Pink</td>
<td>An active want/warrant record exists for the registered owner/driver of the vehicle. Will not display if the warrant is canceled, night canceled, or closed and the user does not have closed record access.</td>
</tr>
</tbody>
</table>
**Step-by-Step: Changing a CAD Hazard**

Changing a hazard provides the user a deeper level of control over which hazards are displayed as well as how they are displayed. This is where you can set the hazard to be used (or not), the sequence, coloring, abbreviation, and description. You can also set up hazards from within the MCT option, however only two of the fields are available.

1. From the Work with CAD Hazards window, type a “2” in the **Opt** field associated with a hazard and press <Enter>.

![Figure 295: The Work with CAD Hazards window.]

2. The CAD Hazard Maintenance window displays. See below for a description of the data fields in this window. If you are accessing this from the MCT Interface Main Menu, only the top two options are available. Make your entries and press <Enter> to save your changes.

![Figure 296: The CAD Hazard Maintenance window.]

### Description of Data Fields Within the CAD Hazard Maintenance Window

(Mandatory field preceded by an asterisk)

*ORI:* This informational field identifies the agency this hazard is in.

*Type:* This informational field identifies the type of hazard. Default hazards (not including sub-types) are:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Abbreviation</th>
<th>Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>AALP</td>
<td>Address Alarm Permit</td>
<td>AlarmPermt</td>
<td>E</td>
</tr>
<tr>
<td>ABLD</td>
<td>Address Geo Building</td>
<td>GEOBuilding</td>
<td>E, N, R</td>
</tr>
<tr>
<td>ACRM</td>
<td>Address Career Criminal</td>
<td>A-CarrCrim</td>
<td>E</td>
</tr>
</tbody>
</table>
Aegis Computer Aided Dispatch System Administrator’s Guide

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
<th>Sub-Type</th>
<th>Display Sequence</th>
<th>Color for Hazard</th>
<th>Address Red in CallQ</th>
<th>GEO Search Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACSS</td>
<td>Address Case Suspect</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AFPP</td>
<td>Address Fire Pre-Plan</td>
<td>E, R</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AGEO</td>
<td>Address Geo Document</td>
<td>R</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AGPS</td>
<td>Address Gun Permit</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AGRS</td>
<td>Address Gun Registration</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHWS</td>
<td>Address House Watch</td>
<td>E, N, R</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AHYD</td>
<td>Address Hydrant</td>
<td>R</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AJAL</td>
<td>Address Jacket Alert</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AKOS</td>
<td>Address Known Offender</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AOP</td>
<td>Address Order of Protection</td>
<td>E, N, R</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>APRI</td>
<td>Address Prior Incident</td>
<td>E, N, R</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AWWS</td>
<td>Address Wants &amp; Warrants</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NCRM</td>
<td>Name Career Criminal</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NCSS</td>
<td>Name Case suspect</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NGPS</td>
<td>Name Gun Permit</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NGRS</td>
<td>Name Gun Registration</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NJAL</td>
<td>Name Jacket Alert</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NKOS</td>
<td>Name Known Offender</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NOOP</td>
<td>Name Order of Protection</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NWWS</td>
<td>Name Wants &amp; Warrants</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VCSS</td>
<td>Vehicle Case Suspect</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VDLN</td>
<td>Vehicle DLN Prior Incident</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VPLT</td>
<td>Vehicle Plate Prior Incident</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VSTV</td>
<td>Vehicle Stolen Vehicle</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VWWS</td>
<td>Vehicle Wants &amp; Warrants</td>
<td>E</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The first letter in the Abbreviation column indicates what type of hazard it is. N = Name hazards (blue), A = Address hazards (red), and V = vehicle plates (pink).

*Sub-Type*: This is an informational field. If this hazard is a house watch, this field will be the table entry code pulled from the House Watch Type (table 0302). If this hazard is a jacket alert, this is the Alert Code (to access alerts: From the Work with Jurisdiction Control window, type an “18” in the Opt field associated with your ORI# and press <Enter>. In the resulting Work with Jacket Activity Control window, type a “5” in the Opt field associated with a code and press <Enter>. In the resulting Jacket Activity Control Maintenance window, note the Alert Code field).

*Use this Hazard Type*: This Yes/No field determines if this hazard will be searched for in CAD.

*Display Sequence*: This field determines the order in which hazards display in CAD. The lowest numbers displays first. If the hazard is being turned on and other hazards have lower numbers and are not being used, then when <Enter> is pressed, this hazard will be renumbered to have a lower number than the ones that are not being used. The reverse is also true. If a hazard is being turned off, it will be assigned a higher number after <Enter> is pressed. When lessening the sequence number of a hazard (i.e. from 9 to 7), the previous hazard occupying that number will be moved down the list (i.e. 7 will become 8, and 8 will then be made 9). When increasing the sequence number for a hazard (i.e. from 10 to 12), the previous hazard occupying that number will be moved up the list (i.e. 12 will become 11, and 11 will then be made 10).

*Color for Hazard*: This field controls the color of the 3 long hazard code on the Dispatch Entry screen, as well as the color of the hazard when displayed with the HZD, or HZI commands. Table 3520. The default colors are N = Name hazards (blue), A = Address hazards (red), and V = vehicle plates (pink).

*Address Red in CallQ*: This flag determines whether the address of an incident with an attached hazard in the CAD call queue will turn red if this hazard type is found.

*GEO Search Criteria*: The choices available in this field are hazard dependant. This determines the type of search that is done when looking for hazards on an incident. E = Use Exact address matches only, N = Use Exact address matches without using a qualifier, R = Use Geo range matches. This field can only be changed for hazards that have multiple search capabilities (example order or protection). The codes that are listed in the Type field description on the previous page and the top of this page show which hazards use which types of searches.
<table>
<thead>
<tr>
<th>Abbreviation to Show</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>This 10 character field is used to enter the abbreviation identifying the hazard on the HZD and HZI windows.</td>
<td>This free form text field is used in the setup windows.</td>
</tr>
</tbody>
</table>
Step-by-Step: Copying Hazards from one ORI to Another

Once you have all the hazards set up the way you want them, you can use the Copy Hazards function to copy them from one ORI to another.

**WARNING:** Copying hazards to an ORI will overwrite all of the hazard records in the destination ORI.

1. From the Work with CAD Hazards window, verify you are in the correct ORI# you have set up your hazards in and would like to copy to another ORI#. Press <F20>.

   ![Figure 297: The Work with CAD Hazards window.](image)

2. The CAD Hazard Mass Update window displays. Enter the ORI# for the agency you would like to copy the hazards to. If you wish to populate all the ORI’s with the same hazards, enter “*All” in the Copy to ORI field. Use the To ORI Type field to copy the hazards to a specific ORI type (police, fire, or EMS) only. Make your entry and press <Enter>.

   ![Figure 298: The CAD Hazard Mass Update window.](image)

3. The hazards will now be copied to the other ORI.
CAD EVENTS

The CAD command EVT enables a time/date stamp to be added to an incident for a fire specific, user-defined activity and also adds a note to the radio log of a call, unit log, monitors and/or secondary location.

To accommodate this command, pre-determined events must be set up. From the CAD System Administrator Menu, select Option 21, Work with CAD Events.

The Work with CAD Events window displays. For this example, four different events have been added demonstrating possible variations of the events that could be set up. Press <F6> to add.
The CAD Event Maintenance window displays. See below for a definition of the data fields in this window.

![CAD Event Maintenance window](image)

Figure 301: The CAD Event Maintenance window.

**DESCRIPTION OF DATA FIELDS WITHIN THE CAD EVENT MAINTENANCE WINDOW**

(Mandatory field preceded by an asterisk)

* **CAD Event**: The event code the dispatcher will type in dispatch entry and a maximum of four characters.

* **CAD Event Description**: A description of the event.

* **Update Incident Event**: A flag for future use to display event on the CAD Dispatch Screen.

* **Update Units 2nd Location**: If this field is set to Yes, the unit’s secondary location will be updated in the monitor, unit log, and radio log by the use of this event code. A unit must be on an incident for the secondary location to be updated.

* **Transfer Date/Time to**: This field prompts table 3523. The FUNC option is programmed to send an update to fire incidents; the Controlled Date and Time fields are updated in the Fire Incident Report Maintenance window FR0110S1. Other table entries may be added; however they will be for reference only as they have not been programmed.

* **Send Message to Pager ID**: This field will only display for agencies that have the Pager interface. When the EVT command is executed, a page will be sent to the personnel entered in this field. This is linked to the Pager ID field that is on the Personnel Maintenance window PL0105S2 using the Phone field that is listed below it.
APPENDIX A

CAD TABLES

The following tables will already be in the Table Master File upon installation. Entries in these tables should be reviewed to ensure the codes are suitable for your agency. A good rule of thumb is to make the most commonly used codes short and easy to remember.

