DISPATCHER WORKBOOK

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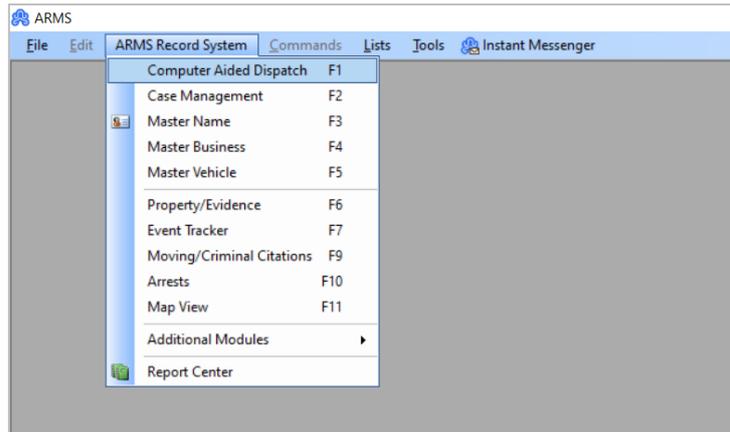
CAD Overview

CAD Screen Overview

After a User/Dispatcher successfully logs into the ARMS Thick Client a blank screen will display with a Menu Bar located at the top of the screen

To launch CAD select ARMS Record System> Computer Aided Dispatch (CAD), or use the Keyboard shortcut> F1 Key to launch CAD.

This CAD module is mainly divided into three sections.

1. Computer-Aided Dispatch: Information for calls will be entered here.

2. Available Unit List: Available units will display here. It will show Units, Sites, Department, Beat, and Last Known Location. Units marked red indicate they are unavailable. Units marked green indicate they are available.

3. Open Call List: This shows the Event Number, Incident/ Incident Code, Call Priority, Status, Time, Unit Number, Site, Beat, and Location for the call. To view details of the Call, A Dispatcher can double-click on the Call, and it will appear in the CAD area with Call details. In the Open Call List, Green indicates an Enroute call, the Yellow indicates a dispatch call, and the orange means on scene.

Toolbar

The toolbar appears on the top area of the screen, this allows the dispatcher to navigate through CAD and make changes in the call.
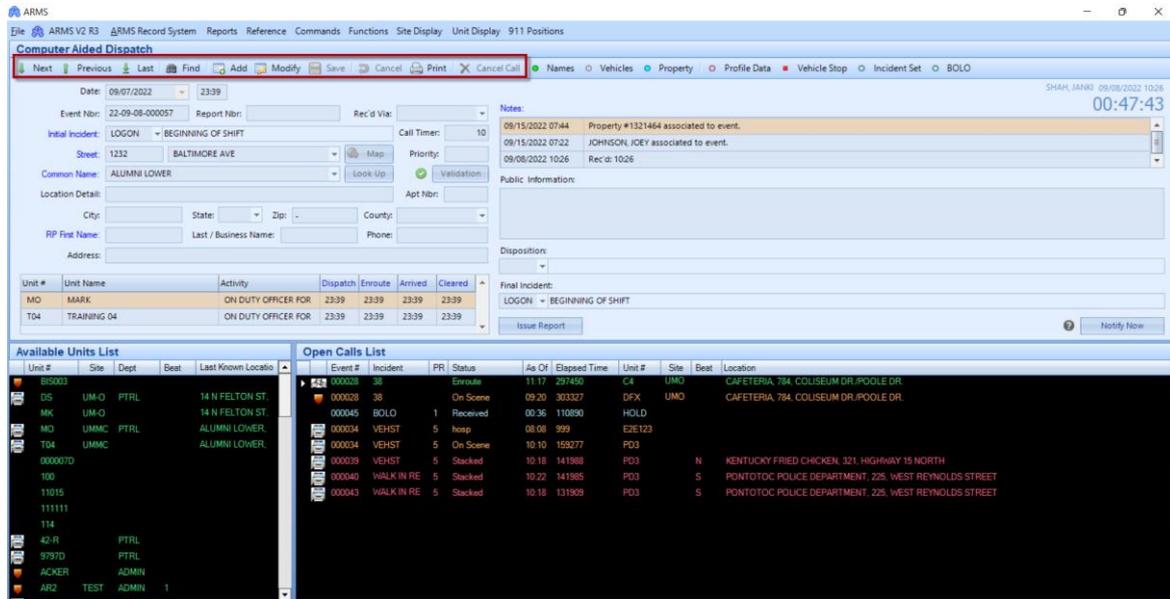
Menu Header	Description
Next	It takes Dispatcher to Next Call.
Previous	It takes Dispatcher to the Previous Call.
Last	It takes Dispatcher to the Last Call.
Find	The dispatcher will be able to search by Date, Time, Event Number, Case Number, and Last/Business Name.
Add	It will create a new entry
Modify	It will modify the existing entry
Save	It will keep details added by a Dispatcher.
Cancel	This will cancel any changes made by Dispatcher
Print	This will print as per selection. It has three options direct print which will directly print, Screen is like print preview, and File printing directly to documents like pdf or word.
Cancel Call	This will Cancel the Call in Progress. It will ask for the reason for canceling the call.

This menu will be accessible by going to Command options. This menu also shows keyboard shortcuts as shown below :
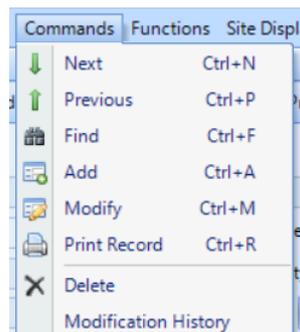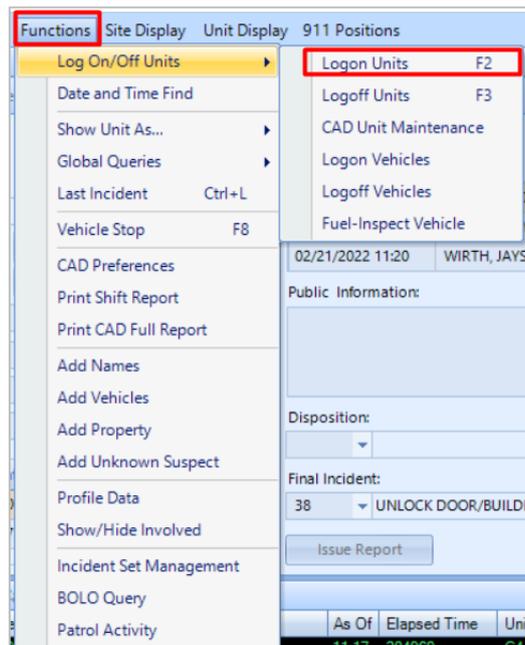
CAD Unit Management

Logging On/Off Unit

There are multiple methods to Log On/Off units in CAD.

One method is to go to the Functions Menu >Log On/Off Units > Logon Units. The keyboard shortcut is F2.

Once clicked it will Navigate a Dispatcher to the Log On screen where they can enter Unit details.

It will automatically fetch the Date and Time. The dispatcher will then need to add other fields to Log On unit and then hit Save when done.

Shift – This dropdown shows different Shifts for Dispatcher to choose from.

Site – Dispatchers can select a site if they are logging units to a specific site.

Common Name – Once the dispatcher selects a site, it will filter the common name according to the selected site. If the site is not selected, then it will show all common names.

Street – On selection of a common name, street name and street number will be added automatically, it will depend on how Geo File is set up.

Unit – A dispatcher can select the Unit they want to Log On to.

Officers – This will be auto-filled as per unit selection.

Keys – Keys if the dispatcher has.

Radio – Radio if there is any.

Beat – Beat is a small area of the site. A Dispatcher can select if there are any.

Vehicle – Vehicle Information if Dispatcher needs to Log on Unit with Vehicle.

Previous Ending Mileage – On selection of a vehicle, it will automatically add the Previous Ending Mileage of the Vehicle.

Starting Mileage – This can be changed, by default it takes the same as the previous ending mileage, but Dispatcher can change it if there are any changes.

Next – If Dispatcher wants to Log on to more than one Unit, he can hit Next, and it will open a blank area to add details for another Unit.

After logging in single or multiple Units, A Dispatcher should hit the Save button.

A Red X against unit details can be used to remove a unit if incorrectly added.

After saving entries, the dispatcher can see logged-on units under Available Units.
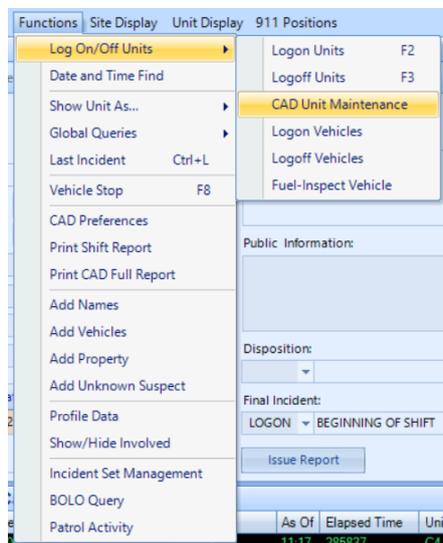
Log Off Units

To Log Off Units navigate to Functions>Log On/Off Units >Log Off Units or the Dispatcher can hit F3 on the keyboard.
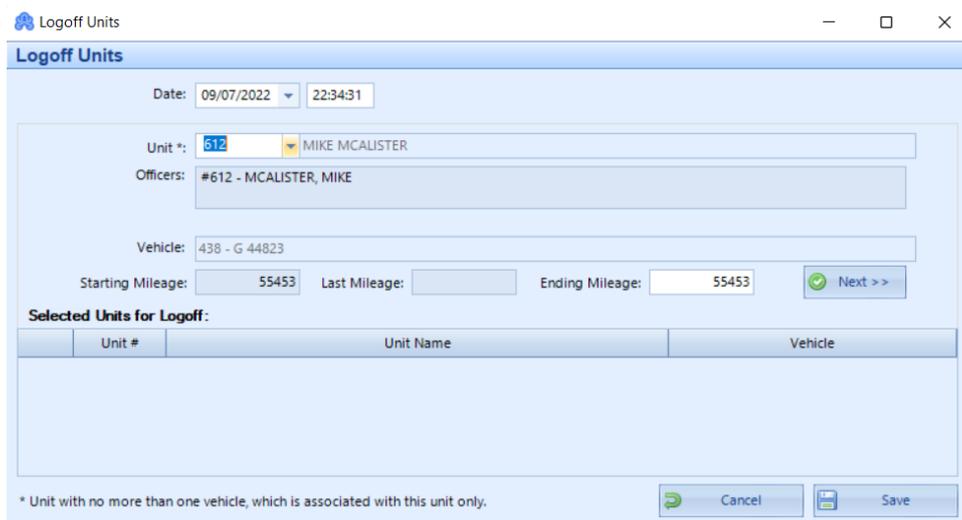
As the dispatcher selects a unit it will automatically fetch other details. The dispatcher needs to add Vehicle Ending Mileage if the vehicle is attached to the Unit. When Logging Off Units a Dispatcher can select one or multiple units at a time. If logging off multiple units select Next and add more units. Click Save when done. The Units will no longer display in the Available Unit List.

CAD Unit Maintenance

A Dispatcher can modify logged-on units through CAD Unit Maintenance. To access go to Functions> Log On/Off Units> CAD Unit Maintenance.

