

Computer Aided Dispatch System Operations Manual

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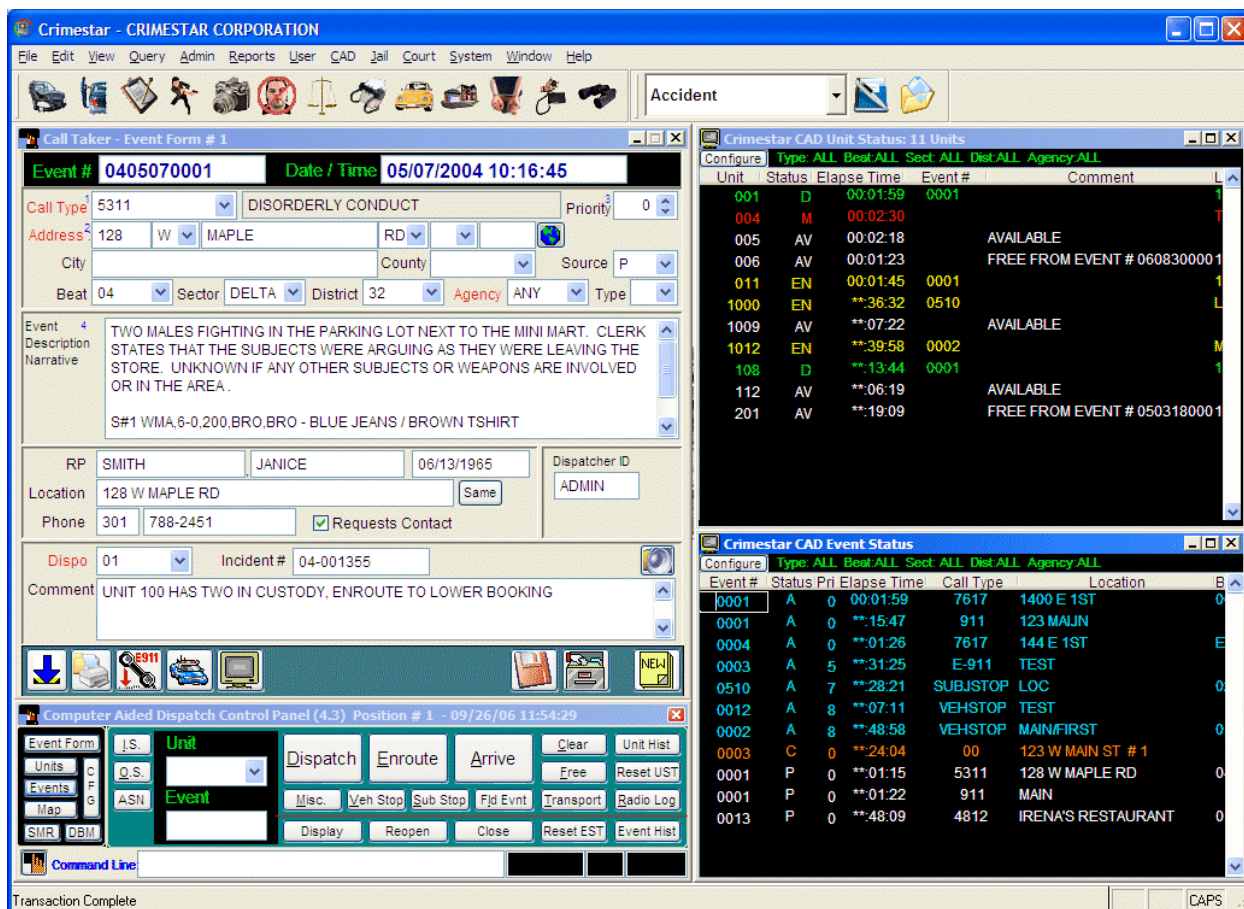
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Introduction

The Crimestar Computer Aided Dispatch (CAD) system is highly functional, fast and reliable tool for dispatchers to track the activity of field personnel. Unlike a Records Management System (RMS), which is designed to capture and categorize large amounts of detailed information, a CAD system has a very different objective. In short, a CAD system captures basic call for service information and helps to manage the process of getting field resources sent to the call. Since it is not uncommon for many different things to be occurring at the same time, the system must use various visual cues to show, at a glance, basic information concerning all field resources and pending activity. From a workflow perspective, the information received by dispatchers can come from a variety of sources (phone, radio, etc.), and is often fragmented and rarely in perfect sequence. A CAD system must allow the dispatcher to records specific critical elements of information very quickly and in a very flexible way. Overall speed is necessary so the dispatcher is never waiting for the computer, before being able to record more information.



(Shown Running within CrimeStar RMS on a single monitor with Two Status Windows)

The combination of good visual cues, operational flexibility and system speed make the technical development of a CAD system an interesting challenge. We feel that Crimestar CAD provides

these basic requirements and serves as a great tool for most dispatch environments wishing to more efficiently and effectively manage and track their field resources.

Stand Alone or within CrimeStar RMS

Crimestar CAD has been designed to operate either as a standalone application or from within Crimestar Records Management System. In both instances they access the same master database. As a standalone application the system can access and search portions of the RMS database, however when operating from within the RMS system the dispatcher also has complete access to the powerful search capabilities that are inherent to the Crimestar RMS.

While Crimestar CAD can operate standalone, it does work in conjunction with the Crimestar RMS code tables and information database, thus at least one licensed copy of Crimestar RMS is required to be installed before Crimestar CAD can become operational.

Installation Notes

Crimestar CAD should be installed in the same folder or directory where Crimestar RMS has been installed. Since Crimestar CAD interacts with the same database used for RMS, it uses the same path specification defined in the Crimestar INI file. For the Professional version of CAD it uses the “DATAPATH=” entry. For the Enterprise version it uses the “SQL_NAME_IP=” entry in the Crimestar.INI file, in order to locate the Crimestar database.

If you install the Crimestar CAD software to a separate folder, another copy of the crimestar.ini file will be installed there. Be sure to set the DATAPATH= or SQL_NAME_IP= setting of the Crimestar INI file so the software will know where to find the Crimestar RMS database. Since the CAD software both reads from and writes to the database tables it is critical that your Windows operating system user login (if used), have at least read and write privileges to the database and its files.

IMPORTANT: Crimestar CAD uses TCP/IP-UDP broadcast messages (also known as datagrams) to alert other CAD network workstations of new event or status activity. As such, machines running Crimestar CAD should have the TCP/IP network protocol loaded and all CAD workstations should be addressed within the same network segment (or class C address range).

In other words the address used in the Class A, Class B, and Class C address blocks should be the same (ClassA.ClassB.ClassC.ClassD) for each computer running CAD.

Example: 192.168.1.5
 192.168.1.42
 192.168.1.190
 192.168.1.203
 etc.

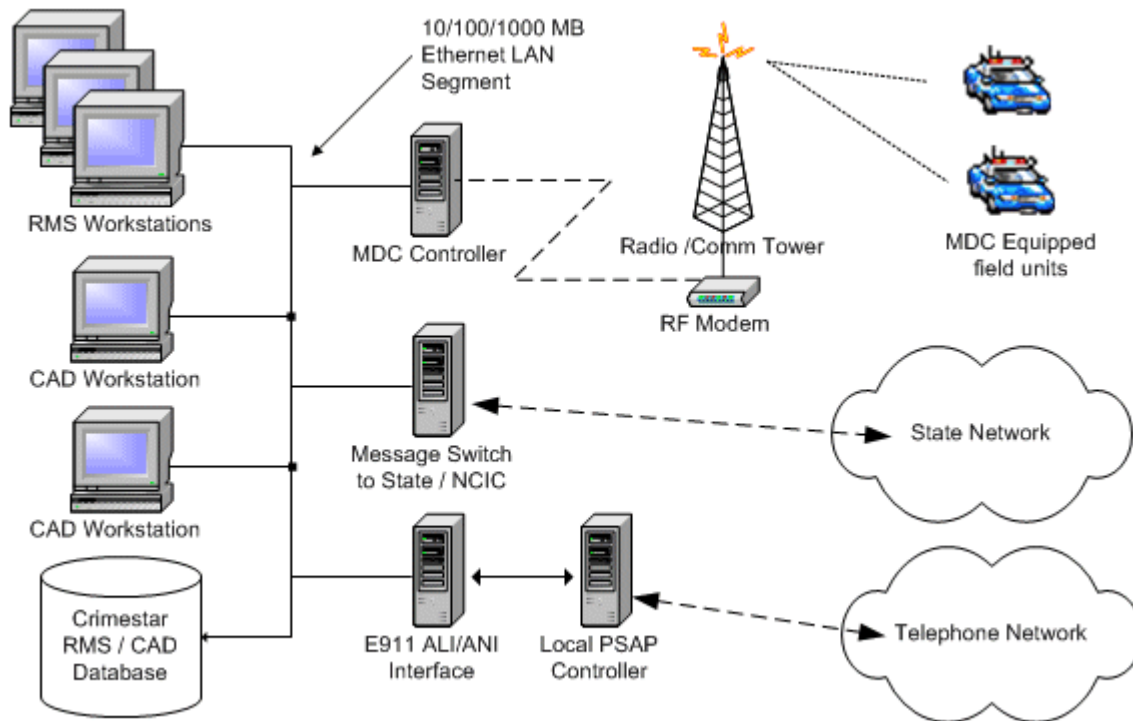
Additionally; if a router or firewall is in place on the network it should allow for the passage of TCP/UDP traffic on port 333. This is the port Crimestar CAD Workstations use to send the UDP broadcast messages to other workstations. This is also the port that the E911 Interface controller uses to notify a CAD workstation of E911 ALI/ANI data.

If the optional Map Status monitor (Discussed later in this document) is used, be sure that the pwstreet.ini file, located in the Windows folder of your computer, properly references the location of the map files. By default the map files are installed in a subfolder of the installation directory called "MAPS". The pwstreet.ini file entries for a default CAD installation are as follows:

```
BASEPATH=c:\crimestar\maps
CELLDATA=c:\crimestar\maps
```

CAD – MDC Network Diagram

Crimestar CAD operates via the TCP/UDP protocol on a high speed Ethernet network. Multiple CAD workstations should be run on the same network segment so they can communicate with each other and with other optional related products provided by Crimestar.



Network diagram of Crimestar related products.

Definitions

Before we begin explaining the various features and capabilities of this system it will be helpful if we first define some basic terms that we use when discussing this product.

Available Unit Time: This represents the total amount of time that a unit was in an available (on patrol or otherwise) status and was available to be dispatched on events.