<table>
<thead>
<tr>
<th>Table</th>
<th>Description</th>
<th>Should contain entries for</th>
<th>Used where</th>
</tr>
</thead>
<tbody>
<tr>
<td>0003</td>
<td>Area</td>
<td>See GEO File Setup in this manual.</td>
<td>Dispatch/Incident Maint., GEO Maint., etc.</td>
</tr>
<tr>
<td>0005</td>
<td>Grid Reference</td>
<td>If your agency uses a grid system in addition to Area, Section, Beat/Quadrant/District, this table should contain entries for each of the grid codes.</td>
<td>Dispatch/Incident Maint., GEO Maint., etc.</td>
</tr>
<tr>
<td>0006</td>
<td>Map Reference</td>
<td>If your agency uses a grid system in addition to Area, Section, Beat/Quadrant/District, this table should contain entries for each of the map grid coordinates.</td>
<td>GEO Maint.</td>
</tr>
<tr>
<td>0007</td>
<td>User-Defined</td>
<td></td>
<td>GEO Maint.</td>
</tr>
<tr>
<td>0018</td>
<td>Employee - Shift Assignment</td>
<td>Different shifts used in your agency.</td>
<td>CAD Control</td>
</tr>
<tr>
<td>0020</td>
<td>Street Direction</td>
<td>Different directions for street addresses (e.g. West Big Beaver Ave., North Crooks Rd., etc.).</td>
<td>Dispatch/Incident Maint., GEO Maint., etc.</td>
</tr>
<tr>
<td>0021</td>
<td>Street Suffix</td>
<td>Different types of streets (e.g. street, road, parkway, boulevard, court, drive, etc.).</td>
<td>Dispatch/Incident Maint., GEO Maint., etc.</td>
</tr>
<tr>
<td>0022</td>
<td>State</td>
<td>All 50 states. You can use the standard two-character abbreviations.</td>
<td>CAD Jurisdiction Control File Maint.</td>
</tr>
<tr>
<td>0059</td>
<td>Wrecker District</td>
<td>If you have purchased the Wrecker/Ambulance Rotation module, this table should contain the names of the different coverage areas for wrecker services.</td>
<td>GEO Maint., Wrecker/GEO Interface</td>
</tr>
<tr>
<td>0060</td>
<td>Measurement</td>
<td>Different units of measurement (e.g. inches, feet, units, etc.).</td>
<td>Unit Equipment Maint.</td>
</tr>
<tr>
<td>0064</td>
<td>District</td>
<td>See EMS Run Cards on page 87.</td>
<td>Dispatch/Incident Maint., GEO Maint., Run Card Maint., CAD Jurisdiction Control File Maint., Ambulance/GEO Interface</td>
</tr>
<tr>
<td>0065</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different wards.</td>
<td>GEO Maint.</td>
</tr>
<tr>
<td>0066</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different precincts.</td>
<td>GEO Maint.</td>
</tr>
<tr>
<td>0067</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different neighborhoods.</td>
<td>GEO Maint.</td>
</tr>
<tr>
<td>Table</td>
<td>Description</td>
<td>Should contain entries for</td>
<td>Used where</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>0068</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different subdivisions.</td>
<td>GEO Maint.</td>
</tr>
<tr>
<td>0069</td>
<td>Secondary Destination</td>
<td>Nothing. This table will be used in a future release of CAD.</td>
<td>Dispatch/Incident Maint.</td>
</tr>
<tr>
<td>0070</td>
<td>Note Pad Type</td>
<td>Different types of notes users will create (e.g. Important, Lunch Ideas, FYI, etc.).</td>
<td>Note Pad Maint.</td>
</tr>
<tr>
<td>0071</td>
<td>Beat Assignments</td>
<td>Different patrol areas for police units. Beat codes must be unique throughout the entire CAD</td>
<td>GEO Maint., CAD Jurisdiction Control File Maint., Subordinate Beat Maint.,</td>
</tr>
<tr>
<td></td>
<td></td>
<td>coverage area (e.g. across multiple agencies). For more information, see Beat Recommendations on page 86.</td>
<td></td>
</tr>
<tr>
<td>0072</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different types of streets.</td>
<td>GEO Maint.</td>
</tr>
<tr>
<td>0073</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different groups that might patrol a GEO area.</td>
<td>GEO Maint.</td>
</tr>
<tr>
<td>0074</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different gas companies that service your jurisdiction.</td>
<td>GEO Maint. Additional Information</td>
</tr>
<tr>
<td>0075</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different water companies that service your jurisdiction.</td>
<td>GEO Maint. Additional Information</td>
</tr>
<tr>
<td>0076</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different sewer companies that service your jurisdiction.</td>
<td>GEO Maint. Additional Information</td>
</tr>
<tr>
<td>0077</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different electric companies that service your jurisdiction.</td>
<td>GEO Maint. Additional Information</td>
</tr>
<tr>
<td>0078</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different telephone companies that service your jurisdiction.</td>
<td>GEO Maint. Additional Information</td>
</tr>
<tr>
<td>0079</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track any other agencies providing service to citizens in your agency.</td>
<td>GEO Maint. Additional Information</td>
</tr>
<tr>
<td>0081</td>
<td>Incident Origin/Source of Call</td>
<td>Different methods an incident can be reported (e.g. E911, telephone, alarm, mobile data terminal).</td>
<td>Dispatch/Incident Maint., CAD Jurisdiction Control File Maint.</td>
</tr>
<tr>
<td>0083</td>
<td>Incident - Status/Disposition</td>
<td>Different statuses for an incident (e.g. false alarm, true alarm, cleared, not cleared, etc.).</td>
<td>Dispatch/Incident Maint., CAD Jurisdiction Control File Maint.</td>
</tr>
<tr>
<td>0085</td>
<td>Dispatcher Assignments</td>
<td>If your agency divides the dispatcher workload for calls within a jurisdiction, this table should contain entries for names of groups of beats (e.g. east-side beats, west-side beats, etc.).</td>
<td>CAD Control, Subordinate Beat Maint.</td>
</tr>
<tr>
<td>0088</td>
<td>CAD - Unit Type</td>
<td>All types of police, fire, and EMS units to be dispatched using CAD (e.g. cruiser, canine unit, SWAT team, fire engine, ambulance, etc.).</td>
<td>Unit Assignments Maint., Run Card Assignment Maint., Incident Type Maint.</td>
</tr>
<tr>
<td>0127</td>
<td>Vehicle Type</td>
<td>Different types of vehicles.</td>
<td>CAD Jurisdiction Control File Maint., Incident Maint. Suspect Vehicle Processing</td>
</tr>
<tr>
<td>0169</td>
<td>Wrecker/Ambulance Company</td>
<td>If you have purchased Wrecker/Ambulance Rotation, this table should contain the names of wrecker and ambulance companies.</td>
<td>Wrecker/Ambulance Rotation Maint.</td>
</tr>
<tr>
<td>0301</td>
<td>Day of Week</td>
<td>The seven days of the week.</td>
<td>Run Card Maint.</td>
</tr>
<tr>
<td>Table</td>
<td>Description</td>
<td>Should contain entries for</td>
<td>Used where</td>
</tr>
<tr>
<td>-------</td>
<td>----------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>0302</td>
<td>Watch Type</td>
<td>Different reasons your agency might keep an eye on a particular house or location (e.g. vacation, previous victim, vacant, bank, etc.).</td>
<td>House Watch Maint.</td>
</tr>
<tr>
<td>0703</td>
<td>Mutual Aid</td>
<td>Two different situations: Mutual Aid Given (by other agencies to the responding agency for a call) and Mutual Aid Received (from other agencies to the responding agency for a call).</td>
<td>System Tuning, Dispatch/Incident Maint.</td>
</tr>
<tr>
<td>0733</td>
<td>Equipment Type</td>
<td>Different types of equipment in use by units being dispatched (e.g. battering ram, bolt cutter, ladder, riot gear, HK MP5, etc.).</td>
<td>Unit Equipment Maint.</td>
</tr>
<tr>
<td>0931</td>
<td>Alarm Activation Codes</td>
<td>Different types of alarms (e.g. burglar, fire, silent, etc.).</td>
<td>CAD Jurisdiction Control File Maint.</td>
</tr>
<tr>
<td>2985</td>
<td>Mapping Interface Classes</td>
<td>If you have purchased the MapInfo interface, this table should contain entries for different mapping classes.</td>
<td>Dispatch/Incident Maint.</td>
</tr>
<tr>
<td>2987</td>
<td>Wrecker/Ambulance Types</td>
<td>Different types of wreckers and ambulances.</td>
<td>CAD Jurisdiction Control File Maint., Dispatch /Incident Maint., Wrecker/Ambulance GEO Maint.</td>
</tr>
<tr>
<td>2989</td>
<td>Building Type</td>
<td>Different types of buildings.</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>2990</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track various building materials.</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>2991</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track types of buildings containing additional hazards.</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>2992</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track various water sources for fire fighting.</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen format.</td>
</tr>
<tr>
<td>2993</td>
<td>User-Defined</td>
<td>Initially, this user-defined table is set up to track different levels of fire extinguisher distribution.</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>2994</td>
<td>User-Defined</td>
<td>Building/Location information</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>2995</td>
<td>User-Defined</td>
<td>Building/Location information</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>2996</td>
<td>User-Defined</td>
<td>Building/Location information</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>2997</td>
<td>User-Defined</td>
<td>Building/Location information</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>2998</td>
<td>User -Defined</td>
<td>Building/Location information</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>2999</td>
<td>User-Defined</td>
<td>Building/Location information</td>
<td>Building/GEO Location Maint., Building/GEO Location Maint. Screen Format</td>
</tr>
<tr>
<td>3000</td>
<td>Monitor Type</td>
<td>This table is defined by NWS.</td>
<td>CAD Control</td>
</tr>
<tr>
<td>Table</td>
<td>Description</td>
<td>Should contain entries for</td>
<td>Used where</td>
</tr>
<tr>
<td>--------</td>
<td>--------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>3003</td>
<td>E911 Phone Position</td>
<td>If you have purchased the CAD/E911 Interface, this table should contain entries for all the</td>
<td>CAD Control</td>
</tr>
<tr>
<td></td>
<td></td>
<td>different phones used to answer E911 calls (defined by the phone company).</td>
<td></td>
</tr>
<tr>
<td>3004</td>
<td>Status Code</td>
<td>Types of status codes for an incident. Typically Held Call, In Progress, and Not In Progress are</td>
<td>Incident Type, Incident Maintenance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the three codes set-up in this field.</td>
<td></td>
</tr>
<tr>
<td>3005</td>
<td>Narrative - SRI Incident Type (PLITYP)</td>
<td>Authority codes for Incident Type documents.</td>
<td>Incident Type documents</td>
</tr>
<tr>
<td>3006</td>
<td>Station</td>
<td>Fire/EMS stations</td>
<td>Unit Assignments Maint., GEO Maint., Run</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Card Assignment Maint., Tone Code Maint.</td>
</tr>
<tr>
<td>3041</td>
<td>ESN/Venue Cross Reference</td>
<td>If you have purchased the CAD/E911 Interface, this table should contain entries for the ESN</td>
<td>Internally for the CAD/E911 Interface</td>
</tr>
<tr>
<td></td>
<td></td>
<td>codes coming from the phone company data stream. See your CAD Optional Modules documentation for more information.</td>
<td></td>
</tr>
<tr>
<td>3043</td>
<td>City/Venue Cross Reference</td>
<td>If you have purchased the CAD/E911 Interface, this table can be used to cross-reference city</td>
<td>Internally for the CAD/E911 Interface</td>
</tr>
<tr>
<td></td>
<td></td>
<td>names with venue codes. See your CAD Optional Modules documentation for more information.</td>
<td></td>
</tr>
<tr>
<td>3501</td>
<td>Unit Mileage Type</td>
<td>Different reasons for units to accrue mileage (e.g. transporting prisoners, patrol, fire run, etc.).</td>
<td>Unit Mileage Maint.</td>
</tr>
<tr>
<td>3502</td>
<td>Unit Personnel Position Type</td>
<td>Different positions or titles for persons working for and/or with your agency (e.g. officer, trainee, COPS cameraman, etc.).</td>
<td>Unit Assignments Maint., Unit Personnel Maint., Unit Manpower Maint.</td>
</tr>
<tr>
<td>3503</td>
<td>Command Function</td>
<td>Different dispatch commands. These codes are defined by NWS and should not be modified. These codes require additional information in the Alternate field.</td>
<td>Command Maint.</td>
</tr>
<tr>
<td>3504</td>
<td>Variable Type</td>
<td>Different types of incident information. These codes are defined by NWS and should not be modified. These codes require additional information in the Alternate field.</td>
<td>Command Maint.</td>
</tr>
<tr>
<td>3505</td>
<td>Secondary Location</td>
<td>Nothing. This table will be used in a future release of CAD.</td>
<td>Dispatch/Incident Maint.</td>
</tr>
<tr>
<td>3506</td>
<td>Tone Codes</td>
<td>Tones that are not assigned to a call.</td>
<td>Dispatch/Incident Maint.</td>
</tr>
<tr>
<td>3507</td>
<td>Name Types</td>
<td>Different types of persons involved in an incident (e.g. caller, complainant, victim, witness, suspect, etc.). These codes require additional information in the Alternate field.</td>
<td>Dispatch/Incident Maint.</td>
</tr>
<tr>
<td>3508</td>
<td>MDT Group Codes</td>
<td>If using the CAD/MDT Interface, names of groups of MDTs (e.g. police, fire, all, etc.).</td>
<td>Dispatch/Incident Maint.</td>
</tr>
<tr>
<td>3509</td>
<td>Unit Status</td>
<td>Different statuses for units. These codes are defined by NWS and should not be modified.</td>
<td>Dispatch/Incident Maint., CAD Jurisdiction Control File</td>
</tr>
<tr>
<td>3510</td>
<td>Card File Type</td>
<td>Different type class to group the card file.</td>
<td>Dispatch/Card File</td>
</tr>
<tr>
<td>3511</td>
<td>Phone Type</td>
<td>Different types of phone numbers (e.g. pager, cellular phone, home, work, fax, etc.)</td>
<td></td>
</tr>
</tbody>
</table>
## Appendix B