After selecting CAD Unit Maintenance, the user will be taken to a new screen that displays all logged-on units.
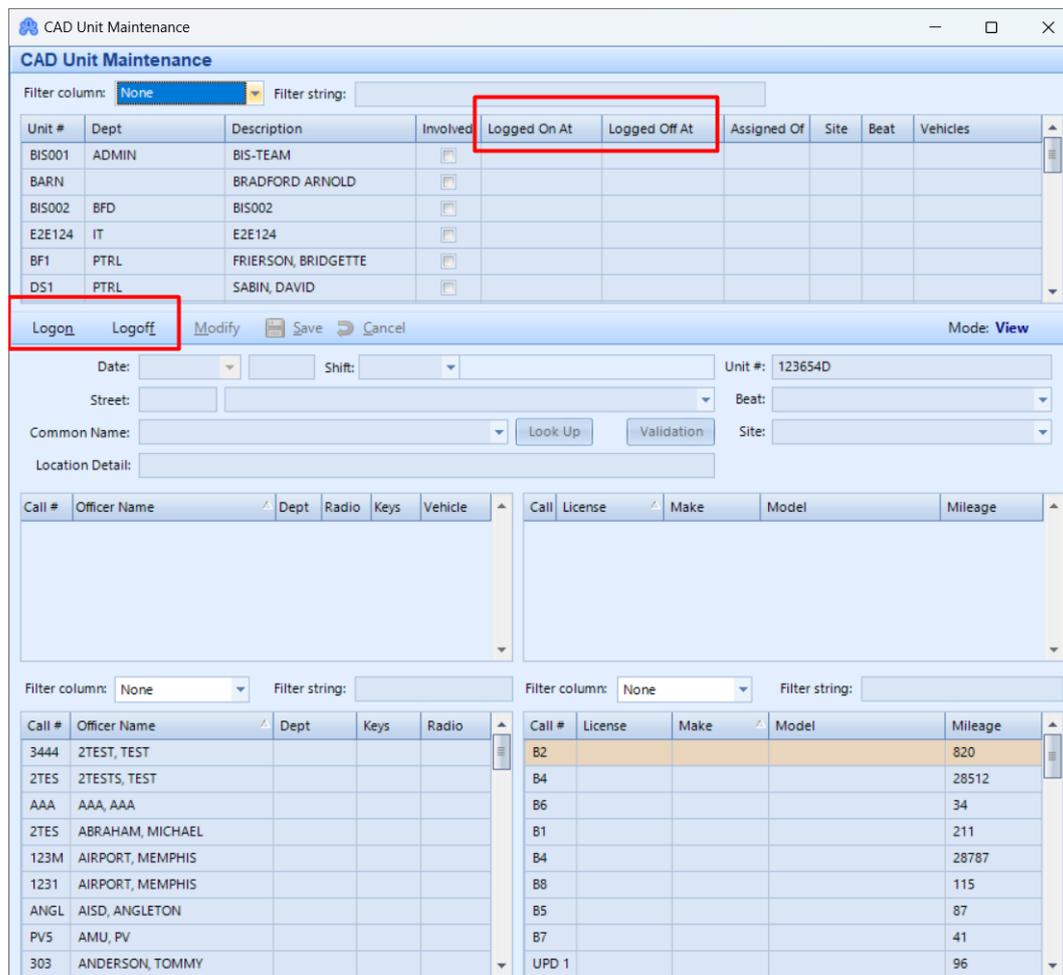
A dispatcher can change orders by clicking headers like Logged on At and Logged Off At. They can Log on Units, log off units and Modify Units. If Units are logged on to the wrong beat, A dispatcher can modify them instead of logging on-off units by clicking the Modify button.

If there are any log-on units, it can be modified; if none are logged in, Dispatcher can also log on Unit. A dispatcher can filter units as per unit#, Dept, and Beat. The order of the table can be changed to ascending or descending by clicking on headers.

A Dispatcher can log on to a Unit by selecting the box to the left of their unit number. They can assign a unit to their respective beat. After selecting all units that the dispatcher wants to log on to, he can hit the Next button in the top left corner.
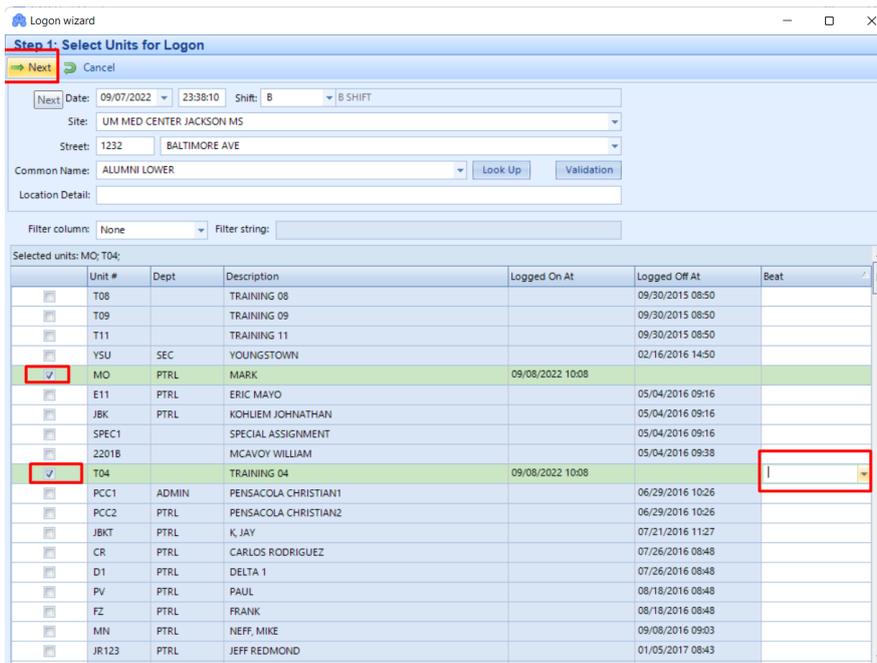
From this screen a Dispatcher/User can modify multiple fields. A Dispatcher can assign multiple people to a unit. A user can add vehicles and edit mileage. If multiple people are involved in the same call then it can be tracked by adding all of them to same call or if some person is shadowing another person for a day or two then that can be added as well. After selecting Save all logged-on units will display as Available Units. To log off units select Log Off Units.
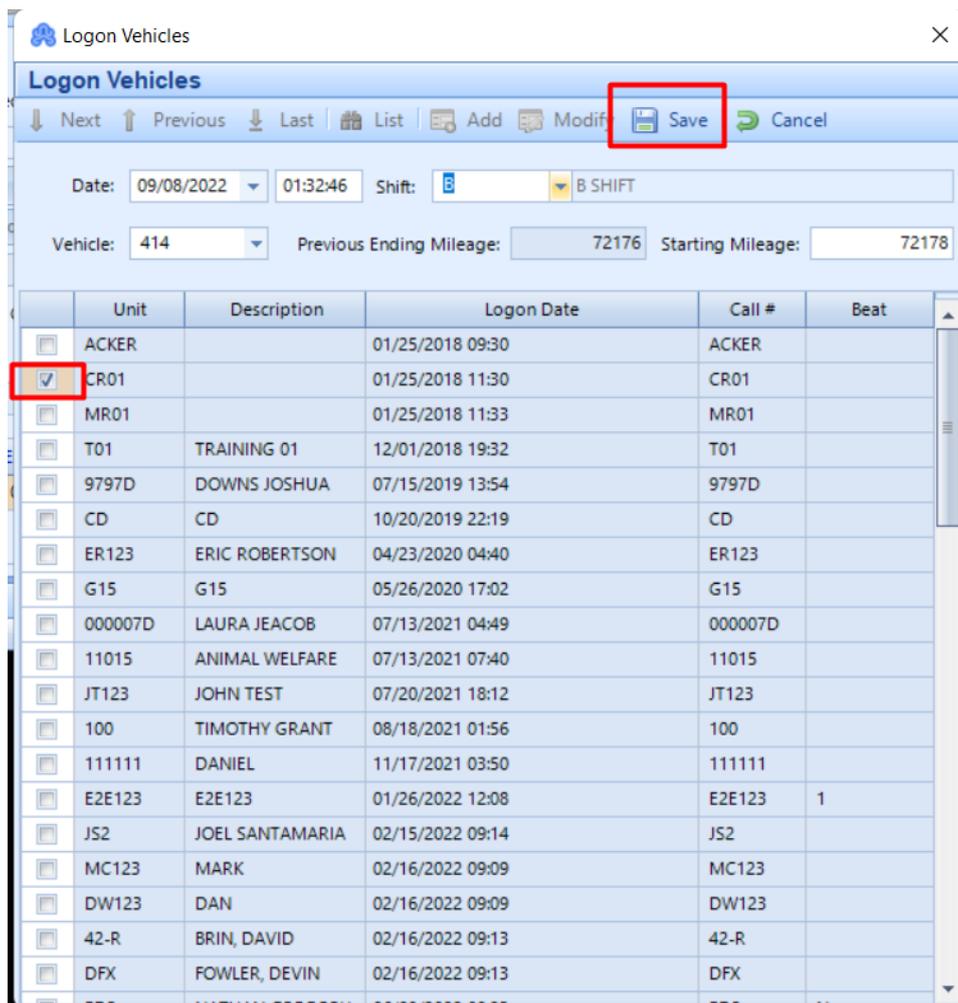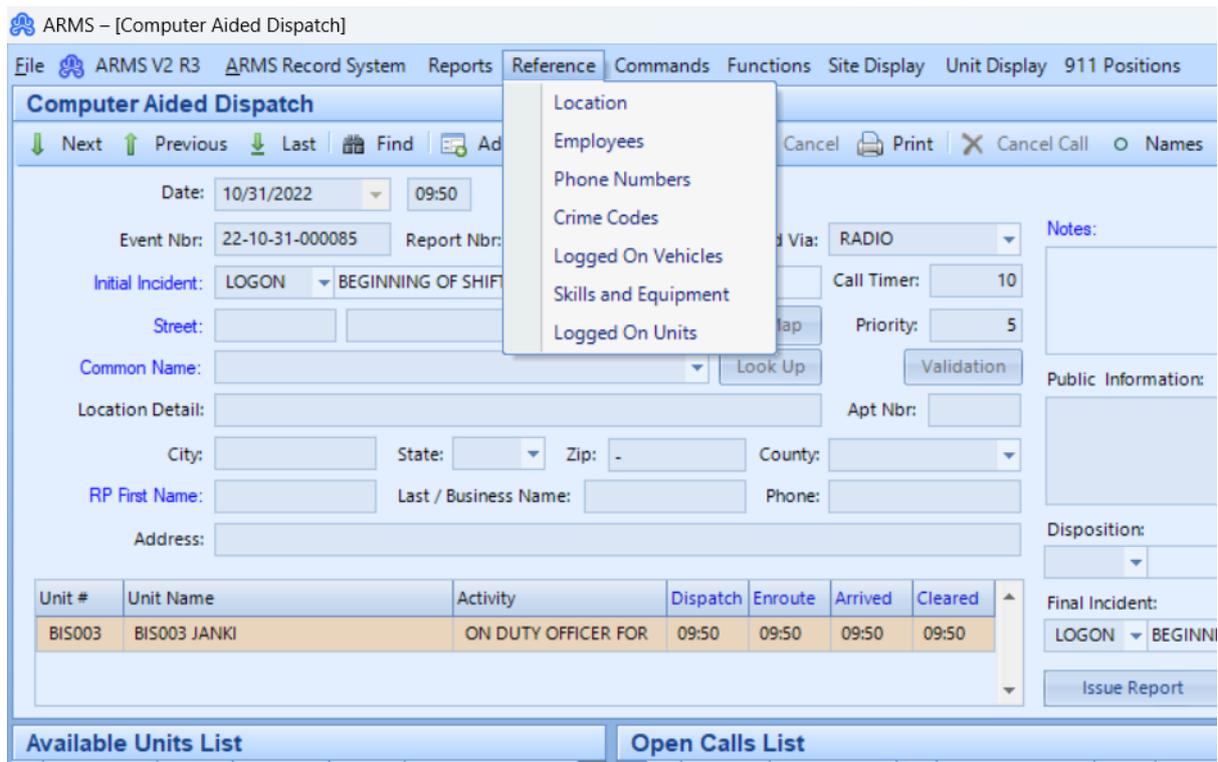
Logging On/Off Vehicles

To assign an Officer a vehicle, go to Functions>Log On/Off Units. There are multiple methods for logging vehicles on or off.
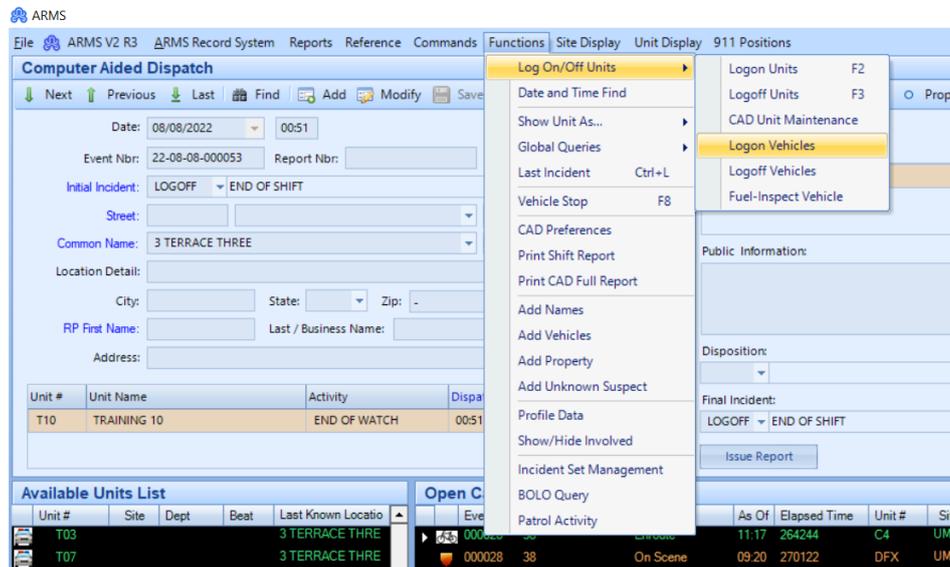
Within this menu a Dispatcher can log on vehicles and assign them to logged on Officers.