Call For Service / Event: This represents the occurrence of any activity that requires a field unit to respond or necessitates being documented via CAD. Some types of Events (such as a “vehicle stop” or “subject stop” are self initiated by a unit and are not the result of someone calling a dispatch center or flagging down a passing officer.

Drag & Drop: This describes the process of using your computers mouse to select an object from a form and drag it to another object or another form. To begin a drag operation, position your mouse over the item to be ‘dragged’, then click and hold down the left mouse button. Then move your mouse to the object of form where the object is to be “dropped”, and release the left mouse button. You will notice that when dragging units from the unit status monitor your cursor will change to reflect the type of unit you are dragging.

Dual Monitor or Multi-Monitor: This is a hardware configuration where two (or more) video monitors are connected to your computer allowing more program windows to be concurrently displayed and visible to user at the same time. The term Dual Monitor and Multi-Monitor are synonymous and describe this type of hardware configuration. In order to take advantage of this environment you should change the windows video configuration to extend your windows desktop to the second, third etc. monitors so as to have one larger desktop as opposed to simply replicating the display information shown on your primary monitor.

MDC: Is an abbreviation for the Mobile Digital Communicator product. The MDC is a separate complementary product that is designed to extend dispatch functionality to field computers that communicate with CAD via a live digital radio link.

MSG: Is an abbreviation for the Crimestar Message Switch/Gateway product. The MSG is a separate complementary product that is designed to provide an interface to your state criminal information computers and NCIC.

Multiple Document Interface: This is a design approach where the software is capable of displaying multiple documents or multiple instances of the same document within its own window on the screen and the user is free to navigate or switch between these windows to view or work with different things at the same time. In a Multiple Document Interface system it is not always necessary to close one document before you open another.

PSAP: Public Safety Answering Point. A term used to define the telephone answering point for a 911 call. PSAP equipment is the telephone equipment installed at a PSAP site that receives the ALI/ANI (Automatic Location/Number Identification) data provided by the phone company.

Queue Time: This is the total amount of elapsed time that transpired between the time the dispatcher was first made aware of the event (and created an event record) and the time the dispatcher dispatched the first Unit.

Response time: This is the total amount of elapsed time that transpired between the time the dispatcher was first made aware of the event (and created an event record) and the time the first responding unit arrived at the scene of the event.

Travel Time: This is the total amount of elapsed time that transpired between the time the unit was dispatched and the time the unit arrived at the scene of the event.

Time on Scene: This is the total amount of elapsed time that transpired between the time the unit arrived at the scene of the event and the time the unit cleared the event.

Total Consumed Time: This is the total amount of unit-consumed time for all units that were dispatched to an event.

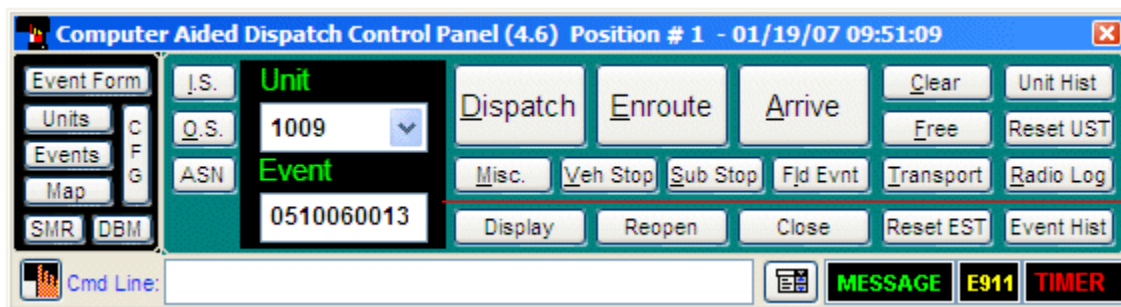
Unit Consumed Time: This is the total amount of elapsed time that transpired between the time the unit advised that it was enroute (or the dispatch time if no enroute time was advised) and the time the unit cleared the event.

Dispatch Console Overview

The Crimestar CAD system is comprised of a minimum of four primary forms or windows. These windows are the CAD Control Panel, Event Form, Unit Status Monitor Form and Event Status Monitor Form. These windows are used in conjunctions with one another to control all active and pending calls for service as well as maintain the status of each field resource. While you may have multiple Event Forms and Status Monitors simultaneously active you may only have one (1) CAD Control Panel active. The following sections describe the various forms and their respective features or uses.

CAD Control Panel

The control panel window is a central point of control for the CAD system. While there are various shortcuts to commands inherent to the program, the control panel is where every CAD command can be executed. CAD commands or actions are performed using either units or events (or both). In order to take an action against either a unit or event, it must first be “selected”. The process of selecting is simple. On the Control Panel, there is a field labeled “Unit” and a field labeled “Event”. When the unit field displays the value of a particular unit id, that unit is regarded as being selected. Likewise, when the event field displays a certain event #, that event is regarded as selected. Units can be selected from a drop down list of unit resources that have been configured into your system code tables. The units that appear in this drop down list represent your complete list of configured units as *defined in the “CFS – Unit” category of the “Other Codes” section in the Crimestar RMS system configuration* and not just those that are currently on duty or “In Service”(IS). Events can be selected by entering the event number directly into the event field. Units and Events can also be selected via drag & drop operations and via status monitor menus which will be discussed later.



The Event number format consists of a 10-digit number. The format for that number is as follows: Digits 1-6 represents the date in Year-Month-Day format, followed by a 4-digit sequence number. In the illustration above the event number is ‘0510060013’. This represents the year 2005 (05), the month of October (10), the 6th day (06) and the 13th event (0013) to have been documented on that day. The 4 digit sequence counter is automatically reset at the start of each new day. This Gregorian event numbering format is not configurable.

Once a unit and/or event is selected actions may be taken relating to them. Example: once a unit and event are selected, you may dispatch that unit to that event by clicking the Dispatch button. Once the unit has been dispatched, you may place that unit Enroute by clicking the enroute button. These commands and the various ways you can use them will be discussed later in this document. Due to the critical nature of the CAD command window, this window will always remain “on top” positioned on top of other open windows.

Event Form

The event form is by design quite similar to the CFS (Calls For Service) form found in Crimestar RMS. The event form is the place where you capture and display information concerning a field event. As a dispatcher or call taker you can manage all events via a single form or if you wish, similar to the CFS module in records, you may have more than one event form active at the same time.

The screenshot shows a software window titled "Call Taker - Event Form # 1". The form is organized into several sections. At the top, there are fields for "Event #" and "Date / Time". Below this is a "Call Type" dropdown and a "Priority" spinner set to 0. The "Address" section includes a dropdown, a globe icon, and fields for "City" (SAN JOSE), "County" (CASTRO), and "Source". Below that are "Beat", "Sector", "District", "Agency" (ANY), and "Type" dropdowns. A large text area for "Event Description" and "Narrative" follows. The "RP" (Requesting Party) section includes fields for "Location" and "Phone" (408), a "Requests Contact" checkbox, and a "Dispatcher ID" field containing "ADMIN". The "Dispo" (Disposition) section has a dropdown, "Incident #", and "EMD Code" dropdown. A "Comment" text area is at the bottom of the form. A toolbar at the very bottom contains icons for a download arrow, a printer, a key with "E911", a police car, a refresh symbol, a green checkmark, a folder, a notepad, and a clock.





The Event # and Date / Time fields at the top of the form are not selectable and are automatically filled in by the system. Neither the Date / Time field nor the Event # field can be modified from the CAD event form. Other fields on the form are completed or updated by typing data or

selecting options from drop down lists of pre-defined codes. The bottom of the event form displays several command buttons. These buttons (from left to right) can be used to Lock or protect the form to drag & drop operations, print an event record, display the unit history for the event, refresh the event form data (useful when more than one dispatcher is updating an event at the same time), save an event, close an event and clear the form in preparation for entering a new event.

Description of Event Form Fields

Call Type: This mandatory field defines the type of Event or Call being reported. Call types are selected from a dropdown list of codes. The codes displayed are those that have been *defined in the “CFS / CAD – Call Types” category of the “Other Codes” section in the Crimestar RMS system configuration.* When a call type is selected, the literal value of that code will be displayed in the field immediately to the right of the code type field. Call Type codes are by default sorted by the Code Value. The Call Type field in CAD can be optionally sorted by call description rather than by code, by setting the “List Call Types by Description” option in the RMS – CFS system configuration and setting the USE_CFS_MANDATORY option (see Appendix B) in the Crimestar INI file. There are two predefined call types (VEHSTOP and SUBJSTOP) that CAD will attempt to add to the CFS – Call Types code table if they don’t already exist. Call type codes by default are sorted by call code, but can optionally be sorted by description when USE_CFS_MANDATORY=ON is set in the Crimestar INI file and the CFS module is configured to display call types sorted by description.

Priority: The priority field is a single digit numeric field with acceptable values ranging from 0-9. The priority field is used as reference to establish the relative importance of an event. The lower the priority value number the higher the priority. Thus 0=Highest Priority and 9=Lowest priority. The priority assigned to an event determines its placement on the event status monitor. On the status monitor, Active events are always at the top displayed in order of their priority. Below that are “Complete” events and “Pending” events which are also displayed in order of their priority.

Location: This mandatory field defines the location of the event or call being reported. The Event location can be specified as either a simple single field used to enter descriptive information such as “Parking Lot Behind Wal-Mart” or specific address data similar to that entered via most RMS modules such as “123 W Main St E”. By Double-Clicking on the ‘**Location:**’ (Address) field label the location fields will toggle back and forth between a single field and address specific fields. The command button immediately to the right of the location field is the geo-verification button (Shown, only when CAD Map Status Monitor  is ON). When clicked the system will search the Crimestar street segment and premise geo-files in an attempt to confirm the address information entered. The geofile lookup process will prompt the call taker with possible premise file or street segment options and allow the call taker to select or confirm a matching geofile record. If the system is able to verify or validate the address, the appropriate beat, sector and district geographic references will be transferred and displayed on the Call Taker –Event form. The system will then activate    some additional command buttons immediately to the right of the geo-verification button. These additional command buttons can be used to open the geofile street

segment and/or the geofile premise record used to geo-verify the event location. If the location is geo verified with a geofile premise record that contains hazard flags, Premise command button will display the label “Hazard” (as shown) instead of “Premise”. Additionally, if available, from the geo-file, the associated latitude and longitude coordinates for the location are transferred into the Call Taker – Event record. If latitude and longitude coordinates exist for the location the geo-verification button will be displayed with a graphic of city streets and if the optional CAD Map status window is open an event graphic will be displayed on the map status monitor. If after a geo-file validation the event record still does not have imbedded latitude and longitude coordinates, those coordinates can be manually set in the event record to cause the event to be properly displayed on the CAD map status monitor. To manually geo-code an event record, right-click your mouse on the on the geo-verification button to change the mouse cursor to cross-hairs “+”. Now click on the appropriate location on the map and an event graphic will appear on the map page saving the latitude and longitude coordinates to the event record. Any activity displayed on the CAD map status monitor, is replicated on the map page of the Mobile Digital Communicator software (licensed separately) running in the field.