### Screen Format and Call Queue Fields

**Screen Format Fields**

This table contains all of the fields you can use in your custom screen formats:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Field Name</th>
<th>Comments</th>
<th>Output Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbrev. Area</td>
<td>ABAREA</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Abbrev. AsgBeat</td>
<td>ABSUBB</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Abbrev. Beat</td>
<td>ABBEAT</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Abbrev. Distrc</td>
<td>ABEMSD</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Abbrev. Grid</td>
<td>ABGRID</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Abbrev. Inc Typ</td>
<td>INIABV</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Abbrev. Map</td>
<td>ABMAP</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>Abbrev. ORI Cod</td>
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<td>Any Hold Calls</td>
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<td>Arrive/Clear</td>
<td>ARVCLR</td>
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<td>Assigned Beat</td>
<td>INSUBB</td>
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**CALL QUEUE FIELDS**

This table contains all of the fields available in call queues.

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<th>Field Name</th>
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<td>GEO—Area</td>
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<td>GEO—Beat</td>
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<td>GEO—EMS District</td>
<td>SEMSD</td>
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<td>GEO—Fire Quadrant</td>
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<td>Hazards(A)—Known Offender</td>
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### Appendix B: Screen Format and Call Queue Fields

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<td>Hazards(A)—Wants/Warrants</td>
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<tr>
<td>Vehicle—License Year</td>
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APPENDIX C

DISPATCH ENTRY COMMANDS

The following command descriptions assume you are using a space character for your Different Command Separator and a comma character for your Like Command Separator.

When you are in the Dispatch Entry window, if you are unsure of the syntax of a CAD command, on the CAD command line simply type a question mark, a space, and the command in question. For example, ? DSP. This will display the syntax of the command on the command line.

NOTE: All commands are based on New World defaults. The commands may be different if you have customized your CAD commands, but their functionality is the same.

AAP uuuuu
AAP uuuuu1,uuuuu2,uuuuu3
At Scene 1, Available
This command changes the status of a unit (uuuuuu) to “At Scene 1, Available,” indicating that the unit is available for other calls. You can change the status of any number of units (uuuuuu1,uuuuu2,uuuuu3) with this command.

AA2 uuuuu
At Scene 2, Available
This command changes the status of a unit (uuuuuu) to “At Scene 2, Available,” indicating that the unit is available for other calls. You can change the status of any number of units (uuuuuu1,uuuuu2,uuuuu3) with this command.

ADN iiiixx text
ADN iiiixx,iiiixx text
Add Narrative
This command adds additional information (text) to the narrative for an incident (iiixx) without going through narrative processing. The entire command line can be used. The same text may be added for more than one incident. The text begins after the Different Command Separator. CAD automatically adds a time stamp at the end of the narrative line.

ADS uuuuu1,uuuuu2… uuuuu3
Assist Dispatch
This command is used to assist another unit. If on a call, the current incident that a unit is on will automatically be placed at the top of a unit’s call stack. Any unit statuses other than Off Shift or Out of Service Repair are valid statuses that the unit can be in when the command is executed. This enables a dispatcher to send units to assist another unit regardless of their status.
AEN uuuuu1, uuuuu2… uuuuu3

Assist En route
This command is used to assist another unit. If on a call, the current incident that a unit is on will automatically be placed at the top of a unit’s call stack. Any unit statuses other than Off Shift or Out of Service Repair are valid statuses that the unit can be in when the command is executed. This enables a dispatcher to send units to assist another unit regardless of their status.

AIN iiiixx
Display Additional Incident Numbers
This command displays a small window that lists the responding ORIs and corresponding incident numbers for a call.

ALI
Alarm Inquiry
If your agency has purchased Alarms Management, you can use this command to access Alarms Management Inquiry. See your Alarms Management user’s guide for more information.

ALP
ALP panel#
Alarm Location Name (Business Jacket)
If your agency has purchased Alarms Management, you can use this command to transfer alarm type and disposition information to the Alarms module. Calls that have been initiated with this command or cleared using a pre-defined alarm disposition are automatically transferred to the Alarms module. Refer to your Alarms Management documentation for more information.

AMB iiiixx
AMB iiiixx tttt
Ambulance Rotation
If your agency has purchased Wrecker/Ambulance Rotation, you can use this command to display a list of available ambulances of the type (tttt) you specify for the area of the incident (iiiixx) you specify. If you do not specify a type code, CAD uses the default ambulance type code specified in CAD Jurisdiction Control. Refer to your CAD Interfaces documentation for more information.

ASG uuuuuu iiiixx grp
ASG uuuuu1, uuuuu2, uuuuu3 iiiixx grp
Assign MDT Unit to Incident
If your agency has purchased the CAD/MDT Interface, you can use this command to assign an MDT unit (uuuuuu) to an incident (iiiixx). This sends incident information to the MDT. The MDT unit can subsequently dispatch itself to the incident and change its own status information. The group code (grp) can be entered to send the incident information to a group or multiple groups of MDTS. Refer to your NEW WORLD MDT documentation for more information.
Appendix C: Dispatch Entry Commands

ASP uuuuu
ASP uuuuu1,uuuuu2,uuuuu3
ASP uuuuu iiiixx
ASP uuuuu1,uuuuu2,uuuuu3 iiiixx

Dispatch and Arrive at Scene
This command changes the status of a unit (uuuuuu) or units (uuuuuu1,uuuuu2,uuuuu3) to “Arrived at Scene” and records the arrival date/time for the incident (iiiixx) if the unit is the first to arrive. If the specified unit has already been dispatched to the incident, do not include the incident number. If the specified unit has not been dispatched to the incident, include the incident number. If this is the initial dispatching for the incident (the specified unit is the first dispatched and the first to arrive), the dispatch date/time and arrival date/time are recorded for the call.

This command may be used to arrive units that are en route to separate scenes. To accomplish this, use the format ASP uuuuu1,uuuuu2.

AS2 uuuuu
AS2 uuuuu1,uuuuu2,uuuuu3
AS2 uuuuu addr
AS2 uuuuu1,uuuuu2,uuuuu3 addr

At Scene 2
This command changes the status of a unit (uuuuuu) to “At Scene 2,” indicating that the unit is currently at the second scene of the previous incident. You can change the status of any number of units (uuuuuu1,uuuuu2,uuuuu3) with this command. Secondary location may also be added to his command.

BET iiiixx

Units within Incident Beat
If your agency is using Beat Recommendations, this command displays the Police Recommendations window, which lists available units within the incident (iiiixx) beat. These units are followed by available units in beats specified as backups to the incident beat. If the incident type record for the call specifies a particular unit type for response to the incident, only units of that type are displayed.

If your agency is not using Beat Recommendations, all available units are listed in the Police Recommendations window.

BOL O

Be on the Lookout – Outside Alerts
The BOL O command is used to input information that will be sent to MCT units and/or CAD users.

BOL M

Be on the Lookout – Miscellaneous Items
The BOL M command can be used to input information that will be sent to MCT units and/or CAD users.
BOL P
Be on the Lookout – Crimes Against Persons or Property
The BOL P command is used to input information that will be sent to MCT units and/or CAD users.

BOL V
Be on the Lookout – Vehicles
The BOL V command can be used to input information that will be sent to MCT units and/or CAD users.

BOL W
Be on the Lookout – Wanted / Missing Persons
The BOL W command can be used to input information that will be sent to MCT units and/or CAD users.

CAP uuuuuu
CAP uuuuu1,uuuuu2,uuuuu3
CAP uuuuuu disp
CAP uuuuu1,uuuuu2,uuuuu3 disp
Clear Unit, Available
This command changes the status of a unit (uuuuuu) or units (uuuuuu1,uuuuu2,uuuuu3) to “Unit Available” and clears the incident if the specified unit is the last unit assigned to the incident. Disposition (disp) can also be used when clearing the unit. The unit number, date, time and reason information are recorded in Work with Status/Disposition.

CCP iiiixx
CCP iiiix1,iiiix2,iiiix3
CCP iiiixx disp
CCP iiiix1,iiiix2,iiiix3 disp
Clear Call
This command clears a call (iiixx) or calls (iiiix1,iiiix2,iiiix3) and changes the status of all assigned units to “Unit Available.” This also creates a record in Work with Incidents containing the time the call is cleared and all other information for the call. Dispositions (disp) can also be used when clearing a call.

CDA iiiixx bbbb
Change Assigned Beat
If your agency is using Dispatcher Assignments, this command allows you to change the assigned beat (bbbb) of any call (iiixx) within the call queue.

CHS uuuuuu ssss
Change Current Status
The CHS command can be used to change the current station assignment for a unit. This command should be used with caution; it affects the run card recommendations and which stations are toned out when using the tone interface.
Once the command is executed, the Unit Assignments Maintenance window will show the change in the **Current Station** field.

If this command is run without a station (CHS uuuu), then the unit’s current station will revert to its assigned station.

**CHU uuuuu**
**CHU uuuuu1,uuuuu2,uuuuu3**

Change Unit
This command displays the Unit Assignments Maintenance window, where you can maintain information for the unit (uuuuuu) or units (uuuuu1,uuuuu2,uuuuu3) specified.

**CID dddd**
Change ID
This command allows you to change the **ID#** field in the CAD Control window so that you do not have to exit the Dispatch window.

**CIF iiiixx**
Clear Incident Flag
This command clears the incident flag in the call queue for a specific incident. The flags are: I = Incident Changed; N = Narrative Changed; C = Both Narrative and Incident Changed.

**CLA iiiixx ssss**
Clear All Units from a Station
The CLA (clear all assigned) command is used in conjunction with station dispatch. This command clears all assigned units from a station. For example, if a runcard is setup to allow station dispatch and that station is then assigned to an incident, the units that are assigned but not dispatched may be cleared by using the CLA command.