To view details of Logged On Vehicles select Reference > Logged On Vehicles.

Fuel Inspect Vehicle

To edit fuel inspection details, go to Functions>Log On/Off Units> Fuel-Inspect vehicle.
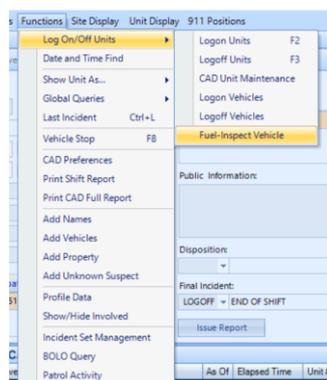
From this menu, a Dispatcher can select a vehicle, input mileage, if fuel was added, the cost of fuel and add notes.

Click Save when done entering information. After selecting Save the Dispatcher will be prompted to add another record. Select Yes if you wish to enter another vehicle. Select No if you're done entering vehicle information

Log Off Vehicles

To Log Off multiple vehicles at a time go to Functions > Log On/Off Vehicles > Log Off Vehicles.

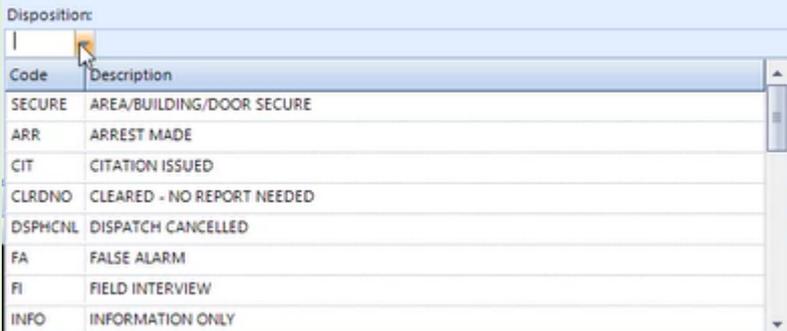# Creating and Working with a CAD Event

Data Entry

To enter Data into CAD select the Add button from the toolbar. This will open blank fields to add a new call entry.

Field	Description
Date & Time	It will take the current date time from the system.
Event Number	It is the actual call/ event number, it will auto-fill after the dispatcher hits save.
Report Number	If this call changes to Case, if the dispatcher hits the Issue Report button, then it will create a Report Number for the call.
Rec'd Via	This shows how the call was received. Admin can change the list and can set a default value for the list.
Initial Incident	It will show the incident type as Dispatcher starts typing or they can enter the code directly if they know it.
Call Timer	It is a timer for an officer safety alert, it pops up when the officer safety alert is On. If the dispatcher sets the Call Timer to 5 min, then an alert will pop up every 5 min.
Priority	It displays calls in Open calls as per the priority set by the Dispatcher. It's from 1 to 5, 1 being the highest priority and 5 being the lowest
Common Name	We suggest selecting Common Name before entering the street, as picking up Common name will auto-fill other details of the address.
Map	It will automatically put address details in Map and can be modified.
Street, Location Detail, Apt Number, City, State, Zip, Country, Address	Different fields for adding detailed information about the address.
RP First Name	It stands for Reporting Party First Name
Last/Business Name	It will require Reporting Party Last Name or Business Name.
Notes	These will be Private Notes for the department and will not be open to the Public. To add Notes Right click in the notes area and click on add. This will show who last modified the notes and when.
Public Information	This will show up on Media Log and is meant to be open to the public. It is generally a synopsis of the call.

| Disposition	On clear of call, it will automatically pop up a dialog which needs to be selected by Dispatcher, it is information to show how the call was handled.
Final Incident	It will automatically match the initial incident added, but the dispatcher needs to reconfirm at the end of the call whether it is still the same incident as at the beginning of the call or not.

Once everything is added hit Save and it will display in the Open Calls List.

Assigning a Unit and Issuing a Report

To assign a unit to a call, dispatchers must navigate to the call where they wish to assign the unit. In the available call list, double-click on the unit number to be added to the call and it will assign the unit to the call and mark it as Assigned Call.

If there are multiple units in the call and the dispatcher wants to remove the unit from the call, then they could do it by right-clicking on the assigned unit and selecting the Remove from the Call option.
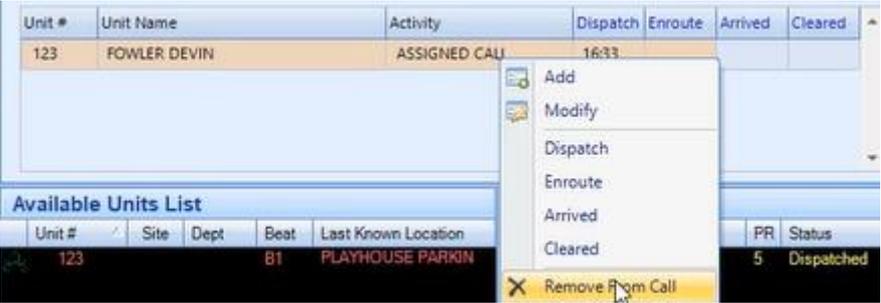
If the dispatcher wants to add a backlog at that time the unit might not show in the available unit so the dispatcher can remove the "HOLD" text under Unit and type in the desired Unit's Code. Unit Name will show the name of the unit as per selection.
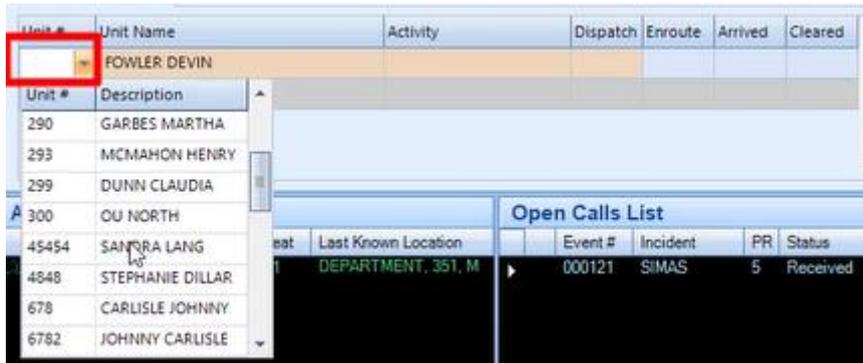
Activity will show a list to select from.

Dispatch will automatically fetch the current time if the dispatcher types "T"; the dispatcher can also type in the time to enter a different time.

Enroute is for enroute time, arrived for arrival time, and cleared is for cleared time. By clicking on headers of enroute, arrived, and cleared it will take the current time, if there are multiple units in the call then on hitting headers it will add the current time in all of them. After hitting save, the unit is marked as Red in the Available Calls List and Dispatched in the Open Calls List.

After selecting Cleared it will prompt the Dispatcher for final disposition.

Once the dispatcher is done with the call, they can click on the Issue Report button, and it will issue a report for the call. It will display the following fields Occurred From, Occurred To, Call Number, Officer (It will automatically pull the first assigned officer, it can be changed by the dispatcher if required), and Category of call.

Select Save and a report will generate for the call. The Unit's status will change from Red (Unavailable) to Green (Available)

CAD Event Features

Officer Activity Codes and Custom Officer Status

Officer Activity codes are the codes used by dispatchers to denote officer activity during CAD events. The basic system codes will already be set up and available for use; these system codes are denoted by an exclamation point icon and bolded font in the list.

Users can add tertiary codes like Building Check, Backup/Assist, or Foot Patrol by using the command menu. If a code is no longer needed, the dispatcher can check the Inactive box to deactivate it.

The Stamp Times option will fill in the enroute and arrived fields of CAD automatically when selected.

On the right click of Status in Open Call List, Custom Officer Status will appear.
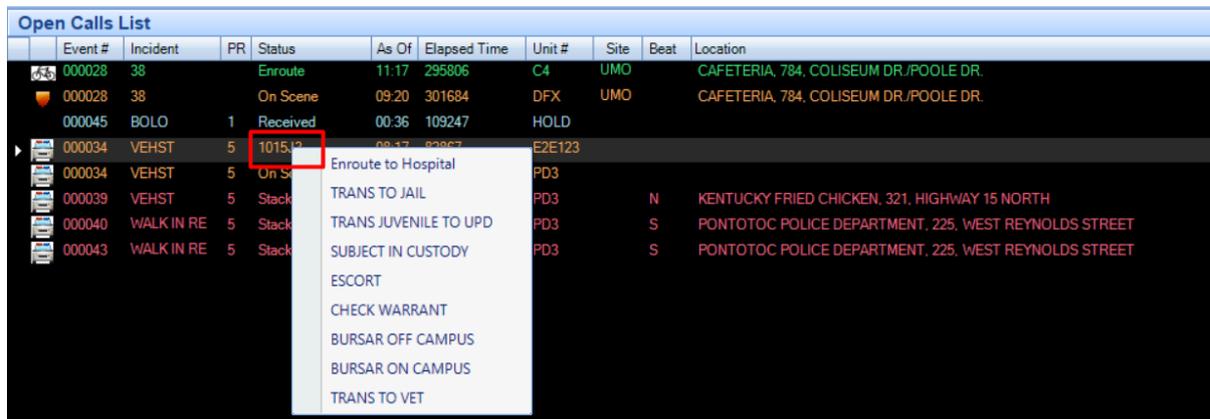
It will change to different status as per the selection. It can be customized as per department.