The call type and location fields are located at the top of the event form because these two pieces of information are clearly the most important. When an emergency is called in to the communications center, quickly knowing the call type and were to send field resources allows for the proper types or number of units to begin responding while other important information is being gathered.

City: The City field is a 20 character alphanumeric field that references the city in which the address or location exists.

County: The County field is a 6 character alphanumeric field that is used to reference the county in which the city and address or location of the event exists. The County codes displayed are those that have been *defined in the “Location - County” category of the “Other Codes” section in the Crimestar RMS system configuration.* The selection options available for this field codes are by default sorted by the code value.

Source: The source field is a single character alphanumeric field that defines the origin or source of the event or call information. In other words how was the dispatcher notified about this event? Acceptable values for this field are derived from user defined code tables in the systems configuration. While the code values for this field can be virtually anything, common values may include; P=Phones, 9=911, W=Walk-in, O=Officer Initiated, etc. The call source codes displayed are those that have been *defined in the “CFS / CAD – Call Source” category of the “Other Codes” section in the Crimestar RMS system configuration.* The source field in CAD can be made mandatory (as shown) by setting the call source required option in the RMS – CFS system configuration and setting the USE_CFS_MANDATORY option (see Appendix B) in the Crimestar INI file.

Beat: The Beat field is a 6 character alphanumeric field that is used to reference a specific geographic area for the location of the event. The Beat codes displayed are those that have been *defined in the “Location - Beat” category of the “Other Codes” section in the Crimestar RMS system configuration.* The selection options available for this field codes are by default sorted by

the code value. The beat field in CAD can be made mandatory (as shown) by setting the beat required option in the RMS – CFS system configuration and setting the USE_CFS_MANDATORY option (see Appendix B) in the Crimestar INI file.

Sector: The Sector field is a 6 character alphanumeric field that is used to reference a specific geographic area for the location of the event. The Sector codes displayed are those that have been *defined in the “Location - Sector” category of the “Other Codes” section in the Crimestar RMS system configuration.* The selection options available for this field codes are by default sorted by the code value. The sector field in CAD can be made mandatory (as shown) by setting the sector required option in the RMS – CFS system configuration and setting the USE_CFS_MANDATORY option (see Appendix B) in the Crimestar INI file.

District: The District field is a 6 character alphanumeric field that is used to reference a specific geographic area for the location of the event. The District codes displayed are those that have been *defined in the “Location – District/Grid” category of the “Other Codes” section in the Crimestar RMS system configuration.* The selection options available for this field codes are by default sorted by the code value. The district field in CAD can be made mandatory (as shown) by setting the district required option in the RMS – CFS system configuration and setting the USE_CFS_MANDATORY option (see Appendix B) in the Crimestar INI file.

Agency: The Agency field is a 6 character alphanumeric field that is used to reference the agency with jurisdiction for the location of the event. The Agency codes displayed are those that have been *defined in the “Agency Codes” category of the “Other Codes” section in the Crimestar RMS system configuration.* The selection options available for this field codes are by default sorted by the Code Value. The agency field in CAD can be made mandatory (as shown) by setting the agency required option in the RMS – CFS system configuration and setting the USE_CFS_MANDATORY option (see Appendix B) in the Crimestar INI file.

Type: The Type field is a single character field with five acceptable values, (P=Police, F=Fire M=Medical/Ambulance, O=Other {such as Public Works etc.} and A=All). The purpose of this field is to specify the type of event and thus the type of units that should be attached to it. Likewise, it determines which event status monitor the event will be displayed on, depending upon the configuration of the event status monitor(s).

Description: The Description field is an unlimited free form text field used to describe the circumstances associated with the event and/or to capture important officer safety information for responding units. CAD event description narrative can often contain sensitive data and information critical for responding officers. However, it is often necessary to prevent such information from being released to the press. By wrapping sensitive text in curly brackets { } it can be optionally omitted from the various Calls-For-Service reports that contain event description narrative.

RP: The RP (Reporting Party) field is used to reference the person who is reporting the event information to dispatch. If the RP is a proper name, the dispatcher can double-click on the **RP** field label to toggle the single name RP field to a series of specific fields to capture a Last Name,

First name and Date of Birth for the RP. The default view displayed by CAD is controlled by the RP field display preference set on the CFS page of the Crimestar RMS configuration.

RP Location: The RP Location field is used to reference where the reporting party is located as often this location will be different from the location of the event itself.

RP Phone: The RP Phone field is used to reference the telephone number where the RP can be reached if dispatch should need to re-contact the RP later.


Request Contact: This is a simple checkbox field to reference if the RP requests that a field unit make contact with the RP. Often the RP on events will wish to remain anonymous or will not want contact for fear of being identified to others.

Dispatcher ID: This field will by default contain the login ID of the user /dispatcher. However, it is a 6 character alphanumeric field that may if necessary, be changed to reflect the ID of the dispatcher who entered the event.

Dispo: The Dispo (Disposition) field is used to reference the formal disposition code for the event record. A disposition code is required before an event can be closed from the CAD system. The Dispo code is a 6 character alphanumeric value. The Dispo codes displayed are those that have been *defined in the “CFS / CAD – Call Dispositions” category of the “Other Codes” section in the Crimestar RMS system configuration.* The selection options available for this field codes are by default sorted by the Code Value.

Incident #: The Incident # field provides a place for you to associate an Incident # with a specific CAD Event record. Similar to the functionality found in the Calls For Service module of RMS, typing a CTRL-F5 while in this field will automatically assign the next sequential Incident # from the system using the incident numbering format defined in the RMS system configuration for Incidents.

EMD Code: The Emergency Medical Dispatch (EMD) Code is used to record a disposition code that is specific to any ambulance or emergency medical personnel that may have responded to the scene. This EMD code, when applicable, is supplemental and in addition to the Disposition Code used to disposition the event. The EMD codes displayed are those that have been *defined in the “CFS / CAD – EMD Codes” category of the “Other Codes” section in the Crimestar RMS system configuration.* The selection options available for this field codes are by default sorted by the Code Value.

Alarm Button: The alarm button is located to the right of the Incident # field. The alarm button will only be displayed and become visible once the Event record has been saved. This command button will add the current event to the Alarm Response File similar to the process available in the Calls For Service module of RMS. 

Dispo Comments: The Dispo Comments field is a free form unlimited text field to reference additional information or notes concerning the disposition or handling of an event.

Accelerator Keys: You will notice that when looking at the Call Taker-Event Form, some of the data fields have a small blue number immediately to the left of the field. These are form field identification numbers and can be used in conjunction with the “ALT” key to quickly move or position the cursor to that specific field.

Event Form Command Buttons: The bottom portion of the CAD Call Taker – Event Form contains a series of buttons. These buttons perform the following actions:



Allows or prevents (toggle) Drag & Drop operations on the Call Taker – Event Form.



Prints the currently displayed event.



Retrieves E911ALI/ANI call data when the optional Crimestar CAD E911 interface is present and transfers that data into the active Call Taker – Event Form. The CAD E911 interface licenses separately. The interface is designed to receive ALI/ANI data from a PSAP controller and forward it to CAD. The interface usually requires custom modifications based on the specifications for the E911 equipment installed at your facility.



Activates the Event History Window, showing all the Unit Transactions and logs associated with the displayed event



Refreshes the Call Taker – Event form with the most current saved data from the database associated with the displayed event.



Saves the current event data to the database.



Closes the currently displayed Event. All required field edits are enforced before an event may be closed.



Clears the Event Form and prompts for the creation of a NEW Event.



Activate the Schedule Events Dialog to create a future scheduled event.

Status Monitors

The CAD status monitors play a critical role in the overall operation of a CAD system. From the status monitors the user can, at a glance, see an entire picture of what is happening. There are two primary types of status monitors; the Unit Status monitor and the Event Status monitor. Status monitors may be resized as desired to display more data or fit on your monitor. Additionally status monitors may be placed on your Windows Desktop, so that they may be placed on a different physical monitor for systems where dual or multiple display monitors are being utilized. Depending on your situation you may choose to have more than one of each of these status monitors open. Since each type of monitor can be configured to show different data it may operationally be easier for you to have a separate monitor for different types of units or different types of events. While this is possible, having too many status monitor windows open at the same time on the same computer can impact the overall performance of the system and should be avoided when possible.

Unit Status

The Unit status monitor is designed to show the dispatcher what field resources (i.e. Units) are in service at the time and what activity, if any, they are assigned. Units are displayed in alphanumeric order from top to bottom. Each unit is displayed in a specific color based on the status of that unit. The color used for each status is configurable by the user at each CAD workstation. Where multiple CAD workstations are in operation, it is possible to have status colors configured differently at each station, however, in the interest of consistency, training and operational ease of use, it is not recommended. An elapsed time is also shown for each unit. The elapsed time displayed represents the amount of time that a particular unit has been in the same status. Elapsed time is represented as Hours, Minutes and Seconds (HH:MM:SS). The maximum elapsed time that can be displayed for a unit is 99 hours, 59 Minutes and 59 Seconds. Beyond this limit Hours will be represented as “***”. Safety Timers are used to alert the dispatcher when a unit has been in the same status for an excessive period of time. When a safety timer expires the line for that unit will begin to flash, using a custom/user defined background color as a means to alert the dispatcher.

The dispatcher may then want to contact the unit to confirm the safety or status of that unit. The dispatcher can then reset or cancel the safety timer as desired.



