



Indiana University Police Department

Computer Aided Dispatch

Issue Date:	4/10/2020	Effective Date:	4/10/2020
Review Date:	4/10/2021	Number of Pages:	4
Rescinds:	None		
IACLEA Standards:	11.1.3; 11.1.4; 16.1.2; 16.1.6		

I. Purpose

To establish expectations for the use of Computer Aided Dispatch (CAD).

II. General Order

The Indiana University Police Department (IUPD) will use the Computer Aided Dispatch (CAD) module of the Automated Records Management System (ARMS) software, to assist Communication Operators with decision making processes and recording of information.

III. Tracking Unit Status

- A. All employees listed on the shift duty schedule, which may be dispatched to a call for service, must be logged onto the CAD “available units list” at the beginning of the employee’s shift. Employees will be removed from the “available units” list at the conclusion of their shift.
- B. Communication Operators will record the status of units that advise they are out of service, to include:¹
 - 1. the purpose for the unit marking out of service, such as a meal break, or replacing equipment
 - 2. the unit’s location, if known, and
 - 3. the duration of time that the officer is out of service.

IV. Creating Event Records

- A. An event record will be created in Computer Aided Dispatch for situations including, but not limited to:²
 - 1. Any report of a crime or violation of institutional policy.
 - 2. All calls for service received via telephone, radio, email or letter, including calls for services that are referred to another public safety agency.
 - 3. Any officer-initiated activity.

¹ IACLEA 11.1.4 – Procedures – Communications

² IACLEA 11.1.3 – Procedures – Recording Information; IACLEA 16.1.2 – Required Incident Reporting



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4. Any assistance to an outside agency performing official duties on campus property.
5. Any request to assist an outside agency off campus.
6. Any request for access to student information using the Student Information System (SIS) which is not related to an existing event record.

V. Minimum Entry Standards for Event Records

A. Each CAD event entry will comprise of the following minimal entry standard.³

1. Event number, which is uniquely assigned by the CAD system.
2. Date and time of when the request was received.
3. How the call was received.
4. Initial incident type.⁴
5. Location of incident.⁵
6. Name, phone and address (if possible) of complainant, victim or person reporting incident.
7. Identification of any officer assigned as primary and back-up.
8. Time of dispatch, arrival, and return to service of all units involved.
9. Summary of reported incident.
10. Disposition or status of reported incident.
11. Final incident type. (see B below)
12. Any officer safety information to include weapons, suspect/ vehicle description, hazardous or dangerous materials and warrant information (if known).
13. Any additional information reported by the officer.

B. Dispatchers will select the final incident code using the below guidelines.

³ IACLEA 11.1.3 – Procedures – Recording Information

⁴ IACLEA 16.1.6 – Classification of Records

⁵ IACLEA 16.1.6 – Classification of Records



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1. If a case report was issued, dispatch will select the final incident code per the officer instructions. Traffic stops are excluded and will be cleared as traffic stop.
2. If no case report was issued, dispatch will select the final indent code based on the disposition from the officer.
3. A review of CAD entries is required daily by the Dispatch Manager or Lead Dispatcher. Any changes will require an entry in the Notes.
4. Any discrepancies will be addressed with the Clery Compliance Staff within 48 hours of the review.

VI. Recording Information Relevant to an Event

- A. Communication Operators will use the procedures outlined in the CAD Training Brief to perform the appropriate and corresponding actions:
 1. Adding Names, to record the name of any individual associated with an event, for whom the minimum necessary information is available, using the Name tab in CAD.
 2. Adding Vehicles, to record the vehicle information for any vehicle associated with an event, for whom the minimum necessary information is available, using the Vehicle tab in CAD.
 3. Record any updates or new information that is pertinent to an event in the “Notes” section of CAD.
 4. Tow Log, to record information related to vehicles ordered towed by the IUPD and the release of those vehicles.

VII. Quality Control

- A. Communication Operators will use procedures outline in Training Brief – Computer Aided Dispatch, to review CAD entries and associated records they created during their shift for accuracy and completeness, making any updates necessary, prior to completing their shift.
 1. If high activity levels prevent a Communication Operator from conducting a quality control review on their CAD entries from that shift, they will conduct the quality control review of their entries during their next shift.



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General Order G11.1.3

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VIII. Related Information

Indiana University Police Department:

Training Brief: Computer-Aided Dispatch

Benjamin Hunter (4/10/2020)
Superintendent of Public Safety