SOPs and Location Warnings

Only department admins can set up crime codes and locations codes. They can associate warnings or instructions with these codes. When a code is entered, that has a warning or instruction attached to it, a message will appear notifying the dispatcher and officer

Admins have the ability to assign SOP to certain calls. Calls with SOP attached to them will emit a sound alerting the dispatcher and officer. A dispatcher can also click on the icon left to the initial incident; it will display a textbox with the SOP added by the admin to operate that call. Similarly, a different icon appears as per incident type to alert for Hazardous Material, SOPs, and Officer Safety.
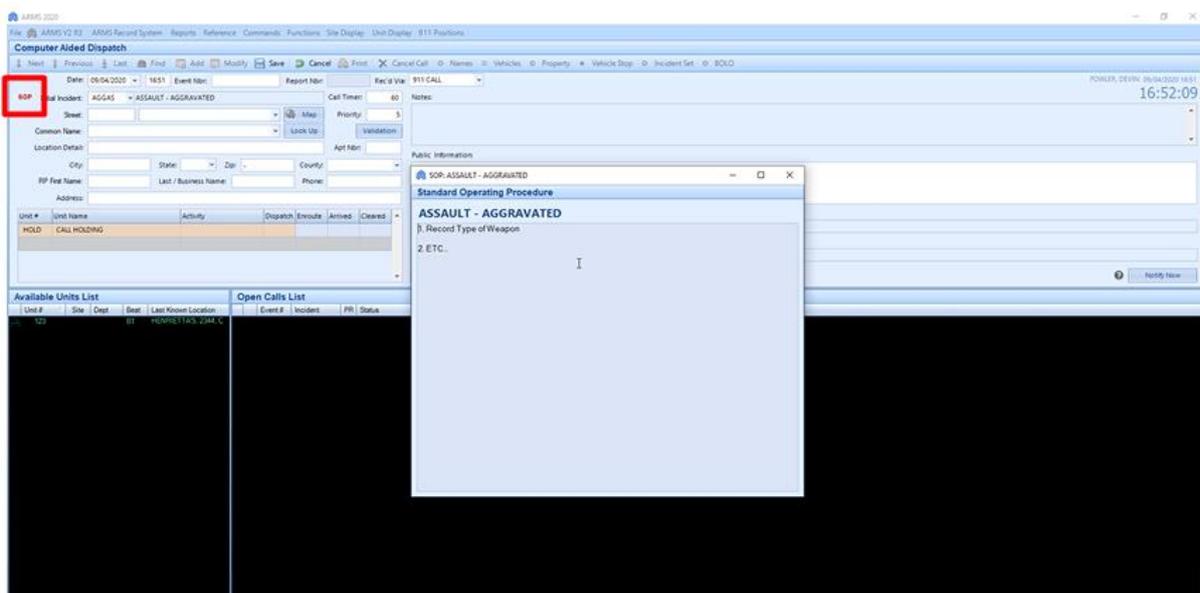
The dispatcher will see a location-specific warning when selecting Common Name if it has been added by Admin.
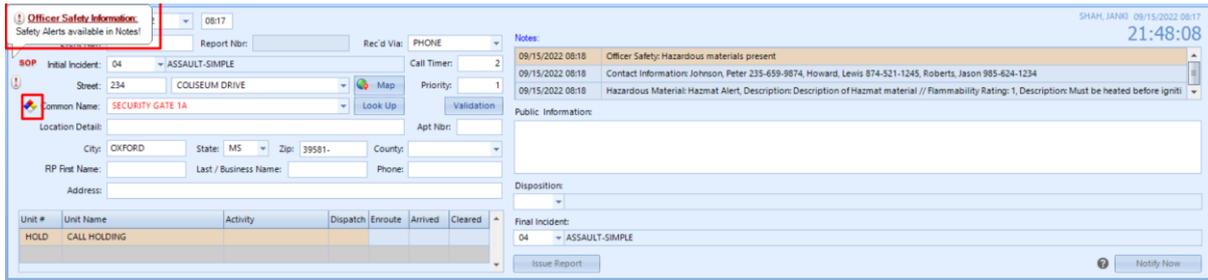
Call History and GEO File Information

Call History and GEO file information can be gathered from ARMS CAD. Fields that are highlighted can be used to search in Call History.
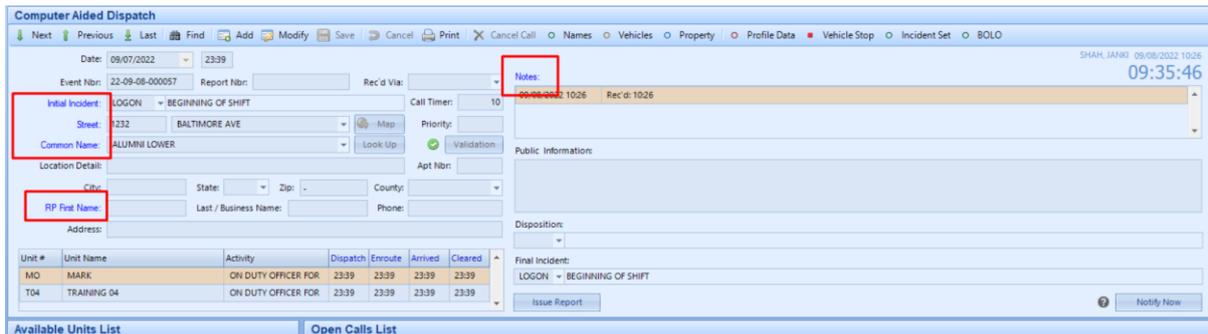
If the dispatcher clicks on any of the highlighted text it will open a popup that will display the history view of the selected field. For example, if A dispatcher clicks on Initial Incident, then it will show the dialog below:
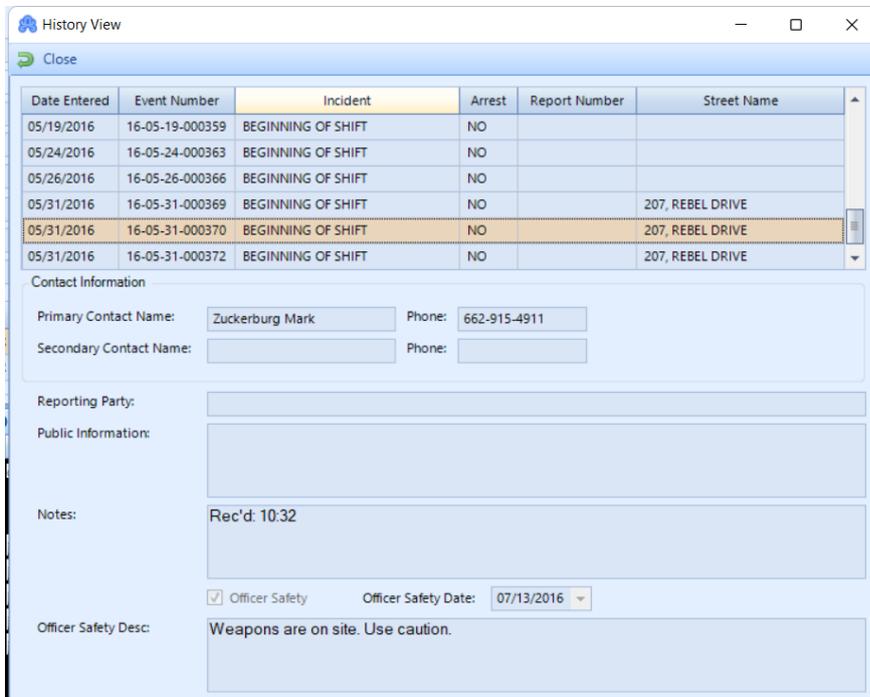
When selecting common name, it will display field such as Call History, Officer Safety Alerts, Security Matrix, Photos, Other media & Contact Information.
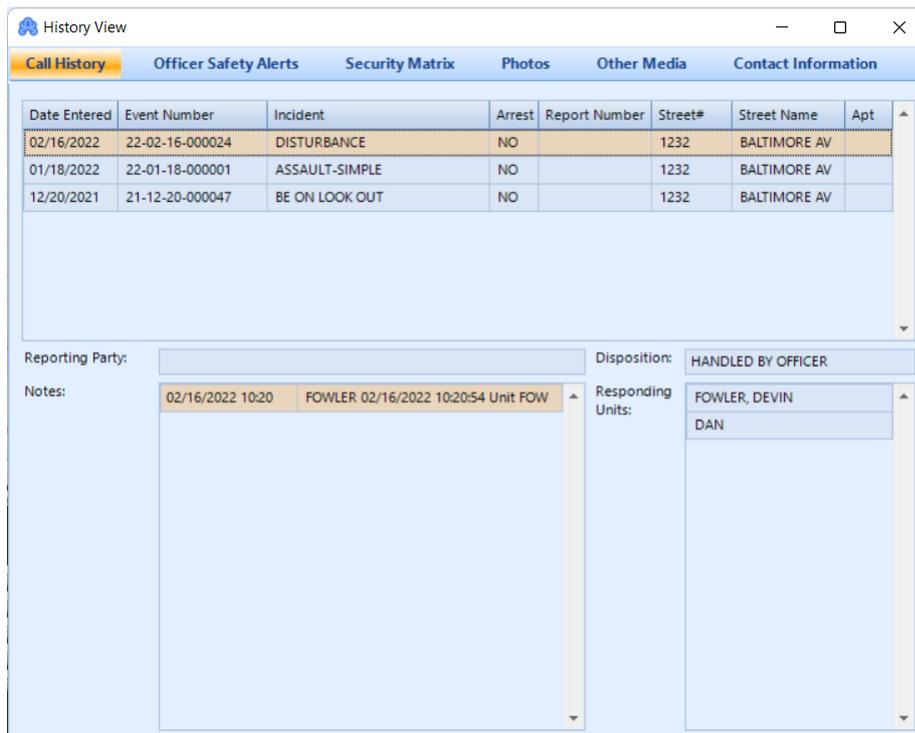
Adding to a CAD Event

Adding Names to a CAD Event:

Names can be added to CAD events by going to the CAD Functions menu and selecting the Add Names menu item or by selecting the Names field in the top right of the CAD screen. The Add Names window allows users to make entries into the Master Name File that are associated with a CAD event number. The CAD Add Names window will also show all names that are associated with the current CAD event.
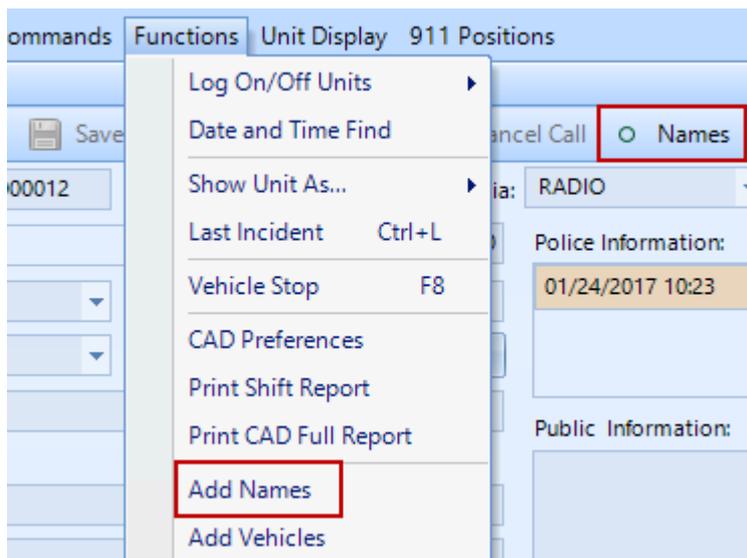
The Add Names window can search for existing names as well as associate additional information such as Multiple addresses, Phone numbers, Photos, Vehicle Information, and

Aliases. Required fields are marked red. These fields must be filled out before saving a Name.

Text Field	List Value	Description
CAD Nbr	Read Only	Displays the CAD event number that the name will be associated with.
Last Name	No	The last name of the individual is added to the Master Name file.
First Name	No	The first name of the individual is added to the Master Name file.
Mid Name	No	The middle name of the individual is added to the Master Name file.
Suffix	No	The suffix of the individual's name is added to the Master Name file.
DOB	No	Date of Birth of the individual
Age	Read Only	The individual's age is based on the entered DOB.
Race	Yes	The individual's race.
Sex	Yes	The Sex of individual.
Ethnicity	Yes	The ethnicity of the individual.
SSN	No	The social security number of the individual.
Driver License	No	The driver's license number of the individual.
DL St	Yes	The state the driver's license was issued from.
Student Id	No	Student Id number.
Classification	Yes	The individual's classification.
Involvement	Yes	The reason the individual is being linked to the CAD event.
Name Type	Yes	The individual's name type.
Email	No	The individual's email address.
Officer Safety	Yes	Officer safety information regarding the individual.