The screenshot shows a window titled "Crimestar CAD Unit Status" with a configuration bar at the top. The configuration bar includes "Configure:" followed by "Unit Type: ALL", "Beat: ALL", "Sector: ALL", "District: ALL", and "Safety Timer (8)". Below the configuration bar is a table with the following columns: Unit, Status, Elapse Time, Event #, and Comment. The table contains the following data:

Unit	Status	Elapse Time	Event #	Comment
1000	A	16:08:18	0004	
1005	AV	15:50:38		
1006	EN	00:01:55	0006	
1007	D	00:10:51	0003	LOS PINOS
1009	M	10:10:53		TEST
1010	AV	16:53:33		AVAILABLE
1012	A	15:34:03	0005	NO DRIVER
1013	AV	16:53:33		AVAILABLE
1014	A	17:24:32	0003	WHITE VAN

To activate a unit status monitor click the Units command button on the CAD control panel

While the status monitor shows the most current unit status transaction, it is important to realize that all status transactions are saved to a database table where they can be later examined. It is the collection of unit status transactions over time that serve to document the movement and activity of a particular field unit and record important comment data throughout the duration of that units shift or assignment.

A dispatch workstation may have multiple status monitors active at the same time with each status monitor showing different information, based on the configuration setting for the monitor window. So for example, a dispatcher may have one unit status monitor that displays only police units and another unit status monitor window that displays only fire units. When multiple status monitor windows are to be used, it is recommended that the computer workstation utilize dual or multiple display monitors with an extended desktop so that enough physical space is available to display all windows.

Event Status:

The Event status monitor is designed to show the dispatcher events that are actively being worked by field units and events that are waiting to be handled. Each event line displays the event number; it's current status (A=Active, C=Complete, P=Pending), the event priority code, and the elapsed time for the event, the call type, the location and comments. Optionally the Beat, Sector, District, Agency and Call Type can also be displayed on an event line. Events are displayed from top to bottom in order by their status and priority, with Active events always displayed before Complete and Pending Events, then in order of Priority with lower priority numbers representing higher priority. Thus priority 0 is regarded as the highest priority and priority 9 being the lowest priority. Each event is displayed in specific color based on the status of that event. The color used for each status is configurable by the user at each workstation. Similar to our recommendation regarding Units Status colors, we would recommend that multiple workstations all use the same color scheme.

To activate an event status monitor click the Events command button on the left side of the CAD control panel.

Similar to the unit status monitor Safety Timers are used to alert the dispatcher when an event has been idle for an excessive period of time without any unit activity performed against it. When a safety timer expires the

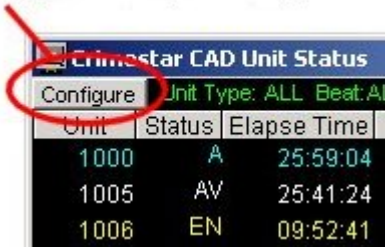
Event #	Status	Pri	Elapse Time	Call Type	Location
0015	A	4	30:19:46	1014	BRITTON
0014	A	8	20:54:58	1046	MAIN/HALE
0017	A	8	30:15:53	VEHSTOP	PEAKWRIGHT
0020	A	8	30:53:13	DWI	MAIN/PEAK
0019	P	3	29:09:58	WARRANT	MONT/MAIN
0018	P	4	29:04:33	1051	DUNNE/DEWITT
0004	P	8	30:22:25	0903	MAIN/HALE

line for that event will begin to flash as a means to alert the dispatcher. The dispatcher can then reset or cancel the event safety timers as desired.

Status Monitor Configuration

The status monitors can be configured to use different colors, fonts and type sizes to enhance the readability of the information being presented and to filter out certain types of data allowing you to have multiple monitors where each monitor specific to certain types of information. Each monitor window will initialize to the default setting but can be changed by the user to whatever options are desired. Some configuration settings are specific to the individual monitor window,

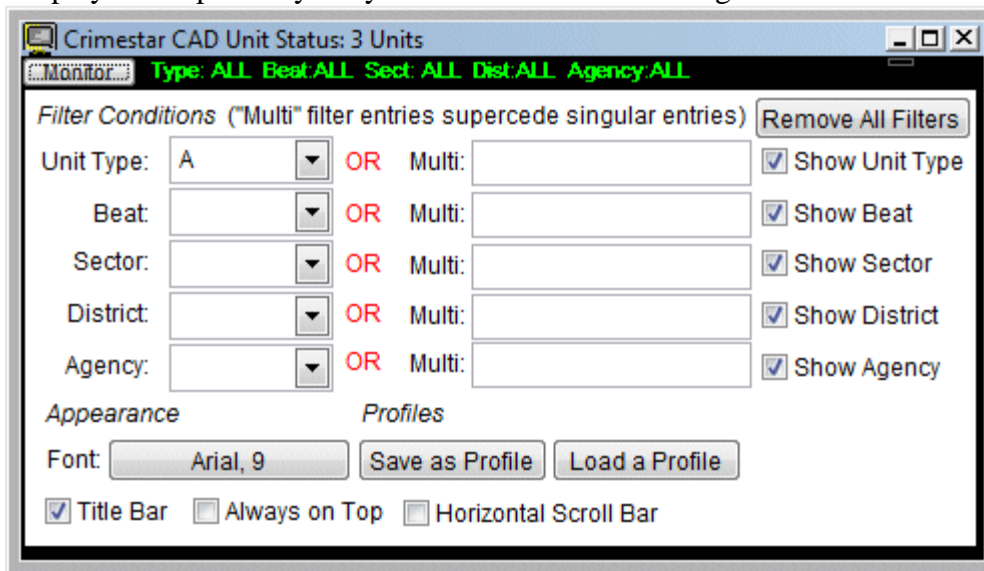
Toggle to Configuration Page



while other settings are global to all active monitor windows. Here we will discuss where to go and how to configure your status monitors.

The first step to configuring a status monitor is to toggle the display panel to the configuration page. Click the [Configure] button located in the top left corner of the monitor window. This will cause the monitor display to temporarily change to a configuration page. Note that clicking the [Configure] button will cause the buttons label to change to [Monitor]. You will use this same button to toggle the window back to a status monitor. The unit status monitor and the event status monitor configuration pages have slightly different options, however in both cases the options available on the configuration page of a monitor is specific to that window only.

Unit Status Monitor Configuration - Filters: From the status monitor configuration page you can set a series of Filters. Monitor filters determines the type of unit that the monitor is to display and optionally only those units that are assigned to a certain beat, sector, district or



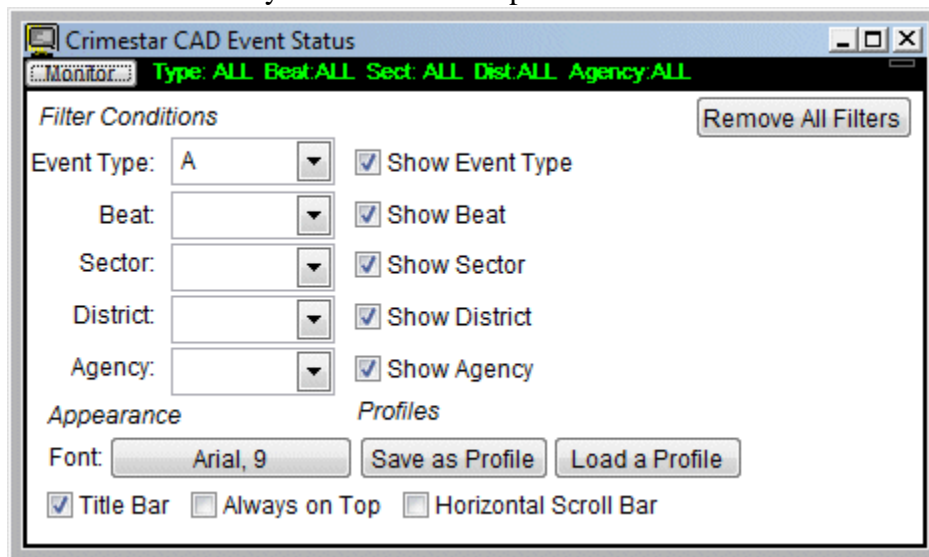
agency. Filter conditions are always treated as an explicit AND condition. So that when multiple options are selected, the units displayed must meet the criteria specified by each option.

The Unit Type selection can be either All units (A), Police units (P), Fire units (F), Medical-Ambulance (M), Fire and Medical-Ambulance (R), or Other Miscellaneous units (O). The Beat, Sector and District fields can be used by the dispatcher to select specific values that correspond to those respective codes. The “Multi” field allow users to define multiple code for filtering. For example, if the Beat Multi:

field contains 1,5,7 then the monitor would filter out all records except for those in Beats, 1,5 & 7.

Filtering not only controls what units are shown in the monitor, it can also control some of the fields shown on the display. Beyond the standard data elements displayed on a unit status monitor, the dispatcher can optionally choose to show the Unit Type, Beat, Sector, District and Agency attributes of units.

Event Status Monitor Configuration – Filters: Monitor filters on the event status configuration page determine the type of events that the monitor is to display and optionally only those events that are identified as belonging to a certain beat, sector or district. These filter conditions are always treated as an explicit AND condition. So that when multiple options are



selected, the events displayed must meet the criteria specified by each option.

The Event Type selection can be either All events (A), Police events (P), Fire events (F), Medical-Ambulance events (M), Fire and Medical-Ambulance (R), or Other Miscellaneous events (O). CAD Events that

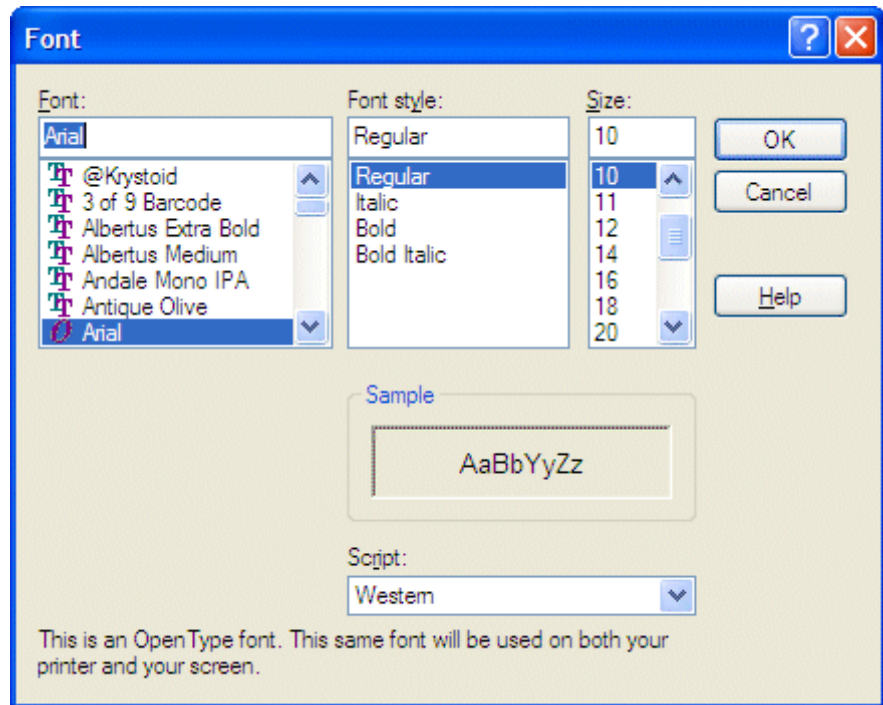
are classified as type “A” (All) will display on all status monitors regardless of the Type filter specified. The Beat, Sector, District and Agency fields can be used by the dispatcher to select specific values that correspond to those respective codes. Similar to the functionality of the units status monitor, the dispatcher can optionally choose to show the Event Type, Beat, Sector, District and Agency attributes of events.

