


Chevy Chase Village Police Department

General Order

Subject: MONTGOMERY COUNTY COMPUTER AIDED DISPATCH (CAD) SYSTEM

CALEA: 81.2.9

- New
- Amended
- Rescinds 7 - 6

Approved: 
Roy A. Gordon
Chief of Police

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I. POLICY

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

- A. Authorized employees are those Village employees who have obtained a valid log-on ID from the Montgomery County CAD Supervisor.
- B. The use of a log-on ID belonging to another employee for non-training purposes is strictly prohibited.
- C. The use of the CAD system for personal or non-CCVPD business is strictly prohibited.

II. GENERAL

- A. The primary purpose for the CAD system is to provide a link between Chevy Chase Village dispatchers and Montgomery County Emergency Communications Center (ECC) dispatchers.
- B. CCVPD dispatchers are limited in their access to the CAD system. The following is a list of authorized uses:
 - 1. Displaying incident information;
 - 2. Submitting and modifying the daily officer line-up;
 - 3. Keeping in contact with Montgomery County Police Dispatchers via the CAD's messaging capabilities.

- C. A manual is available at the Communications Center listing all of the valid CAD commands. Extended 24-hour help is available from the ECC CAD Supervisor's desk. The phone number is on display at the Communications Center.
- D. As a part of training, dispatchers will learn the procedure for reactivating CAD in the event of a system crash.

III. PROCEDURES

A. Displaying Incident Information

- 1. It is part of the Village dispatcher's duty to monitor the CAD for emergency calls in Chevy Chase Village and the contract areas when appropriate. If a call is observed in our jurisdiction that has not been dispatched, the dispatcher will do so. Any critical or relevant information available for the location (call taker's remarks, premise history, hazards, etc.) will be relayed to the officer responding to the call.
- 2. Dispatcher's may make available incident information to any on-duty Montgomery County Police Officer in the Chevy Chase Village Police Station at their request.

B. Submitting the officer line-up

- 1. Officers are entered in the CAD at the beginning of their assigned shift and removed at the end of their tour of duty. The following are the commands for activating and de-activating each unit:
 - a. To activate a unit – "LI 9MXX O/99XX"
 - b. To de-activate a unit – "LO 9MXX"
- 2. The Chief of Police (9M01) will not be entered into the CAD.

C. Messaging System

- 1. The messaging system gives the Chevy Chase Village dispatcher the capability of communicating with any other CAD/MDT terminal in the system.
- 2. Messages can be sent to a specific recipient or to the dispatcher/PSA of a particular district/station.