To lookup records in CAD start by selecting the Search button. A user can search by entering First or Last names. If no exact matches exist a list of near matches will display.

To add a new name, begin by entering any known information about the individual such as their First Name, Last Name, and Social Security Number. For text fields with a drop-down menu, the dispatcher can select the correct input from the drop-down.

When done entering information select Save. The name will now appear in the Involved Parties data grid located in the top right corner. Add a red box around the involved parties section

After saving the initial information entered into the Add Names window, additional information can be entered within the bottom tabs.

Using the mouse, click on the desired tab. The dispatcher will notice that the bottom half of the Add Names window will change depending on which tab has been chosen.

To add associated information into a tab, right-click into the dark gray and choose Add.

A new window will appear. A user can enter any additional information into the applicable fields. Use List Values where possible. Press the "Save" button.

Adding Vehicles to a CAD event:

Vehicles can be added to CAD events by going to the CAD Function menus and selecting the Add Vehicles menu item.
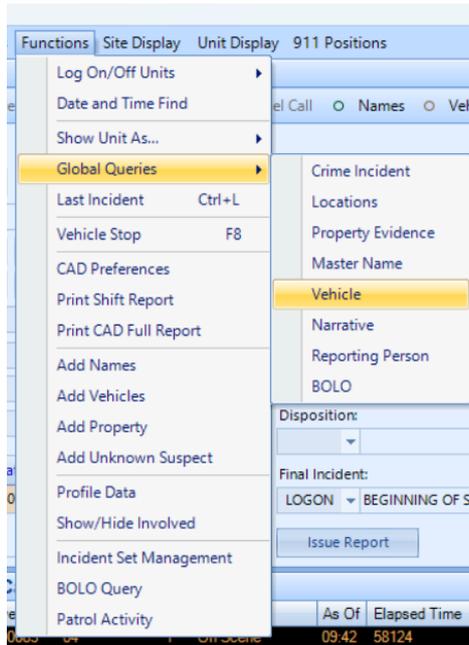
The Add Vehicles window allows users to make entries into a vehicle file that is associated with a CAD event number. The CAD Add Vehicles window will also show all vehicles that are associated with the current CAD event.

The Add Vehicles window could search for existing vehicles as well as associate additional information such as photos, Tow Company, and NCIC information.

To add a vehicle to a CAD event:

Choose the Add Vehicles menu item from the Functions menu. The Add Vehicles window will display in a read-only view.

Use Ctrl-A , to change the Add Vehicles window into edit mode. The cursor will begin at the top left corner.

Using the keyboard, begin entering any known information about the vehicle such as its License Plate, Make, and Model. For text fields shaded in yellow, type a "?" and press the TAB button to display the list values associated with that text field (if the value is known, it can also be typed in using the keyboard).

Once all known information has been entered into the text fields, press the "Save" button. The dispatcher will notice the added name appear in the Involved Parties data grid in the top right of the window.

Adding Property to a CAD event:

Property can be added to CAD events by going to the CAD Function menus and selecting the Property/Evidence menu item; the dispatcher can also select Property from the CAD dash menu. The Property/Evidence window allows users to make entries into the Property File that are associated with a CAD event number. The CAD Property/Evidence window will also show all property items that are associated with the current CAD event at the bottom of the window.

The Property/Evidence window can search for existing property as well as associate additional information such as custody information or NCIC/Recovery information.

To add a property item to a CAD event:

Choose the Property/Evidence menu item from the Function's menu. The Property/Evidence window will appear but will be in a read-only mode. The CAD event number that the property is associated with will be displayed at the top of the window.

Use Ctrl-A to put the Property/Evidence window into write mode. The cursor will begin at the top left corner.

Using the keyboard, begin entering any known information about the property such as date found, quantity, and property type. For text fields shaded in yellow, type a "?" and press the TAB button to display the list values associated with that text field (if the value is known, it can also be typed in using the keyboard).

Once all known information has been entered into the text fields, press the "Save" button. The dispatcher will notice the added property item appear in the data grid at the bottom of the window

Text Field	List Value	Description
Case Number	Read-only	Display the case number that the property is associated with. Normally this will be blank when adding from CAD.
CAD Number	Read-only.	Displays the CAD number that the property will be associated with.
Property Number	No.	The property number will be unique and will be auto-assigned at the time the property is added.
Date Found	No.	The date that the property was added. This field is auto-formatted after being typed in.
Date Entered	Read-only.	This field is stamped with the current date when the property is added.
Lab Number	No.	The lab number of the property if applicable.
Quantity	No	The quantity of the property. Example number of keys.
Property type	Yes	The type of property being added such as jewelry or currency etc.
Property/ Evidence	Yes	Differentiates if the item added is property or evidence.
Serial number	No	The serial number of the property is applicable.
Owner applied number	No	Any number that the owner has applied to the property.
Make	No	The make of the item if applicable.
Model	No	The model of the item if applicable.
Model Number	No.	The model number of the properties applicable.
Color	Yes.	The color of the property item is applicable.
Size	No	The size of the item. This can be in any format specified in the measurement list value.

Weight	No.	The weight of the item. This can be in any format specified in the measurement list value.
Measurement	Yes.	The unit of measure is used to describe the size and weight of the item.
Value	No.	The value of the property.
Property Status	Yes.	The status of the property such as lost, found, recovered, etc.
Location Found	No.	The location where the property was found, if applicable.
Description	No.	A description of the property.
Notes	No.	Any notes that need to be associated with the property.

NIBRS Information

Text field	List value	Description
NIBRS. Type. Property. Loss, ETC.	Yes	Additional info for NIBRS reporting.
NBRS prop description.	Yes	Additional info for NIBRS reporting.
NBRS suspected drug type.	Yes	Additional info for NIBRS reporting.
NBRS drug measurement.	Yes	Additional info for NIBRS reporting.
NBRS data was recovered.	Yes	Additional info for NIBRS reporting.

To add multiple property items:

Adding multiple items of property to a CAD event is simple. Once the dispatcher has added the first property item and has pressed the Save button, simply use the Ctrl-A function and the Property/Evidence window will allow the entry of a second item. This process can be repeated for as many items as needed.

The NCIC/Recovery Tab

The NCIC/Recovery tab of the Property/Evidence window allows information such as NCIC numbers, recovery information and property dispositions to be maintained for a piece of property.

Once the Property/Evidence window has been put into add mode, information can be entered into any tab. Press Save when done adding information. As well, if multiple items of property are listed in the data grid at the bottom of the window, clicking on any of those records will display the detailed information of that property item in the text fields in each of the tabs.

Bicycle Info

The Bicycle Info tab allows the dispatcher to enter bicycle-specific information for their property/evidence. The fields include Style, Boys/Girls, Speed, Frame Color, and Seat Color. They can also specify if it has a front or rear fender, and the tire type. Use the save button to record their bike information.

Photos

The photos tab works the same way it does in other modules of ARMS. Simply right-click in the grey area to Add, View, Delete, Copy, Print, or Save Photos.
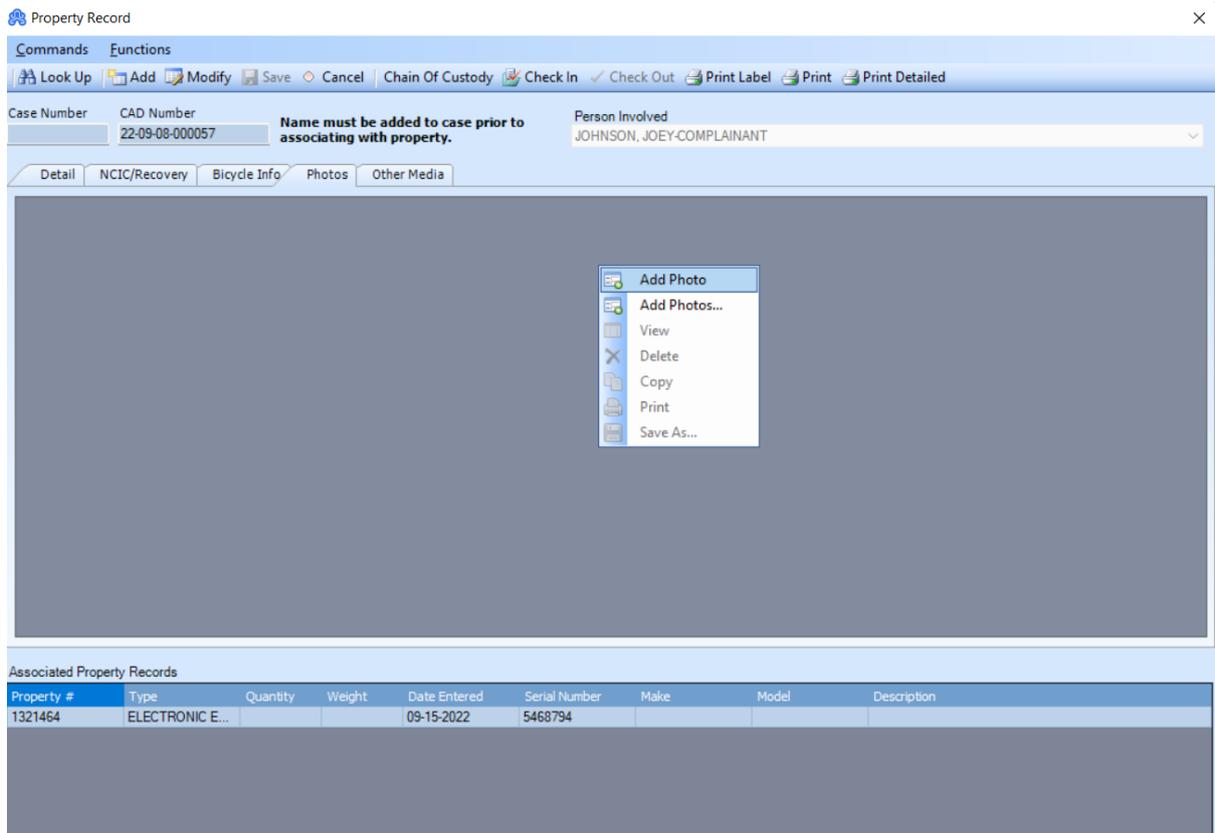
Adding Unknown Suspect to a CAD event:

Adding unknown suspects by using the unknown suspect module in CAD is a good way to keep unnecessary information out of the Master Name File. The unknown suspect's module concentrates on recording the physical information of an individual since oftentimes not much else is known.

The Unknown Suspects module can be found in the CAD Functions>>Unknown Suspects menu item. Once open, use Ctrl-a to put the window into the add mode.
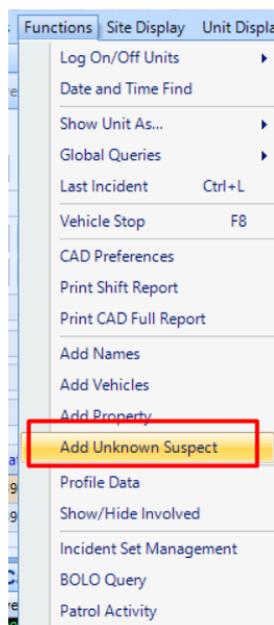
The CAD number is displayed in a text field at the top followed by a suspect number. The suspect number is cumulative (SUSP #1, SUSP #2, etc.) for each CAD event. Included in the window are many list value areas where items such as Race, Sex, and Hair Color can be entered, as well as free text areas to allow the entry of an age range and notes.

Once all information about the unknown suspect has been entered, pressing the Save button will commit that information to the database.

Adding Multiple Unknown Suspects – Multiple unknown suspects can be added to a CAD event by first entering any known information about a suspect into the text fields. Once finished click the Save button to save the first suspect, then use the Ctrl-A to put the window back into the add-mode to add the second suspect, and so on. If there have already been one or more suspects added to a CAD event when the Unknown Suspect window opens the last entered suspect will be displayed.

The List button can be used to view all suspects that have been added to a CAD event.