Depending upon how many units or events you manage via the CAD system, what types of units you manage and how those units are geographically deployed, the ability to create filtered status monitors can be very useful.

The “Save Profile” and “Load Profile” buttons can be used to save and restore specific settings of a status monitor to and from a disk file on any given workstation. Saving a status monitor profile using a file name of “DEFAULT” will cause that respective profile to automatically load when the status monitor is first opened.

Font and Text point size

To change the font or type size of either the Unit or Event status monitor, click the Font button located on the left side of the window to activate a Microsoft Windows font selection dialog window. From this dialog window you can select the font type, size and style that you wish to use for the monitors display lines.



Title Bars

To increase the amount of display area available on either the Unit or Event status monitors, you may choose to turn off the Window Title Bar. You can do this by un-checking the “Title Bar” option on the status monitor configuration page.

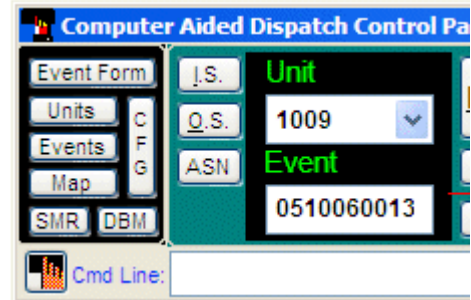
Status Monitor & Form Layering

In a multiple document interface such as presented by Crimestar, it is possible to have multiple forms open at the same time. As a result forms can often be completely or partially layered on top of each other. Understanding and controlling form layering is critical to maintaining fluid and seamless operations within CAD. Usually the most recent form opened will be displayed on top, however, when running CAD from within Crimestar RMS this may not always be true depending on how you configure the CAD forms. The attributes for the CAD Control Panel are that in general it will always remain on top of other forms being displayed. Additionally, status monitor forms may also always be on top of other displayed forms in RMS if either: 1.) The status monitor form is displayed in the Windows desktop rather than within the primary CAD or RMS windows, or 2.) When displayed within the primary RMS or CAD windows the “Always On Top” option in the status monitor’s configuration panel is checked.

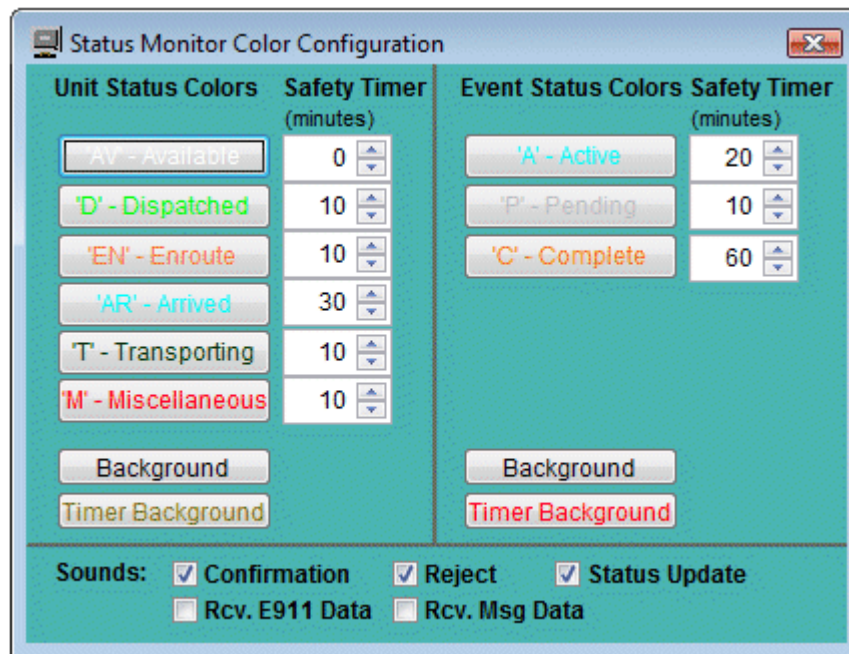
Configuring Status Colors

Unlike the configuration items discussed above, the status monitor color and timer attributes are global to all status monitors on the same CAD workstation and cannot be set differently for individual status monitor windows. However, these settings can differ on different CAD workstations. Where multiple CAD workstations are in operation, it is possible to have status colors and safety timers configured differently at each station, however, in the interest of consistency, training and operational ease of use, it is not recommended.

The first step to setting the color and timer attributes for both unit and event status monitors is to activate the Status Monitor Color Configuration window. To activate this window click the “CFG” (aligned vertically) button located on the left side of the CAD control panel.



The Status Monitor Color Configuration window displays unit related attributes on the left and event related attributes on the right. For each unit or event, status there is a corresponding command button. The label of that command button reflects the currently selected color attribute for that status.



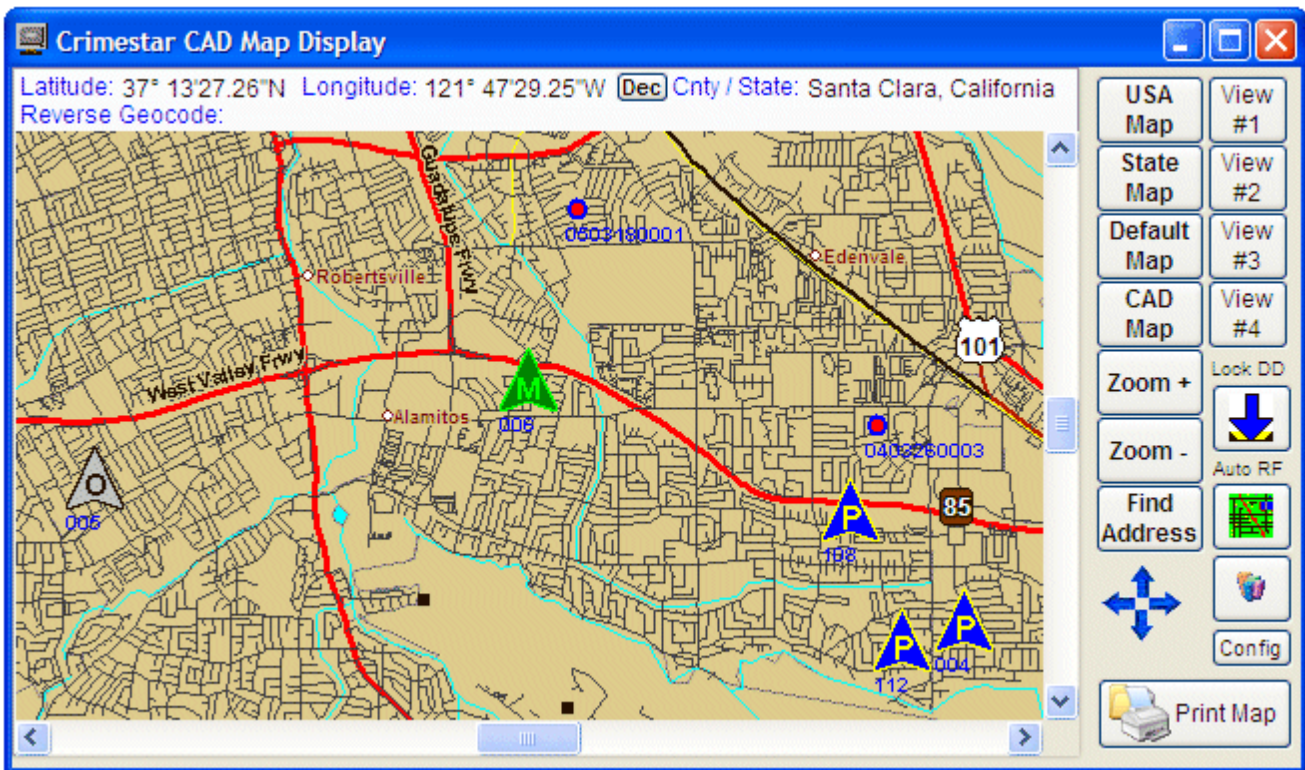
To change a status color attribute, simply click the button, which corresponds to the status you wish to change. Then select your desired color from the color pallet window that is displayed. In addition to status colors the background color can be selected and the alternate background, color used to create a flashing effect when a safety timer expires can also be selected.

To the immediate right of each respective status is the safety timer value represented in minutes for that status. When a unit first enters a status CAD begins to track the time in status for that unit. When the number of minutes defined via the safety timer for that particular status has elapsed the safety timer alerts the dispatcher by flashing, or more specifically alternating the background color for that unit on the monitor.

At the bottom of the Status Color Configuration window are several checkboxes for activating or deactivating confirmation and reject sounds. These sounds are played whenever a dispatch event or unit transaction is performed successfully (Confirmation) or unsuccessfully (Reject); when a status monitor is updated (Status Update) by another CAD workstation or MDC (Mobile Digital Communicator) unit; when E911 data is received or when an administrative message is received from either another dispatcher or from an MDC equipped field unit..

Map Display Status Monitor

Crimestar CAD can display both event and unit data in a graphical map display by activating the optional Map status monitor. This optional page display is primarily intended to work in conjunction with the Crimestar Mobile Digital Communicator product (Licensed separately) that extends CAD information to field computers via wireless technology. The map display allows the dispatch operator to select 4 different standard map views (USA, State, Default and CAD Activity). The USA and State map displays exist primarily to assist in map display or view



navigation. The default map allows the user to display a specific, pre-defined saved map view. The default map view can be easily set by navigating the map display to the desired view and right-clicking the Default Map button. The user will then be asked to confirm that they wish to save the current view as the new default display view. This setting is persistent and is saved in the Crimestar INI file. The CAD map display is automatically calculated by evaluating the latitude and longitude coordinates of all events and units, then centering and scaling the map to show all current CAD activity. The map status monitor also allows the operator to set and display 4 separate user definable map views. By navigating the map page to the desired view, the operator can right-click on any of the 4 map view buttons to set that specific map view. Unlike

the Default Map view the user will not receive a confirmation dialog. To later recall that map view the operator simply left-clicks the view button and the saved map view is restored. Additionally the button labels for the 4 definable map views can be customized. Beyond these pre-defined and definable map views, the map display can be navigated several ways. (1) The map view can be scrolled right, left, up or down by clicking the Blue-4-Arrow multi-direction scroll navigator button. (2) Clicking the vertical and horizontal scroll bars located on the bottom and right sides of the map display. (3) By zooming in or out using the Zoom +/- command buttons and using the computer mouse to drag out a polygon, which the map display will automatically zoom to fit.