This command is most likely to be used by rural or volunteer agencies. If the dispatcher does not know which unit is going to respond first to an incident, the entire station may be assigned. When the first unit arrives, the dispatcher may assign that unit to the incident. The remaining units may be cleared from the incident using the CLA command.

**CLP iiiixx pppppppp st**
Enter/Change License Plate
This command records a license plate number (pppppppp) and a state (st) and checks the vehicle database for associated hazards.

**CLS ON clss**
**CLS OFF clss**
Turn Class On or Off
If your agency has purchased the *MapInfo Interface*, you can use this command to turn on or off any class (clss) of objects on the map. Classes are like transparent layers that can be placed on and pulled off the map. These classes hold objects that have a common bond. For example, one class would be all of the fire hydrants. To show all of the fire hydrants, turn that class on. To hide all of the fire hydrants, turn that class off. Other classes include incidents of each type, units by type and status, streets, and many other objects seen on the map.
CMT # 2 CD

Change Monitor Type
Where # represents the current status monitor number you would like to change (Status #1, Status #2, Status #3, or Status #4). The 2 represents the type you would like to change it to. CD represents the Combined Dispatch Code or Dispatcher Assignment to change the monitor to and is optional.

CNA uuuuuu

Case Number Assignment
The CNA command takes the information from a CAD incident and creates a “shell” of a case. This case can then be accessed via Work with Cases.

CP1 iiiixx ORI or ORI code
CP1 iiiixx ORI tttt P
CP1 iiiixx ORI tttt F
CP1 iiiixx ORI tttt E

Copy Incident
This command copies an existing call (iiiixx) in another ORI (ORI) or ORI code (ORI code). You can change the incident type by entering an incident type (tttt) and incident type group code (P, F, or E). All times from the original call are used in the new call.

CP2 iiiixx ORI or ORI code
CP2 iiiixx ORI tttt P
CP2 iiiixx ORI tttt F
CP2 iiiixx ORI tttt E

Copy Incident (updated time)
This command copies an existing call (iiiixx) in another ORI (ORI) or ORI code (ORI code). You can change the incident type by entering an incident type (tttt) and incident type group code (P, F, or E). Creation time of the original call is updated to reflect the time this command is used.

DOT
DOT dot#

Hazardous Materials Interface
If your agency has purchased Hazardous Materials Interface, you can use this command to access the Hazardous Materials database. If you enter a correct DOT number (dot#) or hazardous material name (hazmat), you will go directly to the specified record in Inquiry mode. If you do not specify a DOT number or hazardous material name (or if your entry does not match an existing record), the Hazardous Material Prompt appears where you can choose from existing records.

DSP uuuuuu iiiixx
DSP uuuuu1,uuuuu2,uuuuu3 iiiixx

Dispatch Unit to Incident
This command assigns a unit (uuuuuu) or units (uuuuu1,uuuuu2,uuuuu3) to an incident (iiiixx). This changes the unit status to “Dispatched.” If this is the first unit dispatched, the dispatch date and time are recorded for the incident.
Units are eligible for dispatch only if they have a status of “Available,” “Assigned,” “Moveup,” or any of the three statuses specified in the Additional Recommendation Statuses fields in CAD Jurisdiction Control.

**DS1** 
- **DS1** `uuuuuu`, `uuuuu1,uuuuu2,uuuuu3`  
- **DS1** `uuuuuu addr`  
- **DS1** `uuuuu1,uuuuu2,uuuuu3 addr`

**Depart Scene 1**  
This command changes the status of the specified unit (`uuuuuu`) or units (`uuuuu1,uuuuu2,uuuuu3`) to “Depart Scene 1.” Secondary location (`addr`) information is optional.

**DS2** `uuuuuu`  
- **DS2** `uuuuu1,uuuuu2,uuuuu3`

**Depart Scene 2**  
This command changes the status of the specified unit (`uuuuuu`) or units (`uuuuu1,uuuuu2,uuuuu3`) to “Depart Scene 2.”

**EDA Assignment Code**

**EDA**

**Enter Dispatch Assignment**  
This command, when entered with an assignment code after the EDA command, will display only incidents from this particular dispatch assignment code. Entering this command without an assignment code will display all the codes for that jurisdiction.

**ENR** `uuuuuu`  
- **ENR** `uuuuu1,uuuuu2,uuuuu3`

This command changes the status of the specified unit (`uuuuuu`) or units (`uuuuu1,uuuuu2,uuuuu3`) to “Enroute.”

**EQP**

**EQP eeee**  
- **EQP** `eeeee mmmmmm`

**Unit Equipment Inquiry**  
This command allows you to display a list of all units with a specific Equipment Type (`eeeee`). You can also specify a minimum measurement/quantity (`mmmmmm`) for the equipment.

**EVT** `eeeee iiiixxxx [text]`  
**EVT** `eeeee uuuu [text]`

**Event**  
Enables a time/date stamp to be added to an incident for a fire specific, user-defined activity and also adds a note to the radio log of a call, unit log, monitors and/or secondary location.
EXC uuuu1,uuuu2

Exchange Units
This command exchanges a unit which is available (uuuuu1) with a unit which is on a call (uuuuu2). It will place the available unit (uuuuu1) in the dispatch status.

EX2 uuuu1,uuuu2

Exchange Units
This command is very similar to the EXC command except the units that are exchanged are permanently switched in the file. This applies for the primary or secondary units.

GEO addr

GEO Validation
This command displays the GEO Prompt in inquiry mode for the address (addr) you specify. If there is incident information in the work area, you can enter this command without specifying an address.

HYD iiiixx

Display Hydrants
If your agency is using Fire Records, you can use this command to display Work with Hydrants, which lists fire hydrants located near the incident (iiiixx) location.

HZD iiiixx

Display Incident Alert Notifications
This command displays the Hazardous Warnings Detail window for a specific incident, which lists all checks performed at the time the incident (iiiixx) was created.

HZI

Display Hazards
This command will allow you to display hazards associated with an address, name, plate, or driver’s license number. This command allows access to this information without having to leave the Dispatch screen. An incident does not need to be displayed when this command is used.

IFD

IFD iiiixx

Display NCIC Requests
If your agency has purchased the State/NCIC Interface, you can use these commands to view responses from the state. IFD displays all new responses in the order received. If there are no new responses, IFD displays Work with State/NCIC Interface History.

If your agency has purchased the State/NCIC Interface and the CAD/NCIC Interface, IFD iiiixx displays all responses for the specified incident in the order received. If there are no responses for the specified incident, IFD iiiixx displays Work with State/NCIC Interface History with no entries listed.
Appendix C: Dispatch Entry Commands

IFS frmt
IFS frmt iiiixx
IFS frmt Uuuuu Text

Send NCIC Request
If your agency has purchased the State/NCIC Interface, you can use the IFS frmt command to display a request format (frmt) to send to the state.

If your agency has purchased the State/NCIC Interface and CAD/NCIC Interface, you can use the IFS frmt iiiixx command to display a request format (frmt) and log the incident number (iiiixx) in the State/NCIC Interface history file for the request and the response. When the state returns a request, unit number is automatically attached to the response in Work with NCIC History.

If a unit is sent with the request, the unit will be attached to the send request in Work with NCIC History. When the state returns the routing number the NWS software will automatically attach the unit number to the response in Work with NCIC History. Text (Text) can also be included with the command.

IFV frmt variables
IFV frmt variables iiiixx

Send NCIC Request
If your agency has purchased the State/NCIC Interface and CAD/NCIC Interface, you can use these commands to send requests to the state directly from the command line. Refer to your State/NCIC Interface and CAD/NCIC Interface documentation for more information.

INC iiiixx
Change Incident
This command displays an active incident (iiiixx) in the work area in Change mode. This command prevents other users from using the same command for the same incident until you clear the work area. If you do not want to change the incident, the INQ command is suggested.

IND iiiixx
Enter Dispatch Units
This command displays the Dispatch Units window, where you can dispatch Fire or EMS units for an incident (iiiixx) according to your Run Cards.

INQ iiiixx
Incident Inquiry
This command displays an active incident (iiiixx) in the work area in Inquiry mode.

INS uuuuuu
INS uuuuu1,uuuuu2,uuuuu3

In Station
This command changes the status of a unit (uuuuuu) or units (uuuuuu1,uuuuu2,uuuuu3) to “In Station,” indicating that the unit is currently in the station.
LNK iiiixx,iiiixx
LNK iiiixx,iiiixx text
LNK iiiixx,?

Link Incidents
This command is used to link incidents together. The link command is similar to the ADN command in that it allows you to add text to the narrative of multiple incidents. When using the command, a minimum of two incident numbers (iiiixx) are required. Unlike the ADN command, text is not mandatory. If using the command without text a message will be written to the narrative of each incident stating that they have been linked.

A call may be linked to a cleared incident by using the “?” after the first incident. This will display a window that enables you to select the cleared incident.

LOC addr;venue distance
Locate Address
If your agency has purchased the MapInfo Interface, you can use this command to zoom the map display on any location (addr) and venue (venue) at any given distance (distance). Venue must be separated from the location information by a semicolon. Distance is optional, and if none is specified, the default zoom distance in the CAD Interface Setup is used. Typically, the distance is some factor of a mile (e.g., 1.0, 5.0, .5, etc.). This command does not require the address to be associated with an incident or unit.

MDT
Send Message to MDT
If your agency has purchased the CAD/MDT Interface, you can use this command to access the Send MDT Message window in which you can enter a free-form message to be sent to an MDT unit or to an MDT group (if supported by your Message Switch).

MLG uuuuu
MLG uuuuu S/E/T mmmmm iiiixx
Unit Mileage
This command allows you to create a new mileage record for a unit, or change a unit’s existing mileage.

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>uuuuu</td>
<td>Unit ID code</td>
</tr>
</tbody>
</table>
| S/E/T      | S = Starting Mileage  
            | E = Ending Mileage  
            | T = Total Mileage |
| mmmmm      | Mileage amount |
| iiiixx     | Incident number |

If you enter this command with just a unit number (MLG uuuuu), the Work with Mileage window will appear for that unit. If you use this command with all of the parameters, a mileage record will be automatically created for the unit.
Appendix C: Dispatch Entry Commands

MOV uuuuuu iiiixx ssss

Move-up
This command updates station (ssss) information for a unit (uuuuuu) for the time the specified incident (iiiixx) is active. The unit’s status changes to “Moveup,” and the Current Station in Unit Assignments Maintenance reflects the station specified. Typically, this is used when a fire unit moves to another station to cover for units from that station that are busy with a call.

NAM iiiixx last,first,middle

Add a Name to Narrative
This command adds a name (last,first,middle) to incident (iiiixx) narrative without going through narrative processing. This command also displays Global Name Inquiry, positioned to the entry most closely matching the name you add. This allows you to view existing information for the individual.

NAR iiiixx

Narrative Window
This command displays a narrative entry window for an incident (iiiixx). This allows you to enter narrative without leaving the Dispatch window. This is different from the NRW command in that it enables you to enter an unlimited amount of text. The text can also be modified at a later time.