Double-clicking on any of the records in the data grid will open the main Unknown Suspects window and display all the information on that suspect

CAD Event Advanced

Vehicle Stop

The Vehicle Stop module is to be used when a unit has pulled a vehicle over. It is used to make the entry of the Vehicle Stop quicker by getting the main information from the stop and entering it into a CAD event automatically.

To create a Vehicle Stop go to CAD and look in the upper right corner and select the Vehicle Stop button. Doing so will open the Vehicle Stop interface in add mode.
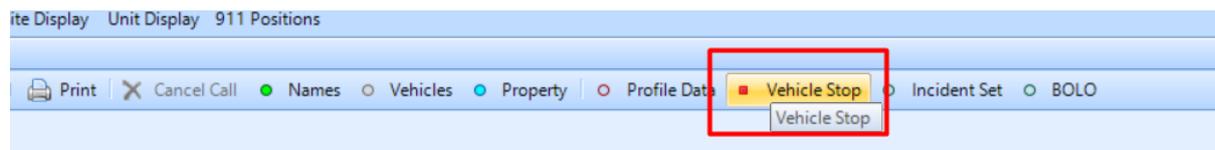
Once the Vehicle Stop interface is open the cursor will begin at the top in the Street field. Information can be entered into any of the text fields using the keyboard.
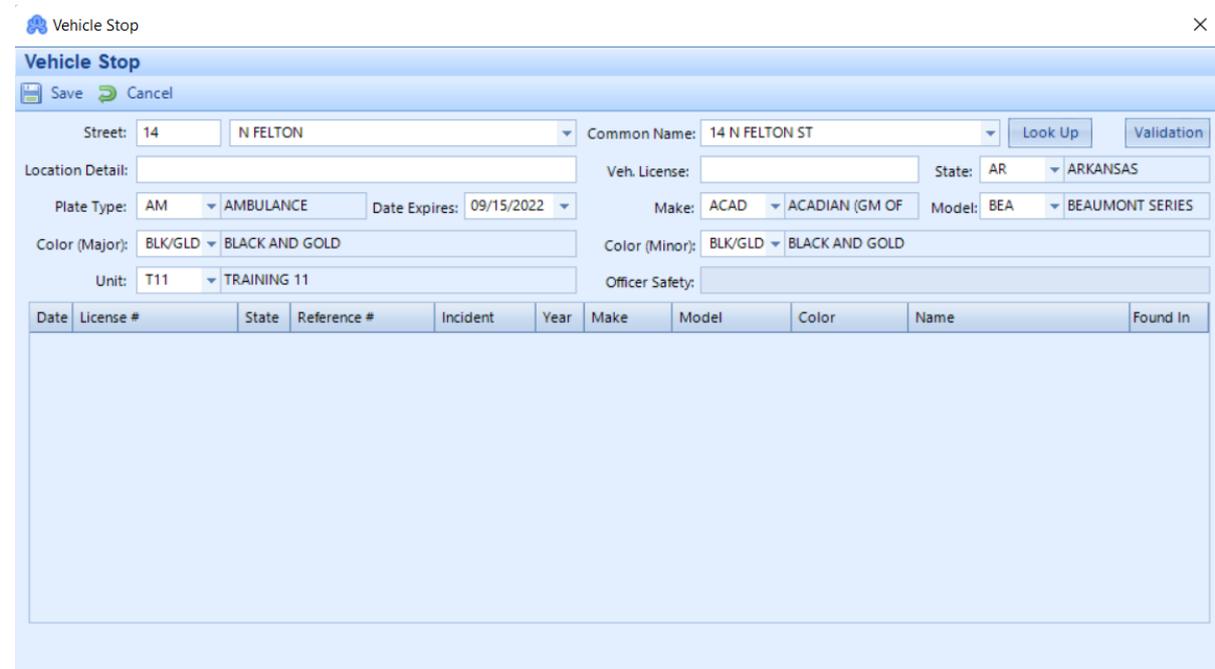
A dispatcher can enter a Street number and name, or just select a Common Name and it will fill out those two fields automatically. A dispatcher can enter any Location Details. The next dispatcher will need to enter a Vehicle License and hit the Tab button. This will show any vehicles associated with that vehicle license. A user can select the vehicle that matches. If the vehicle exists in the system, the information will auto-populate. If it doesn't exist, the user will have to fill in the fields manually. Afterward, select the unit that has stopped the vehicle. Then they can click the Save button.

After the Dispatcher hits save, a CAD event will automatically be created with all the information they put in and have the vehicle associated with the CAD event. The officer will already have their times marked for Dispatch, Enroute, and Arrived.

Stacked Calls

ARMS gives dispatchers the ability to stack calls. A Stacked call is assigning a call to a unit already responding to a call.

Whenever the dispatcher adds two calls to the same unit after one call is marked as cleared and Report Taken, a popup is displayed. It indicates that that unit is now available and can be assigned to the next stacked call.

Reassigned Calls

ARMS gives dispatchers the ability to reassign calls. A reassigned call is assigning a call to an officer already responding to a call. They can order the calls based on priority.

To do so, the dispatcher can assign a new call to an officer responding to a call who will be added to the reassigned call.

Incident Sets

Incident Sets are groups of CAD Incidents that are related either through one event that took place over multiple CAD incidents or as a grouping of CAD Incidents.

An example of an event that may have multiple CAD Incidents is a bomb threat. This event can have the entire department responding across multiple locations and incidents(traffic control, evacuation, bomb search, etc.). By grouping, the incidents using the Incident sets functionality administrators can quickly go through all the related incidents without having to search through incidents before and after the event. As each incident can have one report associated with the event, multiple case reports for the event can be issued for the complete incident set. The administrators can then use the Incident Set Management window found under the CAD Functions menu to print the selected set and review the case numbers for the incident set.

Alternatively, departments can use the incident sets to help track frequently occurring events such as building unlocks. By using the Incident Set Management window dispatchers can quickly navigate through all the linked events and see if a building has already been unlocked or if it still needs to be unlocked.

BOLO's

BE ON THE LOOKOUT.

A BOLO is an alert bulletin typically for a dangerous person, missing person, stolen vehicle, or some other event. The BOLO feature in ARMS allows users to enter all information that has been passed to the department. The department can also attach Involved Parties, Vehicles, Pictures, and Other Media files such as surveillance video or pictures. Each BOLO is entered in ARMS as an incident and has an expiration date that will automatically clear the event. This date is defaulted to 30 days from the creation of the event but can be manually set to a different date. The Print Summary button will pull up a summary list of all BOLOs for the date range selected.

The BOLOs module is to be created by dispatchers to add information that they and the officers need to be on the lookout for and aware of. They can create a BOLO by clicking on the BOLO button in the toolbar and that will create a new CAD event.
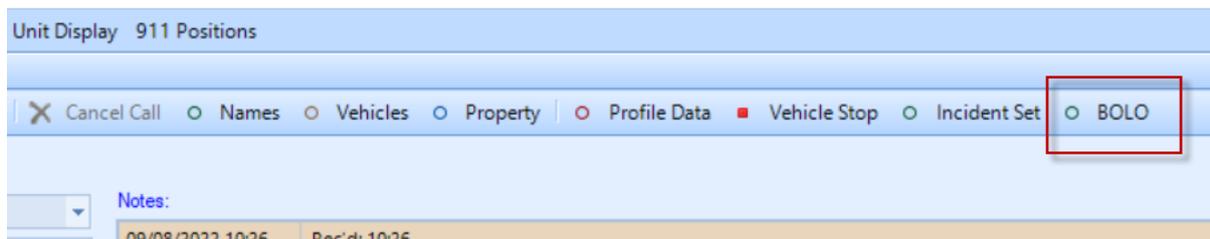
The dispatcher can add an expiration date, which will determine when it no longer appears in the BOLO Review, the BOLO type, and the Priority of the BOLO. The BOLO Type default values include Dangerous Person, Missing Person, and Stolen Vehicle, but Dispatchers can add Other values through the Code List. The Priority will determine where the BOLO appears in the Open Call List.

Below the initial information, any text information can be added to the Subject Person Description, Subject Vehicle Description, and Contact Information fields. Then, they can also attach Involved Parties, Vehicles, Photos, and Other Media to the BOLO by saving and right-clicking below the tab they'd like to add to.

Once added, the BOLO will create a CAD Event which can then be left in the Open Call List, cleared out by adding an officer to the call and clearing, or by choosing Cancel Call. The BOLO will still appear when searching for it until the expiration date is reached or a user modifies it to expire on the present day.

BOLOs can be searched by both Dispatchers and Officers in different modules. The dispatchers can go to Functions, then BOLO Query to search by Date, Priority, BOLO Type, and Non-Expired or All. The Date Filter field allows the dispatcher to search by a date range, but also just based on the last 24, 48, and 72 hours and 7 days. Each can then be selected to view the information below it and even printed.

Officers can search the BOLOs through their department's ARMS Mobile website by going to the home screen and selecting the BOLO Review button. They can then search by Date, Priority, BOLO Type, and Non-Expired or All. The Date Filter field allows the Officer to search by a date range, but also just based on the last 24, 48, and 72 hours and 7 days. Each can then be selected to view the information below it and even printed.

Patrol Activity

Patrol Activity is used for tracking an Officer's movement. It's mainly used when officers are patrolling or at special events.

To do this from CAD, go to Functions > Patrol Activity.
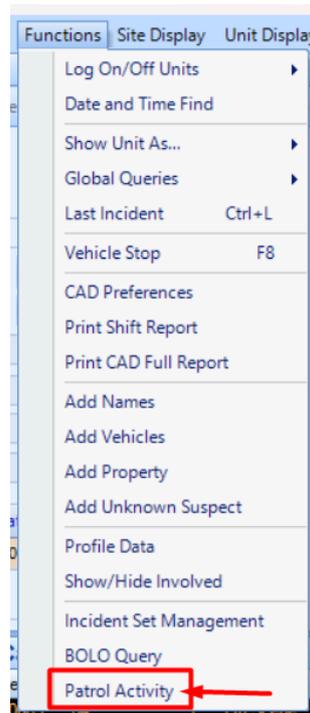
Once the dispatcher has added Patrol Activity, it can be viewed from Mobile CAD by the Officer.
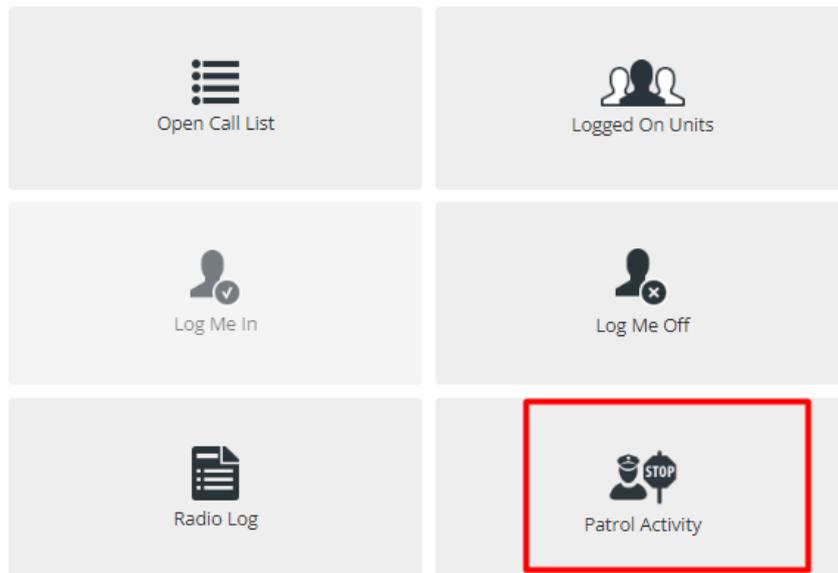
Officers can search and print Patrol Activity in Mobile CAD.

To add a new click on the Add button and fill in Patrol Activity details such as Date\Time From, Date\Time To, Officer, Common Name, Location Detail, Street Number, Street Name, Incident, Disposition, Note#1, Note#2, and Comments.