The map status monitor also contains a handy Find Address feature that allows you to provide the map status monitor with an address string and it will attempt to locate and zoom in on the point on the map that represents that specific address.

While moving the mouse over the map, it displays the latitude, longitude, county and state for that specific map point and if you click on the map directly the system will perform a reverse geo-code lookup identifying the nearest street address to the point clicked.

Similar to the event and unit status monitors, units and events can be dragged from the map display to the CAD control panel or the Call Taker – Event display form. When events are dragged from the map to the Call Taker –Event display form, that specific event will be displayed. When a unit is dragged from the map display to the Call Taker –Event display the unit, if available, is dispatched to the displayed event. Similar to the Call Taker –Event form, Drag & Drop operations on the map display can be disabled by clicking the “Lock DD” (Lock Drag & Drop) button. When the map form is locked to Drag and Drop operations the “Lock DD” button graphic will change to display as locked.



When event and unit activity occur the map display is automatically refreshed to show any updated event or unit information. While this automatic refresh helps to keep the visual map display of event and unit activity current it can be annoying or problematic if the user is trying to navigate the map with their mouse and it refreshes on them reverting back to the CAD Map display. To prevent this situation the operator can disable the automatic refresh process by clicking the “Auto RF” button. When the auto refresh is locked the button graphic will change to display as locked.



To activate the map display status monitor option, set the CAD_MAP option in the [CAD] section of the Crimestar INI file to “ON”. If this option does not exist in the Crimestar INI create it as shown:

```
CAD_MAP=ON
```

Once this option is set to ON the CAD control panel will display a “map” command button that can be used to activate or open the map display status monitor. The map button will appear immediately under the Events Command button. The Map Display Status Monitor is always a desktop form and is intended to be displayed outside of the main Crimestar application window

such as on a separate monitor when running a dual or multi-monitor hardware configuration using an extended desktop.

CAD StatusView Program

Often other members of an agency who are located somewhere other than the dispatch center wish to see or monitor field units and call activity. Crimestar CAD accommodates this need by providing an interactive read-only status monitor display called StatusView (“statusview.exe”) that can be viewed by any computer on the network. The StatusView monitor allows users to use resizable display panes to view both current unit and event status information as well as recall and print active CAD event records while they are being worked (Just like a regular CAD workstation). There are no seat license or concurrent user license requirements or restrictions on using the StatusView program, so it can be deployed on as many computers as desired. The

CAD STATUS - DISPLAY ONLY : 1.0.27

Configure Unit Type: P Beat: ALL Sector: ALL District: ALL Double-Click on Event for Details

Unit	Status	Elapse Time	Event #	Comment	Location
001	M	00:13:28		REFUELING	
004	AV	00:13:16		AVAILABLE	
1000	EN	00:12:54	0510		LOC
1009	AV	00:12:17		FREE FROM EVENT # 0408230510	LOC
1012	A	**41:26	0008	CODE 4	123
108	AV	00:11:56		AVAILABLE	
112	AV	00:11:51		AVAILABLE	

Configure Event Type: ALL Beat: ALL Sector: ALL District: ALL Double-Click on Event for Details

Event #	Status	Pri	Elapse Time	Call Type	Location	Beat	Sector	District	Agency
0001	A	0	21:35:47	5311	128 W MAPLE RD	04	DELTA	32	ANY
0001	A	0	18:37:47	7617	1400 E 1ST	06	CITY	44	ANY
0004	A	0	23:37:48	7617	144 E 1ST	E	CITY	44	ANY
0002	A	5	25:09:26	E-911	TEST				ANY
0003	A	5	25:07:47	E-911	TEST				ANY
0510	A	7	19:04:43	SUBJSTOP	LOC	02	0300	03	1234
0006	A	8	19:55:05	VEHSTOP	TEST				ANY
0008	A	8	17:41:26	VEHSTOP	123				ANY
0003	C	0	16:00:26	00	123 W MAIN ST # 1				NIPD
0001	P	0	17:59:06	7617	123 W MAIN	01	02	03	ANY
0002	P	0	26:02:51	7617	212 E 3RD ST	E	CITY	40	ANY
0005	P	0	25:15:22	7617	EW				ANY
0013	P	0	24:24:31	4812	IRENA'S RESTAURANT	01	0300	1	ANY
0001	P	5	25:09:19	TELHAR	TEST LOCATION				ANY
0005	P	5	24:13:39	E-911	TEST				ANY

StatusView program reads certain entries in the Crimestar.INI file in order to locate the Crimestar RMS/CAD database on the network and configure itself to receive the TCP/IP UDP broadcast messages. Therefore you should always deploy the StatusView program using the CAD application installer and setup executable to ensure that the required configuration and support files are installed. It is also required that like the CAD workstation software, the StatusView program must be run on a computer that is within the same network segment or class “C” address range as defined in the installation notes section of this document.

Similar to the status monitors used in a full CAD workstation, the StatusView monitor can be filtered to show only units or events of a certain type or related to a certain geographic Beat, Sector or District. By double-clicking on an event a read-only detail event page can be displayed and optionally printed. Printed output can be directed to either the screen, a network printer or a Portable Document Format (PDF) file.

EVENT DISPLAY: 0405070001

Date / Time: 04/03/2006 14:55:04 Type: Priority: 0

Call Type: 5311 Disorderly Conduct

Call Location: 128 W MAPLE RD

Beat: 04 Sector: DELTA District: 32

R/P: SMITH, JANICE - 06/13/1965

R/P Location: 128 W MAPLE RD

Details: TWO MALES FIGHTING IN THE PARKING LOT NEXT TO THE MINI MART. CLERK STATES THAT THE SUBJECTS WERE ARGUING AS THEY WERE LEAVING THE STORE. UNKNOWN IF ANY OTHER SUBJECTS OR WEAPONS ARE INVOLVED OR IN THE AREA.

S#1 WMA,6-0,200,BRO,BRO - BLUE JEANS / BROWN TSHIRT

S#2 WMA 5-8,185,BRO,BOR - BLK PANTS / RED SHIRT

Print

Event Unit History		
Unit	Status	Time
100	D	05/07/04 10:21:47
101	D	05/07/04 10:21:54
112	D	05/07/04 10:22:08
100	A	05/07/04 10:23:13
174	D	05/07/04 10:23:23
174	EN	05/07/04 10:23:30
101	A	05/07/04 10:23:34
112	EN	05/07/04 10:23:39
101	RL	05/07/04 10:24:52
112	A	05/07/04 10:25:22
119	D	05/07/04 10:26:21
119	EN	05/07/04 10:26:27
174	A	05/07/04 10:26:39
100	RL	05/07/04 10:28:57
119	F	05/07/04 10:29:00
112	CL	05/07/04 10:29:48
174	CL	05/07/04 10:30:41
101	CL	05/07/04 10:32:28
100	CL	05/07/04 10:33:57

HTML “WEB” Based Status Monitor

Some organizations wish to publish basic condensed format status monitor data in a format that can be viewed using a standard Internet (HTML) web browser. Crimestar CAD accommodates this need by providing an HTML based output file of basic CAD status data. When this option is activated, a CAD workstation will create a file named “cs_webstatus.html” and will continuously refresh the contents of that file. Simply open that file with your Internet web browser and you will see a read-only monitor showing both unit and event status information. The web page will use the same status color scheme as the workstation that is creating the source file and the display will automatically refresh in your browser window every 5 seconds.

The following is a sample of the Crimestar CAD HTML based status monitor as viewed in Microsoft Internet Explorer.

UNIT	STATUS	EVENT #	LOCATION	COMMENT
1009	D	0057	OAKDALE LODGE	
1013	EN	0046	WILSONS HARDWARE	
1014	M		MY HOUSE	TEST HOUSE
1016	A	0070	TEST	ABC123 CA
1018	T	0046	WILSONS HARDWARE	HELLO
1019	EN	0067	MAIN/OAK	
1020	A	0069	TEST	TEST
1026	D	0057	OAKDALE LODGE	
1031	A	0079	MAIN/HALE	AVAILABLE
1040	A	0081	TEST/MAIN	1M95287 / CA
1044	AV			AVAILABLE
1057	A	0068	MAIN/HALE	SPEEDING

EVENT	STATUS	CALL TYPE	LOCATION	TIME OF CALL
0081	A	VEHSTOP	TEST/MAIN	03/25/03 06:11:59 PM
0079	A	SUBJSTOP	MAIN/HALE	03/25/03 05:46:31 PM
0057	A	1011	OAKDALE LODGE	08/27/02 09:52:44 PM
0075	P	0002	TEST	03/24/03 09:48:05 PM
0076	P	1011	TEST6	03/24/03 10:00:10 PM
0077	P	2804	TEST	03/24/03 10:22:42 PM
0046	A	0001	WILSONS HARDWARE	08/27/02 08:30:34 PM
0067	A	VEHSTOP	MAIN/OAK	08/30/02 04:46:04 PM
0068	A	VEHSTOP	MAIN/HALE	08/30/02 01:20:05 PM
0069	A	VEHSTOP	TEST	09/12/02 08:58:02 AM
0070	A	VEHSTOP	TEST	09/03/02 09:48:47 AM
0029	P	0001	ABC NEWS	09/05/02 05:07:11 PM

To activate the creation of the HTML status monitor file “cs_webstatus.html”, set the web page build option in the [CAD] section of the Crimestar INI file to “ON”. If this option does not exist in the crimestar INI create it as shown:

```
WEB_PAGE_BUILD=ON
```


* Remember this process must create and recreate a file on disk and in order for it to do that the current user (as logged into Windows itself) must have sufficient operating system and network security rights and permissions to create files and delete/replace files.