NOT
NOT tttt text

Note Pad
The NOT command displays Work with Note Pads, where you can add, change, or delete Note Pad records (similar to electronic Post-it® notes). You can also specify a type (tttt) and text (text) to create a Note Pad record without leaving the Dispatch window. When the NOT command is executed with a type (NOT tttt), the Work with Note Pads window will appear reset to that type.

NRW iiiixx

Display Narrative Window
This command displays a narrative entry window for an incident (iiiixx) over the bottom portion of the dispatch window. This allows you to enter narrative without leaving the Dispatch window. The narrative is time stamped; it cannot be changed at a later date.

OFS uuuuuu
OFS uuuuu1,uuuuu2,uuuuu3

Unit Off Shift
This command changes the status of a unit (uuuuuu) or units (uuuuuu1,uuuuu2,uuuuu3) to “Off Shift.” Units with this status do not appear on Unit Status Monitors. You can only use this command for units with statuses of “Available,” “Report Writing,” or “Out of Service.”

OND

The OND command is used to display a list of personnel and their current statuses. The current status consists of being logged on a terminal/PC or in a unit (indicating whether or not the unit is a MDT unit). The individual may then have a message sent to them.

This command requires that each user on the system have a unique AS/400 user profile.
If the recipient of the message is using a MDT unit then the message will be sent to the unit. If they are logged on to a terminal/PC then an AS/400 message will be sent. If they are not on a MDT unit or on a terminal then an email message will be sent. The default email address is set up in the employee’s personnel file.

To use the OND command, it must be added to the Work with Commands/Function Keys window. The User Profile field is mandatory and must be populated with the employee’s user profile or the employee may not show up on the Work with Personnel Status window.

ONS uuuuuu
ONS uuuuu1,uuuuu2,uuuuu3
OFS uuuuuu bbbb
OFS uuuuu1,uuuuu2,uuuuu3 bbbb

Unit On Shift
This command displays the Unit Assignments Maintenance window for the unit (uuuuuu) specified, where you can press <Enter> to change the status of the unit to “On Shift.” Unit Assignments Maintenance allows you to update the personnel, assigned beat, assigned station, and other unit information before actually changing the status of the unit. If you specify a beat (bbbb) code, the assigned beat for the unit is updated and the Unit Assignments Maintenance window does not appear.

PAC iiiixx
Assign Incident for PACE Operators
If your agency has purchased the PACE optional Module, you can use this command to create a PACE record from an incident (iiiixx) for use by the PACE operators.

PAG
This command displays the Send Page window (PG0100).

PAN n
PAN e
PAN s
PAN w
Move Center of Map
If your agency has purchased the MapInfo Interface, you can use this command to pan the Mapping display by half a window in any of the four cardinal directions (n for north, e for east, s for south, or w for west).

PLT pppppppp tttt
Plate Information
This command searches the vehicle database according to the plate number (pppppppp) and vehicle type (tttt) you specify and displays the Vehicle Inquiry window, where you can access additional vehicle information.

PRC iiiixx uuuuuu
The PRC command can be used to send a snapshot of information to the unit’s station on a rip and run. The command sends a transmission to the unit’s station in the “cleared” format. The iiiixx in this example represents the incident number and the uuuu the unit number.
PRT iiiixx printerid

Send Incident Information to MDT Printer
If your agency has purchased the MDT Interface, you can use this command to send incident (iiiixx) information to a printer (printerid) attached to an MDT at a law enforcement, fire or EMS station. This command is primarily used to send information pertaining to a call to fire and EMS stations before units leave the station.

QCE
QCE tttt;location
QCE uuuuuu tttt pppppppp st;location;description

Quick Call Entry
These commands create Quick Calls, which are typically used to track units on traffic stops, motorist assistance calls, court appearances, and other stops that do not require Incident Reports. They are numbered differently than regular calls, and are listed in Work with Quick Calls when cleared rather than in Work with Incidents.

When Quick Calls are entered, GEO validation may occur depending on the Validate Address entry in CAD Jurisdiction Control for your home ORI. All Quick Calls must be GEO validated before the call can be cleared.

The QCE command, entered by itself, displays the QCE/RCE Prompt window. This window contains data fields for Unit, Incident Type, Location, License Plate, License Plate State, and Description. The only mandatory fields are Incident Type and Location.

You can create Quick Calls directly from the command line without using the QCE/RCE Prompt window. This method requires exact formatting but can be very efficient when mastered. If formatting errors occur, the QCE/RCE Prompt window appears.

The following information can be entered on the command line:

<table>
<thead>
<tr>
<th>Information</th>
<th>Mandatory</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit (uuuuuu)</td>
<td>No</td>
<td>If you do not include a unit number, remember to use two Different Command Separators between the QCE command and the Incident Type code. If you enter an invalid unit number, the call drops into the Call Queue, but no unit is attached to the call.</td>
</tr>
<tr>
<td>Incident Type (tttt)</td>
<td>Yes</td>
<td>Each Incident Type code is associated with an Incident Type Group code—P (police), F (fire), or E (EMS). The Incident Type Group code is defaulted with the Agency Type code in Jurisdiction Control for your home ORI.</td>
</tr>
<tr>
<td>Location (location)</td>
<td>Yes</td>
<td>Location information must be preceded by a semicolon (;) character. Street Address, Cross Street, and Common Name Location Types can be used, but they must be formatted as discussed in the Incident Location section of the CAD User’s Guide.</td>
</tr>
<tr>
<td>License Plate State (st)</td>
<td>No</td>
<td>If your agency has purchased the State/NCIC and CAD/NCIC Interfaces, you can use this field in conjunction with the License Plate field to send NCIC requests to the state. This also depends on entries in the Incident Type record and setup of the Interfaces.</td>
</tr>
</tbody>
</table>
Information | Mandatory | Comments
--- | --- | ---
If no state is entered, the default state (typically your home state) in CAD Jurisdiction Control for the responding ORI is used.

License Plate (pppppppp) | No | If your agency has purchased the State/NCIC and CAD/NCIC Interfaces, you can use this field in conjunction with the License field to send NCIC requests to the state. This also depends on entries in the Incident Type record and setup of the Interfaces.

Description (description) | No | Descriptions must be preceded by a semicolon (;) character. This information can be found in the Nature of Call field after the call is cleared.

The responding ORI for a Quick Call is determined by the following:
1. The ORI of the assigned unit (if a unit has been assigned).
2. The ORI of the incident location (if it has been GEO validated).
3. Your home ORI.

**QCR iiiixx**
Change Quick Call to Regular Call
This command changes a Quick Call to a regular incident. In addition to the regular call being created, the original quick call is retained in the **Work with Quick Calls** window.

**QENT**
Quick Entry
This command is used to create a new incident and pull it back up so that changes/additions may be made to it. This command is the equivalent of creating an incident and then pulling it back up via the INC command.

**RCE**

RCE _tttt_:location
RCE _uuuuuu_ _tttt_ _st_ _pppppppp_:location;description

Rapid Call Entry
These commands create Rapid Calls, which function nearly the same as Quick Calls. The formatting of Rapid Calls is exactly the same as that for Quick Calls. The difference between the two is the number assigned to each and the location of the call information after the call is cleared. Rapid Calls are numbered using the standard incident counter, and are listed in Work with Cleared Calls and Work with Incidents when cleared.

For more information on Rapid Calls, see the section titled About Quick Calls and Rapid Calls in the CAD System Administrator’s Guide.
Appendix C: Dispatch Entry Commands

RCF
RCF name
RCF name type

Card File
Use this command to access the New World Systems Card File. If a name is entered (RCF name), the Card File will be positioned to that name. If a name and type are entered (RCF name type), the Card File will be positioned to the name within the specified type.

RCMD
Recommend Unit
This command must be setup as a function key. It is used to access the Fire/EMS Recommendations window. Before using this command, a call must be active in the Dispatch Entry window. The codes used to dispatch, place on standby, etc, are set-up on an individual basis and will therefore vary by customer.

RCS shift
RCS shift unit
RCS ?

Roll Call
This command is used to access the Work with Roll Call window. Work with Roll Call allows you to set up units for a specific shift, on/off shift the units, and activate/deactivate the units.

RES uuuuuu

Resend Dispatch Information to Mobile Unit
This command resends the dispatch information to mobile units. The unit must be on a call; the call they are on is the one that will be resent. The command can be used with multiple units (each unit will be sent a dispatch command). This command is most useful when using field reporting, as it requires a “Dispatch message” to create a case report.

RIP liiixx ssss

Print Rip and Run
This command reprints the rip and run for a specific unit for a specific station.

ROA
ROA uuuuuu

Roll Additional Unit Column
This command rolls the additional unit column (units with an Additional Recommendation Status as specified in CAD Jurisdiction Control) in a type 4 unit status monitor down one page or to the bottom of the page, or it positions the column with the unit (uuuuuu) you specify at the top.
ROI
ROI uuuuu

Roll Incident Column
This command rolls incident information in status monitors down one page or to the bottom of the page, or it positions the list to the incident associated with the unit (uuuuuu) you specify at the top.

ROL
ROL uuuuu

Roll Monitors (all columns)
This command rolls all columns in unit status monitors down one page (if all information does not fit in a column) or to the bottom of the page, or it positions the list with the unit (uuuuuu) you specify at the top.

ROM
ROM T

Roll Message
The roll command enables the message monitor to roll down one page at a time. Adding a space and a “T” at the end of the command will cause it to reposition to the top of the messages.

ROQ

Roll Call Queue
This command rolls the call queue monitor down one page.

ROT iiiixx tttt

Wrecker Rotation
If your agency has purchased Wrecker/Ambulance Rotation, you can use this command to display a list of companies with wreckers of the type (tttt) you specify, assigned to the wrecker district associated with the location of the incident (iiiixx). If no type is entered, the default wrecker type in CAD Jurisdiction Control for the responding ORI is used.

ROU
ROU uuuuuu

Roll Units
This command rolls the unit column in unit status monitors down one page (if all information does not fit in a column) or to the bottom of the page, or it positions the list with the unit (uuuuuu) you specify at the top.

RRC uuuuuu iiiixx

Reroute Unit, Clear Incident
This command takes a unit (uuuuuu) off its current call and dispatches it to a different incident (iiiixx). The original incident is cleared, and a line of narrative for the original incident notes the unit number and time rerouted. Any other units assigned to the original incident receive “Unit Available” status.
Appendix C: Dispatch Entry Commands

RRN uuuuu uiiixx
Reroute Unit, Incident Not Cleared
This command takes a unit (uuuuu) off its current call and dispatches it to the incident (iiixx) specified. The first incident is not cleared and is reprioritized in the call queue if no other unit is assigned to it. This command also writes a line of narrative to the first incident indicating the unit number and time rerouted.