CAD Additional Features

CAD Preferences

The CAD preferences window, found under Functions >> CAD Preferences, gives a quick access point for changing the behavior of the CAD interface.

The CAD Preferences window contains areas to change to dispatch by beat, enable filtering by Unit Type, stamp the received time in the Police Information field, and choose whether the CAD screen is split into two monitors or not.
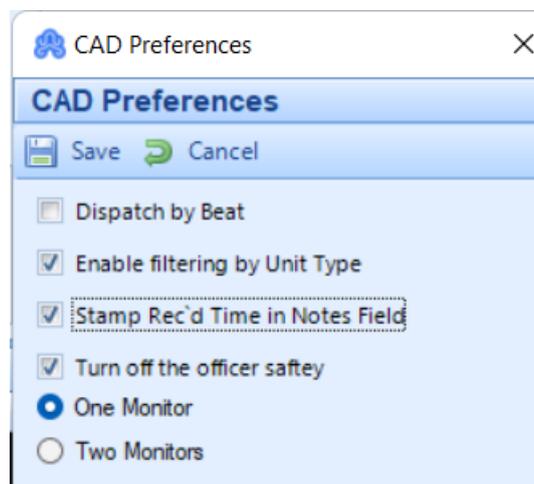
Dispatch by Beats – This option works in correspondence with the Location codes. In the set-up menu, users have the option to include a beat number. If this has been done, when an officer is logged on, they can also have a beat number included. When the location code is used in CAD that has the same beat number as an officer that is logged on, CAD will automatically assign an available officer to that call.

Enable filtering by Unit Type – This option will allow the dispatcher to use the Unit Display menu to only display specific unit types in the Available Units List.

Stamp Rec'd Time in Notes Field – This will automatically stamp the Rec'd time of the call into the Police Information.

**Turn off the officer safety -** This will turn on/off Officer Safety alerts.

One Monitor – This option will display the CAD information, Available Units List, and Open Calls List all on one screen.

Two Monitor – This option will display the CAD information on one screen and the Available Units List and Open Calls List on another screen.
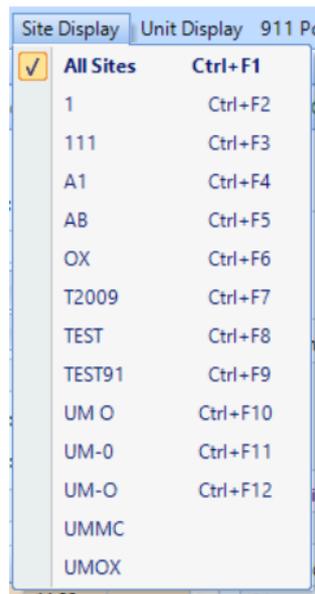
Once changes have been made to the CAD Preferences window, pressing Save will commit those changes.
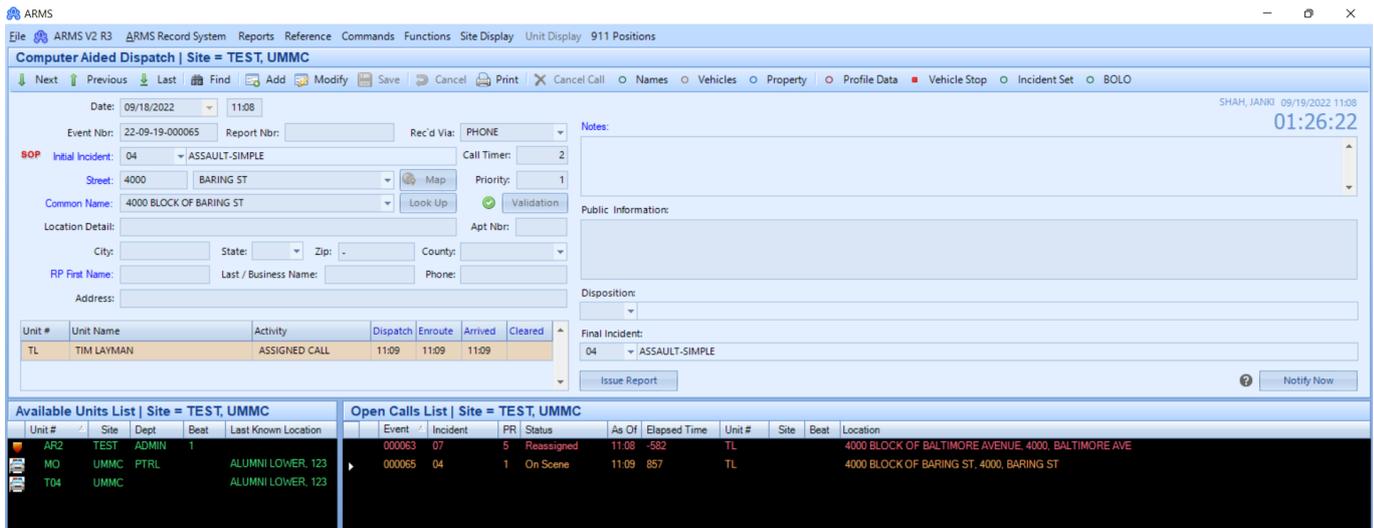
Site Display/ Unit Display

Customization of the display can be done using the Site Display/Unit Display Menu from the Menu Bar on the top.
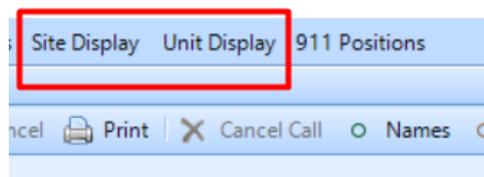
Site display customizes display of Available Units List and Open call list.

The Site Display shows a list of all the sites. Once the dispatcher selects a site from the list, it displays data about that site. By default, it shows information about all the sites.

Similarly, if the department has set up according to units, then the Unit display menu will list all Units, and data can be displayed accordingly.

Multiple units can be selected for display.
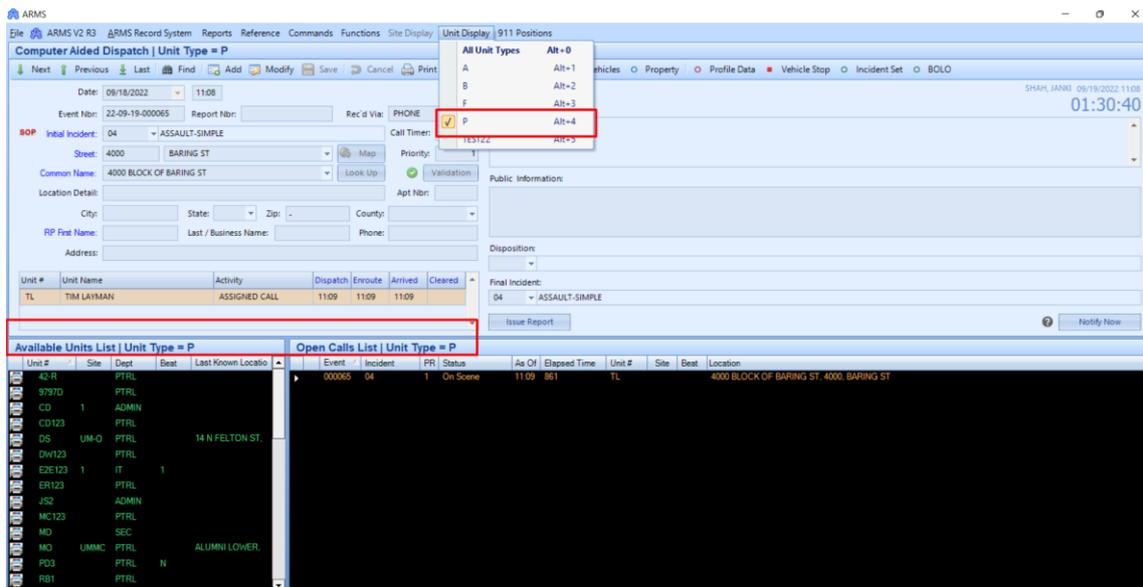
Reference

It is a helpful tab to look at all references including Location, Employee, Phone Numbers, Crime Codes, Logged Vehicles, Skills, and Equipment, and Logged Units.
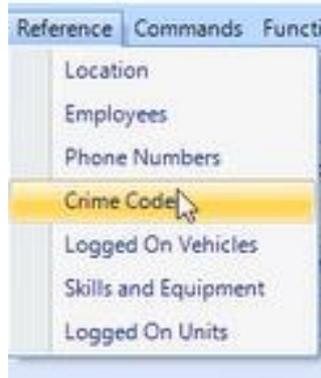
Location – It will show the history and information about the common name. This screen can also be accessed by clicking on "Common Name" in the main CAD area.

Employees – It will show the Employees List with all added details.

Employees

Last Name	First Name	Call Number	Home Phone	Cell Phone	Pager	Alt. Phone	Email
🅰	🅰	🅰	🅰	🅰	🅰	🅰	🅰
2TEST	TEST	344444					
2TESTS	TEST	2TEST1					
AAA	AAA	AAA					
ABRAHAM	MICHAEL	2TEST					
ACKER	SCOTT	ACKER					
AIRPORT	MEMPHIS	123MA					
AIRPORT	MEMPHIS	123123					
AISD	ANGLETON	ANGL					
ALBERTSON	KRISTEN	114					
AMU	PV	PV5					
ANDERSON	TOMMY	303					
ANDERSON	WILLIAM	B212					
ANDERSON	VINCENT	T26					
ARMS	DEV	Q123					
ARNOLD	BRADFORD	1701A		214-820-4444			BRADFORD.
ASDFS	FASKJDF	ASDJFA					
ASH	JEANETTE	JA					
ATLANTIC	FLORIDA	FLA					
AURARIA	LOGIN	1234					
AUSTIN	LAVERNE	LA					
AVILA	PHILLIP	PA					

Ready

Phone numbers – It will show a list of all Phone Numbers.

Phone	Last Name	First Name	Business	Building	Room	Address
🄰	🄰	🄰	🄰	🄰	🄰	🄰
	last	first				
1135	Ryan	Roberts	Customer Service			
123-456-7894	Smith	John	Cafeteria			784 Coliseum Dr./Poole Dr.
123-456-7894	Wirth	Jayson	Jayson Wirth Libr			1234 REBEL DRIVE
123-456-7894	Smith	Jason	ALUMNI LOWER			
133546846			Circle Apartments			
223-456-7890						
231-231-2414	asdfasf	asfdasfd	ALUMNI LOWER			
235-659-9874	Johnson	Peter	ABC Apartment C	2	504B	234 Coliseum drive
251-456-7890						
251-456-7891						
457-894-5621	Smith	John	ACADEMIC AREA			Circle
535-535-3233	test					
555-1234	SMITH	DAVE	KINARD HALL	MARTINDALE	223	207 REBEL DRIVE
555-2345	BROWN	GEORGE	KINARD HALL			207 REBEL DRIVE
555-555-5555	last	first	busi			
601-555-8479	Knight	Mike	ACADEMIC BUILD	A	102	4587 W Jackson Ave.
662-915-4911	Zuckerburg	Mark	UNIVERSITY POL	Kinard	219	207 REBEL DRIVE
874-521-1245	Howard	Lewis	ABC Apartment C	3	302A	234 Coliseum drive
985-624-1234	Roberts	Jason	ABC Apartment C	2	302B	234 Coliseum drive

Crime Codes – It will show a full list of all the crime codes added to the system.