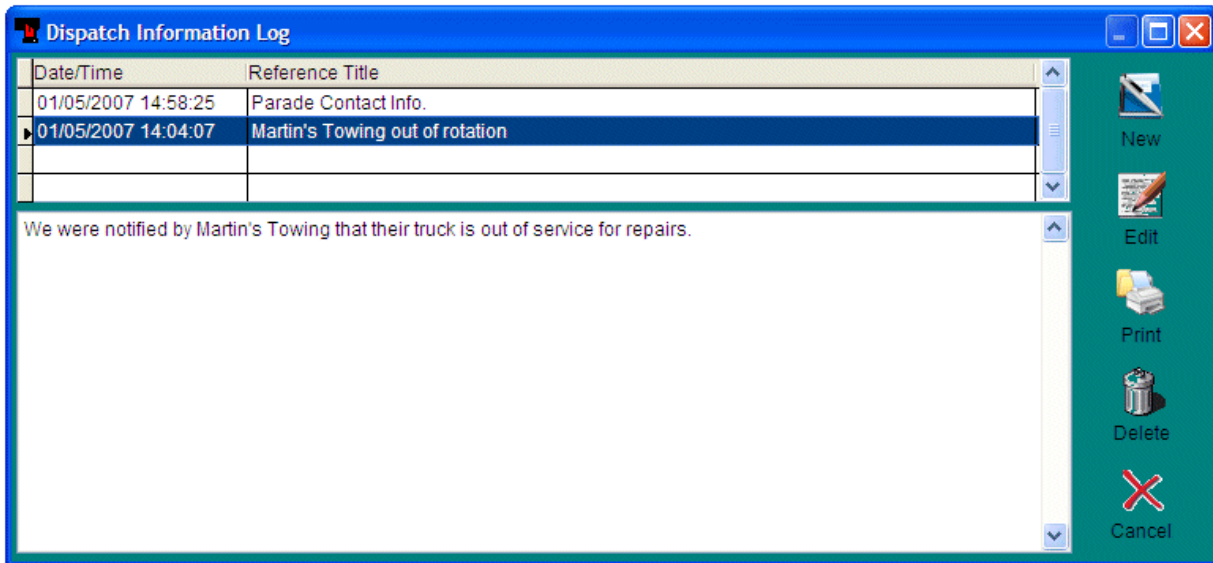
It is also important to note that the creation of the web based status monitor HTML file requires additional processing each time a unit status changes and may cause the CAD workstation to run a bit slower than normal.

Now that you understand the basics of configuring the CAD workstation, we will discuss the process of creating an event and performing the various status transactions associated with both units and events.

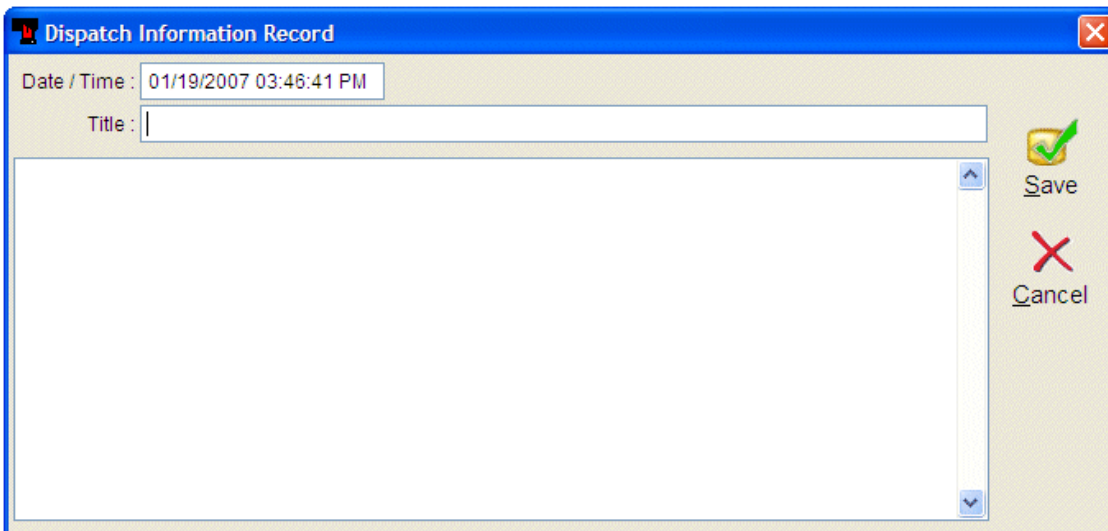
Dispatch Information Log

The CAD dispatch information log is used as a simple method of documenting information that needs to be passed along from one dispatcher to another. Think of this as a collection of electronic “sticky-notes”. This log is simply shared by all dispatch workstations.


To activate the Dispatch Information Log form, click the Dispatch Log button located on the bottom portion of the CAD control panel. The Dispatch Information Log will open displaying a list of log entries. Click on the desired log entry and the test information associated with that entry will appear on the lower portion of the form. 




Use of the Dispatch Information Log is similar to that of other forms in Crimestar. Click “New” to create a new log entry, click Edit to change an existing log entry, click Print send a copy of the log entry to the printer and click Delete to delete a log entry. Clicking New or Edit will activate the Dispatch Information Record form for a specific record.



Creating an Event

To create an event fill out the Call Taker – Event Form and click the “Save” button on that form. The event #, date and time will be assigned automatically. The Call Type field and the Location field are the only two fields that are required, in order for you to create and initially save an event. Once the event has been created, the event will appear on the event status monitor(s) and unit actions/status commands can be made against it. Likewise, once the event is created it is not removed from the Call Taker – Event Form, so additional data may also be added. As additional data is added and the dispatcher tabs out of each respective field the changes to that event record is automatically saved. 

Crimestar CAD can be configured to automatically save an event as soon as you exit from the location field on the Call Taker-Event Form by adding “CAD_AUTOSAVE=ON” to the [CAD] section of the crimestar.ini file. When this option is on the event is automatically resaved after each field on the event form is completed.

If the Call Taker – Event form is already displaying an event, you may clear the form in preparation for entering a new event by clicking the NEW event command button. 

Displaying an Event

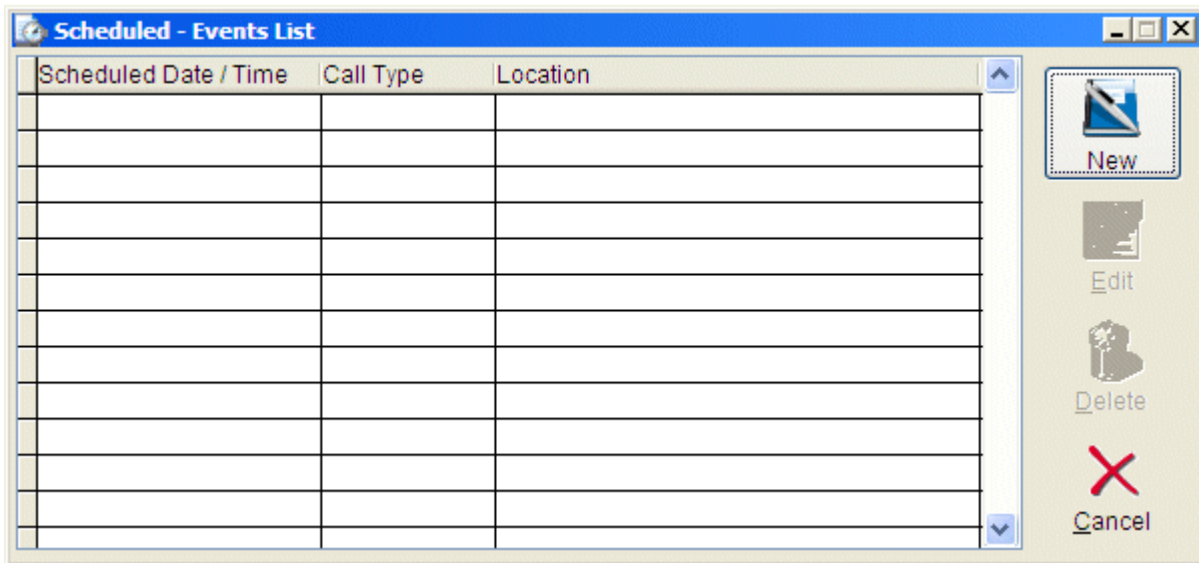
To display an event in the Call Taker – Event Form that has already been created, click on the desired event line on the event status monitor, drag the referenced event from the event status monitor, and drop it on the Call Taker – Event Form. The Call Taker – Event Form will then display that event and changes may be made as necessary. If desired you may have more than one Call Taker – Event Form open at the same time. If there are multiple Call Taker – Event forms open and one of those forms is already linked to the event that you are attempting to display, that specific Call Taker - Event form will be brought to the top and made visible rather than creating a second Call Taker – Event window for the same event. Note that displaying an event and selecting an event are different. Just because an event is being displayed, does not in itself mean that the event has been selected. The “selected” event is the one being referenced by the Event field on the CAD control panel.

When working with an event in a multiple-call taker / dispatcher environment it is necessary to manage how a specific event is displayed and who is allowed to update it. Crimestar CAD sends notification messages to all workstations whenever an event is updated. If multiple workstations are displaying the same event and one of those workstations makes a change to that event, the other workstations will receive a message that the event has been changed and will be prevented from making additional modifications to that event until they REFRESH the display of their Call Taker – Event form for that specific event record. This ensures that every CAD operator/dispatcher who changes an event is always working with the most recent copy of the event data.

Now that you understand the basics of how to create an event, recall an event, modify an event and select an event. We will discuss how to take action against those events by creating unit status transactions via the use of the various unit status commands.

Scheduling an Event

At times it is necessary to schedule an event to be created at a specific date and time. Crimestar CAD allows you to create a virtually unlimited number of scheduled events. To create a scheduled event click on the “Schedule a New Event” button located in the lower right corner of the Call Taker – Event Form. This will activate the Scheduled - Events List form. This form will show you a list of all events that have already been scheduled and allow you to either create a new scheduled event, edit an existing scheduled event or delete a scheduled event.



Scheduled events will be displayed in date/time order with the events that are scheduled to activate soonest at the top of the list.

To create a new scheduled event click on the NEW button on the Scheduled Events List Form. This will activate the scheduled event form and allow you to enter an event. The design and layout of this form is very similar to that of the Call Taker – Event form, however on a scheduled event, no Event #, Event Date/Time or Event Disposition information is captured. The Event # and Event Date/Time will be created when the scheduled event becomes active. Likewise the event disposition information will be captured one the scheduled event has become active and is being closed out from the active events queue.

The scheduled event form utilizes a Scheduled Date/Time field to indicate when the event is to become an active event in CAD.