SBY uuuuu uiiixx
SBY uuuuu1,uuuuu2,uuuuu3 uiiixx
Standby
This command changes the status of a unit (uuuuu) or units (uuuuu1,uuuuu2,uuuuu3) to “Standby” for an incident (iiixx). This status is typically used to indicate that a unit is in station and can go to the incident if necessary.

SHD
Schedule
Use this command to pull up the Work with Scheduled Calls window. This window allows a dispatcher to schedule a call for a future date or time. The dispatcher has the option to automatically create a call when the scheduled date/time occurs or to send a message until the schedule is checked and the event record disposed of. This command is useful for scheduling events such as funeral escorts, animal complaints, abandoned autos, etc.

SHM
Scheduled Messages
The SHM command accesses the Work with Scheduled Messages window and displays all scheduled CAD messages.

SKL xxxx
The SKL command can be used to display all personnel who match the desired keyword and are on-shift. In order for the employee to display, two things must be set up in the Personnel Maintenance window. The employee must be in an active status in the Status field and the particular course needs to be assigned to the employee. This is accomplished by using the <F7> key on the Personnel Maintenance window and adding the desired skill. These skills are set up in table 400 and are assigned to the individual courses.

The xxxx following the command represents a skill code.

SND ORI text
SND userid text
SND abbreviatedori text
Send Dispatch Entry Messages
This command allows you to send messages (text) to other CAD users. You can send a message to all users of a jurisdiction (determined by the user’s ORI setting in CAD Control) by specifying the entire ORI (ORI) or by specifying the abbreviated ORI code (abbreviatedori). You can also send a message to a specific user by specifying a valid user ID (userid).
SRI tttt P
SRI tttt F
SRI tttt E

Special Response Information
This command displays Incident Type Inquiry for the specified incident type (tttt) and incident type group (P, F, or E). You can also access any existing special response narrative for the incident type.

SRN iiiixx

Display Special Run Card Narrative
This command displays the narrative attached to a run card. The run card must be attached to an incident (iiiixx) for this to occur.

STK uuuuuu

Stack Units
This command will access the Work with Stacked Calls window. If your agency has the Work With Stack field set to “Y” in System Tuning, then this command will allow a unit’s calls to be removed from the stack, placed in arrive status, moved to the top, and put on/off hold. If the flag is set to “N,” then the available options are remove, add, and dispatch.

TDD text

TDD Communications
If your agency has purchased the TDD Interface optional module, you can use this command to send text to a TDD from dispatch.

TIM uuuuuu #
TIM uuuuu1,uuuuu2,uuuuu3 #

Update a Unit's Check-In Time
This command resets the check-in time (which triggers reverse imaging on status monitors) for a unit (uuuuuu) or units (uuuuuu1,uuuuu2,uuuuu3) to any number of minutes from 01 through 998 (#) from the current time. Use 999 to shut off the timer for a unit.

Unit check-in times, based on unit status and incident priority, are set up in CAD Jurisdiction Control. This command temporarily resets the timer for the unit you specify. When this time expires (or when the unit is reassigned), CAD reverts to the settings in Jurisdiction Control.

TON

Tone Command
If your agency has purchased the Tone Encoder Interface, you can use this command to send the corresponding tone code that is in the alternate field of the tone table to the Tone Encoder.
Appendix C: Dispatch Entry Commands

UAP uuuuu
UAP uuuuu1,uuuuu2,uuuuu3
UAP uuuuu disp
UAP uuuuu1,uuuuu2,uuuuu3 disp

Unit Available
This command changes the status of a unit (uuuuuu) or units (uuuuu1,uuuuu2,uuuuu3) to “Unit Available.” Disposition (disp) is optional, and can be used to indicate why the unit was taken off an incident. If the unit is assigned to an incident, the incident is not cleared. The original dispatch time is retained. This command also writes a line of narrative to the incident indicating the unit number and time rerouted. The unit and the officer(s) assigned to the unit are removed from the incident record. This command must be used to remove a unit from “Out of Service-Admin” status.

UBP uuuuu
UBP uuuuu1,uuuuu2,uuuuu3
UBP uuuuu addr
UBP uuuuu1,uuuuu2,uuuuu3 addr

Admin. Out of Service
This command changes the status of a unit (uuuuuu) or units (uuuuu1,uuuuu2,uuuuu3) to “Admin. Out of Service.” This is used for court appearances, lunches, and other duties for which the unit can be called away from if necessary. A secondary location (addr) can also be specified. Use the Unit Available command to clear a unit from this status.

UCP uuuuu
UCP uuuuu1,uuuuu2,uuuuu3
UCP uuuuu disp
UCP uuuuu1,uuuuu2,uuuuu3 disp

Unit Check-In
This command checks in a unit (uuuuuu) or units (uuuuu1,uuuuu2,uuuuu3), but does not change the unit’s status. This redisplays the unit number in standard (non-reverse) image on status monitors. A disposition (disp) can also be entered with this command.

UOP uuuuu
UOP uuuuu1,uuuuu2,uuuuu3
UOP uuuuu addr
UOP uuuuu1,uuuuu2,uuuuu3 addr

Repair Out of Service
This command changes the status of a unit (uuuuuu) or units (uuuuu1,uuuuu2,uuuuu3) to “Repair Out of Service,” which is used for automotive repairs and other duties that a unit cannot be called away from. A location (addr) can also be specified for the unit. Use the Unit Available or Clear Unit command to clear a unit from this status.

UNT uuuuu1,uuuuu2… Notes

Unit Notes
This command is used to attach a note to a unit’s log. Multiple units can have the same notes attached to their log. A note can be added to a unit in any status including Off-shift.
URA puuuuu
URA puuuuu,suuuuu

Unit Reassignment
This command reassigns the primary unit (puuuuu) and secondary unit (suuuuu) for a call. The first unit assigned to a call is the primary unit. If you want to specify another unit assigned to a call as the primary unit, use URA puuuuu where puuuuu is the unit that will become the primary unit (the previous primary unit then becomes the secondary unit). If you want to assign the primary and secondary units, use URA puuuuu,suuuuu where puuuuu is unit that will become the primary unit and suuuuu is the unit that will become the secondary unit.

URI
URI uuuuuu
URI iiiixx

Unit/Radio Log Inquiry
This command allows you to view activity for a unit or an incident. If you enter URI with no parameters, CAD displays the Unit/Radio Log Inquiry selection window. You can also enter parameters to access the Unit Log for a particular unit (uuuuuu) or the Radio Log for a particular incident (iiixx).

URP uuuuuu
URP uuuuuu addr
URP uuuuu1,uuuu2,uuuu3
URP uuuuu1,uuuu2,uuuu3 addr

Report Writing
This command changes the status of a unit (uuuuuu) or units (uuuuuu1,uuuuu2,uuuuu3) to “Report Writing,” which is used to indicate that a unit is writing reports or performing other duties that can be interrupted. A location (addr) can also be specified for the unit. Use the Unit Available or At Scene Available command to clear a unit from this status.

USP uuuuuu
USP uuuuu1,uuuuu2,uuuuu3 addr

Unit at Secondary Location
This command updates the secondary location (addr) information for a unit (uuuuuu). This information can be in any format but cannot be more than 60 characters. This command also updates a unit’s next check-in time and does not change the unit’s status.

WCC iiiixx

Caller/Complainant Maintenance
This command displays Work with Names for the specified incident (iiiixx), where you can maintain records of names associated with the incident.
Appendix C: Dispatch Entry Commands

ZOM iiiixx
ZOM iiiixx, dist

Center Map
If your agency has purchased the MapInfo Interface, you can use this command to zoom the map display on any incident (iiiixx) at any specified distance (dist). If no incident is specified, the display is centered around the center of the map. Distance is optional, and if none is specified, the default zoom distance in the CAD/Mapping Interface setup file is used.

Other Functions
This table lists some of the other functions that can be performed:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A400</td>
<td>Run/Call an AS400 Command</td>
</tr>
<tr>
<td>CALL</td>
<td>Go to Cleared Call file</td>
</tr>
<tr>
<td>clrc</td>
<td>Clear Command Line</td>
</tr>
<tr>
<td>clrs</td>
<td>Clear Window</td>
</tr>
<tr>
<td>ctrl</td>
<td>Go to CAD Control Window</td>
</tr>
<tr>
<td>exit</td>
<td>Exit CAD</td>
</tr>
<tr>
<td>e911</td>
<td>Go to the E911 Call Window</td>
</tr>
<tr>
<td>help</td>
<td>HELP</td>
</tr>
<tr>
<td>nxtc</td>
<td>Bring next incident to dispatch work area in Change Mode</td>
</tr>
<tr>
<td>nxti</td>
<td>Bring next incident to dispatch work area in Inquiry/View Mode</td>
</tr>
<tr>
<td>ofhd</td>
<td>Take call off hold</td>
</tr>
<tr>
<td>onhd</td>
<td>Place call on hold</td>
</tr>
<tr>
<td>prgm</td>
<td>Run/Call an external program</td>
</tr>
<tr>
<td>prmt</td>
<td>Field Prompting</td>
</tr>
<tr>
<td>quik</td>
<td>Go to Cleared Quick Call File</td>
</tr>
<tr>
<td>rcmd</td>
<td>Unit Recommendations</td>
</tr>
<tr>
<td>rtvc</td>
<td>Retrieve Previous Command</td>
</tr>
<tr>
<td>Stat</td>
<td>Got to Extended Unit Status Display</td>
</tr>
<tr>
<td>togd</td>
<td>Toggle Dispatch Call Queue to display other views</td>
</tr>
<tr>
<td>togm</td>
<td>Toggle Monitor Call Queue to display other views</td>
</tr>
</tbody>
</table>

FUNCTION KEYS

The table below lists the function keys and their purposes, as they are setup when CAD is originally installed. These keys can be custom programmed and therefore may not match what is setup in your system.