Classification	Description	Offense Code	Code Section
	AGAINST SMTI AGAINST SMTHN	88888	
	FIRE ALARM PANEL OFFLINE	FAPO	
	FIRE ALARM PANEL ONLINE	FAP	
	FP2	0021	
	LUNCH BREAK	LUNCH	
	PROVIDE ASSISTANCE OUTSIDE JURISDICTION	OTHER	MISC
	SLIP AND FALL INCIDENT	SLIP	
	THIS IS A TEST CRIME CODE	TEST	
	WALK IN REPORT	WALK IN REP...	
ACCIDENT	ACCIDENT PERSONAL INJURY	44	
ACCIDENT	ACCIDENT PROPERTY DAMAGE	45	
ADMINISTRATIVE	EXPUNGE/EXPUNCTION OF CRIMINAL CASE	EXP	
ADMINISTRATIVE	REPORT ISSUED IN ERROR	RIE	
ALARM	ALARM-PANIC	AP	
ALARM	FIRE ALARM	AF	
ALCOHOL	DETAINED -NOT ARRESTED	DETA	
ALCOHOL	INTOXICATED DRIVER	55	
ALCOHOL	INTOXICATED PERSON	56	
ALCOHOL	MINOR IN POSSESSION OF ALCOHOL	MIP	MSMIP
ALCOHOL	POSSESSION OF ALCOHOLIC BEVERAGE OVER21	ALCOV	67-1-87
ALCOHOL	POSSESSION OF ALCOHOLIC BEVERAGE UNDER21	ALCUN	67-1-81
ALCOHOL	POSSESSION OF BEER OVER 21 YOA	BEEROV	67-3-13
ALCOHOL	POSSESSION OF BEER; UNDER 21	BEERUN	67-3-70
ANIMAL	ANIMAL CRUELTY	ANIMAL	
ANIMALS	ADMINISTERING POISON TO ANIMALS	ANMLPN	97-41-17
ARSON	BURNING OF STATE SUPPORTED SCHOOL	ARSON	97-17-3(2)
ASSAULT	123456789012	05	
ASSAULT	AGGRAVATED ASSAULT ON A POLICE OFFICER	AGGAPO	97-3-7(2)
ASSAULT	AGGRAVATED ASSAULT WITH A FIREARM	AGGFIR	97-3-7(2)(B)
ASSAULT	ASSAULT WITH KNIFE OR CUTTING INST.	AGGKNI	97-3-7(2)(B)
ASSAULT	ASSAULT-SIMPLE	04	

Logged on Vehicles – It shows a list of all Logged vehicles.

Skills and Equipment – It shows a list of employees with the skills they have, and it shows a list of equipment that the department has.

Logged on Units – It shows a list of units that are logged on in the system.

Reports

Reports can be generated for multiple CAD Events from ARMS CAD System.

Print Shift Report – It gives an overview of all CAD entries on the first page and a detailed view from the next page. Dispatchers need to select to and from date and time and it will show data accordingly.

Enter Criteria

OK Cancel

Date:	09/18/2022 ▼	Time:	03:00
To Date:	09/19/2022 ▼	Time:	13:00

UNIVERSITY OF END2END
UPD
CAD Shift Report from 03/01/2022 12:00 to 09/19/2022 13:00

Total Entries : 37

Vehicle Stops :	2	Reports Issued :	7	Arrests Occurred :	1
Calls For Service :	24	Felony Reports :	3	Adult Arrests :	1
Felony Calls :	0	Misd. Reports :	0	Juvenile Arrests :	0
Misd. Calls :	3	Incident Reports :	2		
Incident Calls :	8	Other Reports :	2		
Other Calls :	26				

Crime Classifications :

	0
ACCIDENT REPORT	1
ASSAULT	2
BOLO	1
BURGLARY	2
KIDNAPPING	1
LARCENY	2
SERVICE	1
THEFT	1
VANDALISM	1

Unit Number	Employee	Mileage	Fuel added	Beat	Radio	Keys
395	MILLARD, DAVID	15.00	0.00			
438	MCALISTER, MIKE	0.00	0.00			
B4	ALBERTSON, KRISTEN	0.00	0.00			

UNIVERSITY OF END2END
UPD
CAD Shift Report from 03/01/2022 12:00 to 09/19/2022 13:00

LOGON Beginning of Shift	May 02, 2022-Monday	22-05-02-000029
Received Via :		
RP : --		
Common Name/Street		
Police Information : Rec'd: 14:19		
Public Information:		
CAD Units : Unit #: 3 14:19/ 14:19/ 14:19/ 14:19		
Officers: BANAHAN, LESLIE #3 /		
LOGOFF End of Shift	May 02, 2022-Monday	22-05-02-000030
Received Via :		
RP : --		
Common Name/Street		
Police Information : Rec'd: 14:19		
Public Information:		
CAD Units : Unit #: 3 14:10/ 14:10/ 14:10/ 14:10		
LOGON Beginning of Shift	May 02, 2022-Monday	22-05-02-000031
Received Via :		
RP : --		
Common Name/Street		
Police Information : Rec'd: 14:44		
Public Information:		
CAD Units : Unit #: 114 14:44/ 14:44/ 14:44/ 14:44		
Officers: ALBERTSON, KRISTEN #114 /		
LOGOFF End of Shift	May 02, 2022-Monday	22-05-02-000032
Received Via :		
RP : --		
Common Name/Street		
Police Information : Rec'd: 14:45		
Public Information:		
CAD Units : Unit #: 114 13:44/ 13:44/ 13:44/ 13:44		
LOGON Beginning of Shift	May 02, 2022-Monday	22-05-02-000033
Received Via :		
RP : --		
Common Name/Street		
Police Information : Rec'd: 15:06		
Public Information:		
CAD Units : Unit #: 114 15:06/ 15:06/ 15:06/ 15:06		
Officers: ALBERTSON, KRISTEN #114 /		
VEHICLE Vehicle Stop	May 27, 2022-Friday	22-05-27-000034
Received Via : Radio		
RP : --		
Common Name/Street		
Disposition : Handled By Officer		

Print CAD Full Report – It will generate a full CAD Report of the currently opened CAD, it will work similarly to the print button in the toolbar.

UNIVERSITY OF END2END
UPD
CAD Full Report

Date: 09/18/2022 11:08   Event Nbr: 22-09-19-000065   Report Nbr: Rec'd Via: Phone

Initial Incident: 04 - ASSAULT - Assault-Simple
Final Incident: 04 - ASSAULT - Assault-Simple
Common Name: 4000 Block of BARING ST
Location Detail:

Street Nbr:	4000	Name:	BARING ST		Apt Nbr:	
City: Oxford		State:	MS	Zip Code: 39047	County:	LAFAYETTE

Reporting Person: Phone:
Address:

Notes:

Public Information:

Disposition:

☐ Issue Report   ☐ Service Call   ☑ Media Log

Units Involved:	Activity	Dispatch	Enroute	Arrived	Cleared
TL - TIM LAYMAN	AC	11:09	11:09	11:09	

On click of Print Shift Report or Print CAD Full Report, it will ask the Dispatcher to select the destination of the report. The printer will allow the dispatcher to print directly, the screen option is similar to print preview and the file option will start a download in a word document or pdf form.
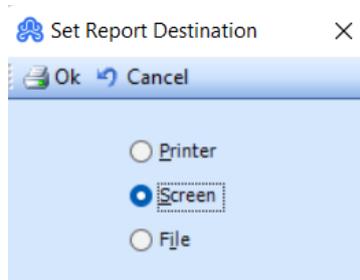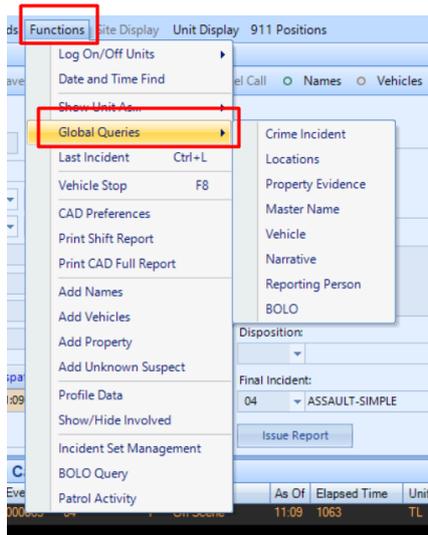

All other options to generate CAD reports can be found under Report Menu. It has multiple options and sub-options to select from.
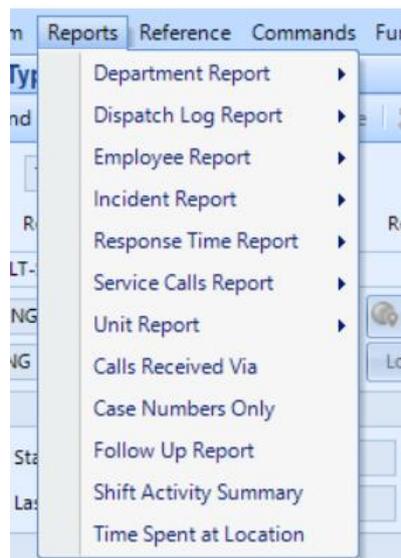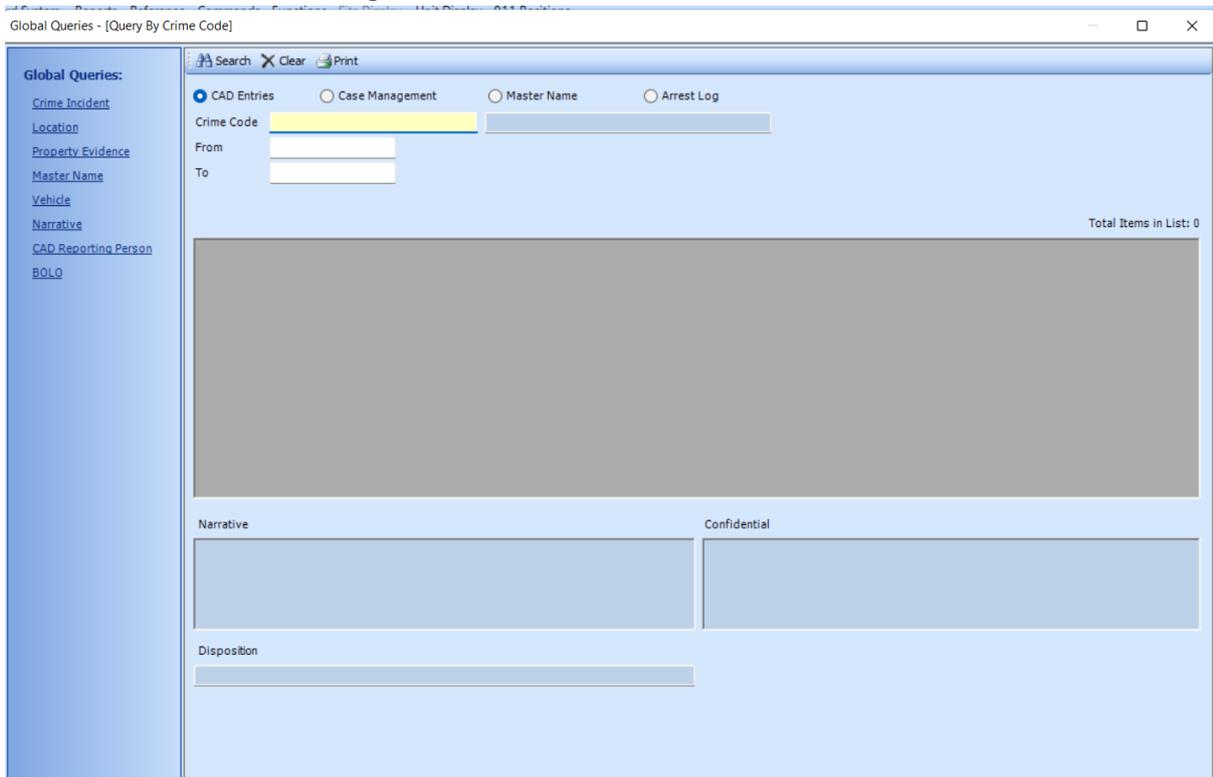

Global Queries

It is a way to search everything within CAD.

Data like Crime/ Incident, Location, Property/Evidence, Master Name, Vehicle, Narrative, CAD Reporting Person, and BOLO can be searched from CAD Entries, Case Management, Master Name and Arrest Log.

Any Yellow field is Code filled. So, the dispatcher can type "?" and it will show a list of all codes. When the dispatcher double-clicks any of the result entries, it will directly navigate to that entry in CAD.

All tabs have different options within them.