<table>
<thead>
<tr>
<th>Function Key</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1</td>
<td>Help Text. Position your cursor in any given field and press this key to display information pertaining to that field’s purpose and usage.</td>
</tr>
<tr>
<td>F2</td>
<td>Global Name Search. Use this key to access the Global Name Search screen and view jacket information. You cannot, however, create a jacket via this function.</td>
</tr>
<tr>
<td>F3</td>
<td>Exit</td>
</tr>
<tr>
<td>-----</td>
<td>---------------------------</td>
</tr>
<tr>
<td>F4</td>
<td>Prompt</td>
</tr>
<tr>
<td>F5</td>
<td>Clears the Call Screen; refreshes most other screens; returns the cursor to the home position.</td>
</tr>
<tr>
<td>F6</td>
<td>Toggle Call Queue</td>
</tr>
<tr>
<td>F7</td>
<td>Displays incident Hazards; brings the incident up on the screen.</td>
</tr>
<tr>
<td>F8</td>
<td>Extended Unit Status Display</td>
</tr>
<tr>
<td>F9</td>
<td>Displays Next Undispatched Incident</td>
</tr>
<tr>
<td>F10</td>
<td>Unit Recommendation For Fire Run Cards</td>
</tr>
<tr>
<td>F11</td>
<td>Cleared Incident File. Use this function key if you need to dispatch a unit to an incident that has already been cleared. It also allows you to view Dispatch and Unit times for previous incidents and add supplemental narratives.</td>
</tr>
<tr>
<td>F12</td>
<td>E911 Call Display. When an E911 call comes in, simply press &lt;F12&gt; to bring the call information up on the screen. If there is more than one E911 call that has not been worked with, you will see a yellow square containing the letter “E” at the top of the page.</td>
</tr>
<tr>
<td>F13</td>
<td>Places Call On Hold. Once a call has been placed on hold, a yellow square containing the letter “H” will appear at the top of the page.</td>
</tr>
<tr>
<td>F14</td>
<td>Takes Call Off Hold. If there is only one call on hold, the call information will appear in the dispatch entry area. If there is more than one call on hold, you will be taken to the Work with Calls On Hold screen.</td>
</tr>
<tr>
<td>F15</td>
<td>CAD Control Screen. This screen allows you to change the type of monitor that you are using, the shift that you are working, and the ID# of the person using the workstation.</td>
</tr>
<tr>
<td>F16</td>
<td>This key takes you to the Work With Cleared Quick Calls window. From this window, you can perform maintenance on cleared Quick Calls and create Regular Calls from cleared Quick Calls.</td>
</tr>
<tr>
<td>F17</td>
<td>Clears Command Line</td>
</tr>
<tr>
<td>F18</td>
<td>Retrieves Previous Commands</td>
</tr>
<tr>
<td>F19</td>
<td>Work With House Watches. From here you can create and perform maintenance on House Watches.</td>
</tr>
<tr>
<td>F20</td>
<td>Arrive Unit at Scene. Once you have an incident up on the screen in either inquiry or change mode, type the unit# on the command line and press &lt;F22&gt;. Or you can simply type unit#_incident# and press &lt;F22&gt;.</td>
</tr>
<tr>
<td>F21</td>
<td>Same as F9 but in Inquiry.</td>
</tr>
<tr>
<td>F22</td>
<td>Dispatches a Unit. Once you have the incident up in inquiry or change mode, type the unit# on the command line and press &lt;F22&gt;. Or you can simply type unit#_incident# and then press &lt;F22&gt;.</td>
</tr>
<tr>
<td>F23</td>
<td>Use With Fire Run Card</td>
</tr>
<tr>
<td>F24</td>
<td>Narrative Window. To access the narrative window you can either type the incident # and press &lt;F24&gt; or you can have the incident up on the screen in inquiry or change mode and then press &lt;F24&gt;.</td>
</tr>
</tbody>
</table>
Parameters needed for external program calls:

**NOTE:** For the following, the lower case letter "b" represents one keyboard space.

### Work with Command/Function Keys
- **Program:** CD2004
  - **Parameter:** 'b'

### Work with EMS Run Cards
- **Program:** CC0200CL
  - **Parameter:** 'bbbbEbbbbCC0200'

### Work with Fire Run Cards
- **Program:** CC0200
  - **Parameter:** 'bbbbF'

### Work with House Watches
- **Program:** CD0630
  - **Parameter:** 'b'

### Work with Incident
- **Program:** PL0050
  - **Parameter:** 'PLINCD'

### Incident Inquiry
- **Program:** PL0050
  - **Parameter:** 'PLINCDbb#'

### Work with Quick Calls
- **Program:** CD2510CL
  - **Parameter:** 'PL0050'b'PLQUIK'
Quick Call Inquiry
Program: CD2510CL
Parameter: 'PL0050'b'PLQUIKbb#'

CAD Reset
Program: CD1420
Parameter: 'N'

Names Inquiry
Program: PL0052
Parameter: 'bbbbbbbbbbbbbb#' 

Work with Want & Warrants
Program: WW0100
Parameter: 'b'

Public Safety Inquiry Menu
Program: PS0007
Parameter: (none)
APPENDIX E
TROUBLESHOOTING

"The call taker's screen is 'locked up' and I can't type anything after trying to create a call. Why does this happen?"

If it is a regular call, another user might be in Change Mode for the responding ORI of the Jurisdiction Control File. If this is the case, the call-taker will not be able to retrieve the next incident number because that record will be locked by the other user.

The same problem can occur with Quick Calls. In this case, however, the CAD Jurisdiction Control File is locked.

* * *

"Why do I get error messages like 'Not Authorized to Command CRTJOBD' or 'Error found on CRTJOBD Command' when I try to create subsystems for various interfaces."

Authority conflict. Sign on as QSECOFR or as a user with QSECOFR authority and try again.

* * *
APPENDIX F

RIP AND RUNS

TYPES OF RIP AND RUNS

The three types of rip and runs supported are: network printer, email, and remote station printer. Remote stations are connected via dial-up communications. Because of the inherent slowness of dial-up, we do not recommend using the remote station printer (think of a dial-up Internet connection compared to a cable modem or DSL connection), nor are they being installed or enhanced anymore.

A network printer in station has an extremely fast response time and is the preferred method for delivering rip and runs. A station can be configured so that as soon as a dispatcher creates a call, a rip and run begins printing at the station. This occurs almost immediately after the dispatcher presses enter and before the tones arrive. The result is that as the first sound emanates from the printer, the firefighters begin preparing for a run.

The email version is a little slower but has its advantages as well. The email can be set up to automatically print just like the network printer, but it also stores a copy in the email folder. If someone else wanted to see what runs were going on, they could look in the email folder. Also, using your email application, a sound file can be set up so that when the rip and run email comes in it can also act as a tone. Much of this functionality is a part of Microsoft Outlook and can be set for messages with the particular Subject line that we send for rip and runs. The delivery time is based on the agency’s Internet Service Provider’s speed.

DELIVERY METHODS

There are a few ways rip and run can be set up for delivery. These are regardless of the delivery method (network, email, or remote station printer).

1. Upon the creation of a call to the station that is responsible for that address. Separate delivery for EMS and Fire can be specified.

2. A rip and run is always sent out for the first unit within a station that is responding; however it can also send out a report for all units that are responding. This means if you are dispatching 3 units at one station you can get one report or have three reports generated (one for each unit).

3. Upon the clearing of the call a final report can be sent.

In each of these methods the rip and runs are automatically sent to the station. No additional steps are necessary by the dispatcher/call taker.

The reports are directed to a particular station based upon the station associated with the address in the GEO file (upon creation), or the assigned station of the unit (within unit maintenance).

RIP COMMAND

Rip and runs can be manually sent to a station by executing the RIP command in CAD Dispatch.
EMAILING RIP AND RUNS

Emailing rip and runs requires set up on both the iSeries and email application. If the user’s PC has something different than Microsoft Outlook, they can be set up but will require a little bit of research to determine how.

iSeries

From the CAD System Administrator Menu, select Option 15, Work with Stations. The Work with Stations window displays. Each station that will be using email for rip and runs will need to be set up. Type a “22” in the Opt field associated with the station and press <Enter>. When the conversion to 8.0 was run, either the Network OUTQ or Phone Number field was automatically populated. Up to three Email addresses may be entered. A Phone #, Network OUTQ, or Email address must be entered. If the rip and run is to be sent via email, populate the Email Address field; otherwise leave it as is. The program searches all the fields and sends transmissions for any and all that are populated. Make your entries and press <Enter>.

![Figure 302: The Station Maintenance window.](image)

The Work with Stations window will reappear. Type a “2” in the Opt field associated with the station you are working with and press <Enter>. The Change Entry window displays. In the Alternate field, enter an asterisk in the first position followed by the entry in the Code field.

![Figure 303: The Change Entry window.](image)

NOTE: In order for this to work, your iSeries must be setup as an email server. This functionality has been available since the 7.0.5 PTF. If your server is not set up to do this, please refer to Appendix G of the Advanced Master Files manual.

Email

The setup for your email application will vary. Because of all the different types of email applications and versions, it is not possible to display instructions for all of them in this guide. The example that follows is for Microsoft Outlook 2003 SP2.

1. Go to the rules wizard by clicking Tools > Rules and Alerts.
2. Click New Rule.
3. Select “Start from a blank rule.”
4. Default highlight will then be on “check messages when they arrive.”
5. Click Next.
6. In the Step 1 frame, check the box next to “with specific words in the subject.”
7. In the Step 2 frame, go down to rule description and click “specific words” (this should be a hyperlink).
8. The Search Text window displays. In the Specific words or phrases to search for in the subject type “Automatic R&R Notification” and click Add. This will then display as an entry in the Search List frame. Click OK.
9. The Rules Wizard window will reappear. Click Next.
10. Scroll down in the top portion until you see “print it” and check it.
11. If you want a sound to play when the email is received, check “play a sound” in the top frame. This will result in an entry appearing in the Step 2 frame. Click the “a sound” hyperlink and select the sound you would like to play.
12. Click Next twice (skipping exceptions page).
13. Click Finish.

See below for an example of what an emailed rip and run looks like:

<table>
<thead>
<tr>
<th>Incident Number : 2008-00000093</th>
<th>ORI: AEGISFD</th>
<th>Station: NEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Type : GRAS F Grass Fire</td>
<td>Priority: 1</td>
<td></td>
</tr>
<tr>
<td>Incident Location: 100 DAVE DR</td>
<td>Venue:</td>
<td></td>
</tr>
<tr>
<td>Located Between : MAIN ST/1ST</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Common Name. . . : TEST #1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Time - 16:40:58</td>
<td>Date - 02/04/2008</td>
<td></td>
</tr>
<tr>
<td>Dispatch - 16:40:59</td>
<td>En-route- 12:26:50</td>
<td></td>
</tr>
<tr>
<td>Call 2 - 12:27:15</td>
<td>Depart 2- 12:27:20</td>
<td></td>
</tr>
<tr>
<td>Arrive 2 - 12:27:15</td>
<td>In-statn- 12:27:28</td>
<td></td>
</tr>
<tr>
<td>Area: 1 Section : 1 Beat . : A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grid: 1 Quadrant: Q3 District: NEMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone Number: (248) 555-2333</td>
<td>Call Source: TEL</td>
<td></td>
</tr>
<tr>
<td>Caller. . . : DAVID J DELONIS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Complainant : MICHAEL PERNA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Units sent : AEGISFD B1A AEGISFD B1B</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nature of Call : NOC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional Info ADDTNL LINE 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Geo Narrative geo doc</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Testing the geo document narrative line 1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>This is line 2 of the geo doc narr.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address Checks</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Fire Pre-Plan: Contact-PERNA,MICHAEL,, Phone: (000) 000-0000 *# CHEMICAL HAZARD #*
Factors : Knox Box  Next Door  test  c  type
Knox Box  Next Door  testing  the  g  desc
House Watch  :  Suspected  Dope  Den
Next  of  Kin  —  MIKE PERNA  —  THIS  IS  A  FREE  FORM  FIELD  FOR  NOK NAME321
111  DAVE  DR  FREE  FORM  ADDRESS  FIELD  FOR  NOK21  Phone:  (248) 555-1212
Emergency Contact-  BRYAN ZECK  —  THIS  IS  A  FREE  FORM  FIELD  A B C D E F321
111  DAVE  DR  FREE  FORM  STUFF  GOES  HERE  321  Phone:  (734) 555-1212
Special Medical Conditions  —  DIABETIC
Special Hazardous Materials  —  PIT BULL BREEDER
Building-GEO : Residential Building
Const. Type . :  wooden building
Use . . . . . :  Resident/Home business
Water Source :  hydrant
Water Source :  second house
Hazards . . . :  Dogs
Route . . . :  THIS IS THE ROUTE 21
Restrictions:  RESTRICTIONS LINE321
Landmarks . . :  LANDMARKS LINE X 321
# Floors . . . :  FLOORS LINE X X X321
Water Shutoff :  SHUTOFF LINE X X 321
Business Info :  THIS IS THE BUSINESS INFORMATION LINE X X X X X X X X X X321
Property Info :  THIS IS THE PROPERTY INFORMATION LINE X X X X X X X X X X321
Key Info . . :  THIS IS LABELED THE KEY INFORMATION LINE X X X X X X X X X X321
Resident Name - DELONIS,DAVID,J,,
Want/Warrant: 0000000104  Issuing ORI: AEGISPD  Desc: RECKLESS DRIVING
Gun Registration: 0000000010  Type: Concealed  Status: CCH OK
The Call Taker is LUBOWICKI JUDY
The Dispatcher is LUBOWICKI JUDY

**NETWORK PRINTER**

To set up a printer to receive rip and runs over the network, the output queue name must be entered (left-justified) into the Alternate field of the station (table 3006).

From the CAD System Administrator Menu, select Option 15. Work with Stations. The Work with Stations window displays. Each station that will be receiving rip and runs via the network will need to be set up. Type a “2” in the Opt field associated with the station you are working with and press <Enter>. The Change Entry window displays. In the Alternate field, enter the output queue name (left-justified) in the Alternate field.

```
Aegis Computer Aided Dispatch System Administrator’s Guide

Figure 304: The Change Entry window.
```

Page 280
HAZARDS

The following hazards are included in rip and run transmissions:

**Address Hazards:**
- GEO Narratives
- Fire Pre-Plans
- House Watches
- Building/GEO
- Fire Hydrants

**Jacket Hazards at Incident Address:**
- Want/Warrants
- Known Offenders
- Case Suspects
- Gun Registrations
- Gun Permits
- Career Criminals
APPENDIX G

CAD COMMAND FOR RUNNING PC PROGRAMS

CAD commands can be added so that PC based programs such as Word or Excel can be accessed directly.

From the CAD System Administrator Menu, select Option 7. Work with CAD Commands. In the resulting window, press <F6>. The Command Maintenance window CD2010S1 displays. The Name and Description can be whatever you want. The Function field, however, must be populated with “PRGM”. Press <Enter>.

![Figure 305: The Command Maintenance window CD2010S1.](image)

Window CD2010S3 displays. In the Program field, enter “CD2690CL”. The Parameter needs to contain the path and program that is to be executed surrounded by single quotes.

![Figure 306: The Command Maintenance window CD2010S3.](image)

Depending on the program that you are trying to run they may have run-time switches that allow you to start the program differently. Consult the help text of the program that you are trying to run for assistance with available switches.

An example for the Parameter to start Word:

"C:\Program Files\Microsoft Office\Office12\winword.exe"

In the above example, the beginning is a single quote followed by a double quote and is ended with a double quote followed by a single quote.

Two switches in Word are “/q” to start Word without the Word Splash screen and “/w” to start Word with a blank document. Example:

"C:\Program Files\Microsoft Office\Office12\winword.exe" /q /w"
NOTE: The examples used may be different for you depending on where Word is installed.

There are also switches to open Word with a template. Multiple commands can be created to open up Word with different templates. The path and template name need to be identified within the parameter.

NOTE: There is an IBM limit of 123 characters for the parameter when calling CD2690CL. Also, if you use Command Security you will need to give access to the new command.
A utility program can be run that will update old incidents and quick calls with GEO information that has been changed in the GEO Master File. Information that can be updated includes Area/Section, Beat, Grid, Quadrant, District, and Station.

In order to access this program, it must first be added to security and the users must then be granted security to the program. See the Security section that follows. Once security is set, from a command line execute the following command:

CALL PL1080S

The Update GEO Information window displays. Each of the fields that are set to Yes will be updated when <Enter> is pressed. If Area is selected, the Section information will also be changed. In the Record Type field, select whether Incidents or Quick Calls should be updated. Make your entries and press <Enter>.

A report will only be generated for a listing of unauthorized ORI#s or if there is an Incident or Quick Call that is currently locked the report will list the incident and ORI# so you can manually change it.

![Update GEO Information window](image)

**Figure 307: The Update GEO Information window.**

<table>
<thead>
<tr>
<th>Program</th>
<th>Program Description</th>
<th>A</th>
<th>C</th>
<th>D</th>
<th>I</th>
<th>U</th>
</tr>
</thead>
<tbody>
<tr>
<td>PL1080S</td>
<td>Update GEO Information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
</tr>
</tbody>
</table>

**Set-up**

**Security**

The following security program must be added to security and to an individual user to be able to run the program:

![Security Program List](image)

**Figure 308: The Update Geo Location Information Incident – Locked Records report.**
GLOSSARY

ADD Mode
Use Add windows to create new records and add them to a “Work with” window. To access an Add window from almost any “Work with” window, press the function key <F6> (Add). You can determine whether or not you are in an Add window by looking for “Add” in the window’s title.

Authorized User
Any user who is authorized to use certain programs or view certain records.

CHANGE Mode
Use Change windows to change an existing record in a “Work with” window. To access a Change window from almost any “Work with” window, type a “2” in the option field of the record(s) you want to change and press <Enter>. You can determine whether you are in a change window by looking for “Change” in the window’s title.

Defaulted Entries
Data entry fields that contain information entered by the system. Defaulted entries help to keep you from repeatedly entering the same information. These fields can be changed if necessary.

DELETE Mode
To access a Delete window from almost any “Work with” window, type a “4” in the option field of the record you want to delete and press <Enter>. A small confirmation window will appear asking you to press <F13> to delete the record, or press <F12> to return to the “Work with” window without deleting the record. You can determine whether you are in a Delete window by looking for “Delete” in the window’s title.

DISPLAY (Inquiry) Mode
Inquiry windows are used to display a record from a “Work with” window for viewing purposes only; no information may be added to or deleted from a Display window. To access a Display window from almost any “Work with” window, type a “5” in the option field of the record you want to view and press <Enter>. To determine whether you are in a Display window, look for “Display” or “Inquiry” in the window’s title.

Free-Form Fields
Entries in a free-form field do not require special formatting, such as using commas in address and name entries. A free-form entry may be entered as it would normally be written.

From/Thru Entries
From/Thru entries are usually found in report definition windows. Use From/Thru entries to specify a certain range of dates or numbers. Enter the beginning date or number in the From field, then enter the ending date or number in the Thru field.

If you only want to use a single date or number, enter the date or number you want to use in the From and Thru fields.
Function Keys
A function key is a keyboard key that takes you from one program or module to another. Active function keys are located at the bottom of each window, along with an abbreviated description of their use.

Inquiry Windows
Please see DISPLAY Mode.

Jacket File
A jacket file contains identification information about a person or business. It can also hold information about a subject’s M.O., previous addresses, aliases, known associates, and places of work/school.

Jacket Processing
Jacket processing is what you are doing when you create a new jacket file and/or edit an existing one.

Maintenance Windows
Use maintenance windows to process the records in a “Work with” window. Maintenance windows come in four different modes: Add, Change, Delete, and Display (Inquiry).

Mandatory Fields
Mandatory fields require entries before you can create a record or move on to the next window. Press <Enter> in any window where you enter data to highlight the mandatory fields. Mandatory fields are usually found in maintenance windows and report definition windows.

Master File
A major file holds standard records in a software application. Master files in the CAD system are maintained in the System Administrator Menu.

Menu
Monitor display that has a list of options that can be entered in a single Menu Option Field at the bottom of the display.

Menu Option Fields
These two-character fields are located at the bottom of a menu window. Use these fields to enter the number of the menu option you want to access.

MDT
A Mobile Data Terminal is located in unit vehicles. The unit uses an MDT to communicate with a dispatcher, record incident records, and receive information.

Narrative
Narratives are supplementary documentation associated with a particular record in a “Work with” window. Narratives are created in the Work with Documents window. You can access Work with Documents from many “Work with” windows by either selecting option 24=Documents, or by pressing <F24> (Documents) in a maintenance window.
Option Fields
These two-character fields are located on the left side of each record in a “Work with” window. You can process the records in a “Work with” window by typing processing option numbers in the option fields.

Optional Fields
An optional field is a field that does not require an entry to create a record or advance to the next window. Optional fields are usually found in maintenance and report definition windows.

ORI Number
ORI numbers are used to identify particular jurisdictions. These numbers separate different geographical areas and governmental institutions. ORI number fields are validated and can be prompted to access the Jurisdiction Prompt.

Plus Sign (+)
Any field with a “+” next to it is a promptable field.

Processing Options
Processing options are located near the top of every “Work with” window and are used to process records. Some common processing options are 2=Change, 4=Delete, and 5=Display.

Prompt
You can prompt certain fields to access a table or a file with valid entries. There are two ways to prompt a field: 1) place the cursor in a field with a “+” next to it and press <F4>, or 2) type a “?” in a field with a “+” next to it and press <Field Exit> and then <Enter>.

Report Definition Windows
These windows appear when you select a report option or function (i.e., 6=Print, <F17> (Print)). Sometimes these windows will have data entry fields that let you limit the information you want included in the printed report. Other times, these windows will simply ask you to press <F17> to submit the report or listing for printing.

Resequence
Changing the ordering scheme of a list of records in a “Work with” window is called resequencing. Many “Work with” windows have an <F9> key that accesses a Resequence window that lets you define how the “Work with” records are sequenced. In other “Work with” windows, press <F9> to toggle between different ordering schemes.

Screen
A screen takes up the whole monitor display and has a list of processing option numbers, function keys, data entry fields, and/or a list of records.

Security
Security allows you to limit the users who have access to CAD records and exclude users from working with certain programs. User security is determined through the Security Menu.
Subset
You can subset a list of files (i.e., tables, “Work with” windows) according to certain criteria. By subsetting a table or “Work with,” it is easier to select a particular entry.

User Defined
These are fields that are given values by the user. They are useful when you need to enter information that does not have an existing field in the CAD system.

User Profile
A string of characters that uniquely identifies a user to the CAD system.

Window
Something that “pops up” in the middle of a window or menu, and is surrounded by colored borders.

“Work with” Windows
A “Work with” window is comparable to a file cabinet in that it holds all of your records. Use the processing options and function keys in the “Work with” window to process the records.
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