Scheduled - Event Form # 1

Schedule Event to Activate at Date / Time: | / / : : |

Call Type [v] Priority 0

Address [v] [v] [v]

City SAN JOSE County NAPA Source [v]

Beat [v] Sector [v] District [v] Agency BIA Type [v]

Description Narrative [v]

RP [v] Location [v] Same

Phone 408 - [v] Requests Contact

Dispatcher ID ADMIN Incident # [v]

Save Cancel

To Edit an event select the event from the scheduled events list and click “Edit”. This will activate the scheduled event form and allow you to make any necessary changes.

To Delete an event select the event from the scheduled events list and click “Delete”. The system will prompt you to confirm that you want to delete the event. Once confirmed the deleted event is removed from the scheduled events queue.

Unit Status Commands

The following sections discuss the various unit status commands and the various step or actions that can be taken by a dispatcher to assign a unit to a particular status. Each of the following command explanations has a command line equivalent where commands can be typed using a period-delimited syntax. Where the command line syntax is documented, non-italicized text is required and *italicized text* is optional. Using the keyboard you can navigate from form to form using the “Window Cycle” command (CTRL F1) and then within a form from field to field using the TAB key. The “F2” key will immediately move the cursor to the command line.

In-Service a Unit

Status Monitor Code: AV

Before any action can be taken on a specific unit that unit must be placed in service. Placing a unit in service makes them available for assignment and places the unit on the unit status monitor. You can in service a unit using either of the following 2 methods:

- 1.) Select the appropriate unit and click the In Service (‘I.S.’) command button
- 2.) Type the following period-delimited command syntax:

IS.UNITID.TYPE.OFFICER.COMMENT.BEAT.SECTOR.DISTRICT

If you use the command line and specify the optional officer, beat, sector or district parameters you must be certain to supply a valid code for each respective parameter or the in service command will fail.

Placing Multiple units (up to 10) In-service at the same time can be performed from the command line using the following command line syntax:

MIS.TYPE.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT

Note that when using the MIS syntax you must specify the Unit Type before specifying the period delimited list of up to 10 units to place into service. The Unit Type specified (P=Police, F=Fire, etc.) will be assigned to each unit in the command string.

Unit Assignment

Status Monitor Code: (No Change)

Once a unit is in-service, you can use the Unit Assignment command to designate it as a particular type (Police, Fire, Ambulance, Other) of unit and assign it to a specific geographic beat, sector or district. You may also associate an officer(s)¹ with that unit, specify the ID of portable radio that each officer may be carrying, specify the vehicle ID, vehicle mileage and video tape (if any) in that unit. Unit assignment information is used for dispatcher reference information and status monitor filtering. You can in make a unit assignment using either of the following 2 methods:

1. Select the appropriate unit and click the Unit Assignment ('ASN.') command button. Complete and save the popup assignment form.

Unit Assignment

Unit ID: 1009

Type: P Officer: Vehicle: Save

Agency: Radio: Mileage: 0.0

Beat: Officer #2: Video ID:

Sector: Radio #2:

District:

Cancel

Tab between Fields, Enter = Save, Esc = Cancel

* This form is optimized for keyboard input. When entering data into this dialog form, use the TAB key to move between fields, ENTER key to save the form and ESC key to cancel form input.

2. Type the following period-delimited command syntax:
`UA.UNITID.TYPE.OFFICER.BEAT.SECTOR.DISTRICT`

If you use the command line and specify the optional officer, beat, sector or district parameters you must be certain to supply a valid code for each respective parameter or the in-service command will fail. Additionally the command line option does not provide for 2nd Officer, Portable Radio ID, Vehicle etc. it is only used for geographic reference assignments

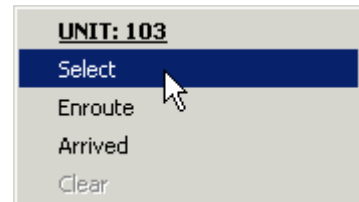
¹ A Unit ID (sometimes referred to as Radio ID) and the Officer ID may, and often are two distinctly different things. While some agencies use the officer ID as the Radio or Unit ID, Crimestar CAD treats these as separate values and provides this mechanism to link them together.

Selecting a Unit

Status Monitor Code: (No Change)

Before an action can be taken against a unit by using command buttons on the CAD Control Panel the unit must be selected. You may select a unit using any one of the following 3 methods:

1. Using your mouse, select the appropriate unit ID from the “Unit field” of the CAD Control Panel
2. From the Unit Status Monitor click and drag the desired Unit and Drop it on the “Unit” field of the CAD Control Panel.
3. From the Unit Status monitor right-click the Unit and choose Select from the Popup menu. >>>>>>



Using a drag and drop operation with a unit or activating the right-mouse click popup menu from the unit status monitor automatically temporarily selects that unit.

Dispatch a Unit

Status Monitor Code: D

Dispatching a Unit serves to assign a unit to an event and record the date and time that a unit has been made aware of a particular call for service or event. Before a unit can be dispatched to an event, the event record must exist; the unit must be in service and in an available (AV) status. You can dispatch a unit using any one of the following 7 methods:

- 1.) Select the appropriate event, select the appropriate unit and click the 'Dispatch' command button on the CAD Control Panel.
- 2.) Select the appropriate event, and drag and drop the unit from the unit status monitor to the 'Dispatch' command button on the CAD Control Panel.
- 3.) Select the appropriate event, and drag and drop the unit from the CAD map status monitor to the 'Dispatch' command button on the CAD Control Panel.
- 4.) Drag and drop the unit from the unit status monitor to the event on the event status monitor. *(This method is not recommended in a multiple dispatcher environment since the event status monitor represents a dynamically changing drop target.)*
- 5.) With the event displayed in the Call Taker –Event Form, drag the unit from the unit status monitor and drop it on the Call Taker – Event Form.
- 6.) With the event displayed in the Call Taker –Event Form, drag the unit from the CAD Map status monitor and drop it on the Call Taker – Event Form.
- 7.) Type the following period-delimited command syntax:
`D.UNITID.EVENTNO.COMMENT`

Dispatching a unit on an event that has a "Pending" or "Complete" status will change the event status to "Active". Additionally, if the event's safety timer has expired dispatching a unit to the event will reset the timer.

* Dispatching multiple units (up to 10) to an event at the same time can be performed from the command line using the following command line syntax:

`MD.EVENT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT`

Note that when using the MD syntax you must specify the Event # before specifying the period delimited list of up to 10 units to dispatch to that event.

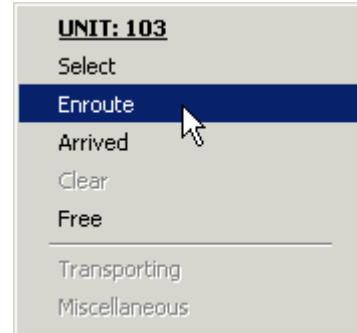
Enroute a Unit

Status Monitor Code: EN

Enrouting a Unit serves to record the date and time that the unit has begun physically responding to an event. Recording an enroute time can be a critical component of calculating unit travel time. Before a unit can be placed enroute to an event, the event record must exist, the unit must be in service and in either an available (AV) status or a dispatched (D) status on the same event. You can enroute a unit using any one of the following 5 methods:

If the unit has already been dispatched on the event:

- 1.) Select the appropriate unit and click the 'Enroute' command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Enroute' command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Enroute' command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Enroute' from the popup menu. >>>>>>
- 5.) Type the following period-delimited command line syntax:
EN.UNITID.EVENTNO.COMMENT



If the unit has not already been dispatched on the event:

- 1.) Select the appropriate event, select the appropriate unit, and click the 'Enroute' command button on the CAD Control Panel.
- 2.) Type the following period-delimited command line syntax:
EN.UNITID.EVENTNO.COMMENT

While some would suggest that you should not be able to enroute a unit unless it has already been dispatched to an event, it is quite common for units that have not been dispatched to a call, but have audibly heard the call information over the radio, to advise dispatch they are enroute. In such cases forcing the dispatcher to first dispatch the unit, then enroute the unit is inefficient. When enrouting a unit that has not been dispatched, the system will automatically handle the dispatch transaction for the dispatcher.

Enrouting a unit on an event that has a "Pending" or "Complete" status will change the event status to "Active". Additionally, if the event's safety timer has expired enrouting a unit to the event will reset the timer.

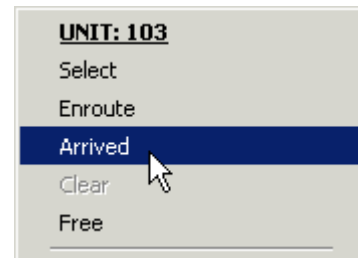
Arrive a Unit

Status Monitor Code: A

Arriving a Unit (A) serves to record the date and time that the unit arrived at the scene of the event. Recording the arrive time is a critical component of calculating response time, unit travel time and unit consumed time. Before a unit can arrive at an event, the event record must exist; the unit must be in service and in either an available (AV) status, dispatched (D) status on the same event, Enroute (EN) status on the same event or a Transport (T) status on the same event. You can arrive a unit using any one of the following 5 methods:

If the unit has already been dispatched on the event:

- 1.) Select the appropriate unit, and click the 'Arrive' command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Arrive' command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Arrive' command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Arrive' from the popup menu. >>>>>>
- 5.) Type the following period-delimited command line syntax:
A.UNITID.EVENTNO.COMMENT



If the unit has not already been dispatched on the event:

- 1.) Select the appropriate event, select the appropriate unit, and click the 'Arrive' command button on the CAD Control Panel.
- 2.) Type the following period-delimited command line syntax:
A.UNITID.EVENTNO.COMMENT

While some would suggest that you should not be able to arrive a unit on an event that it has not been dispatched to, it is again quite common for units to just popup on the radio and advise that they are on scene. As such, we provide a means for the dispatcher to handle this. In this circumstance, however we just record them as Arrived. We do not automatically Dispatch and Enroute the unit, as to do so could significantly skew response time and travel time statistics. However, the fact that the unit is on scene means that we do capture the times necessary to calculate time on scene and consumed unit time.

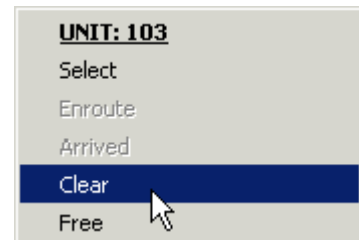
Arriving a unit on an event that has a "Pending" or "Complete" status will change the event status to "Active". Additionally, if the event's safety timer has expired arriving a unit to the event will reset the timer.

Clear a Unit

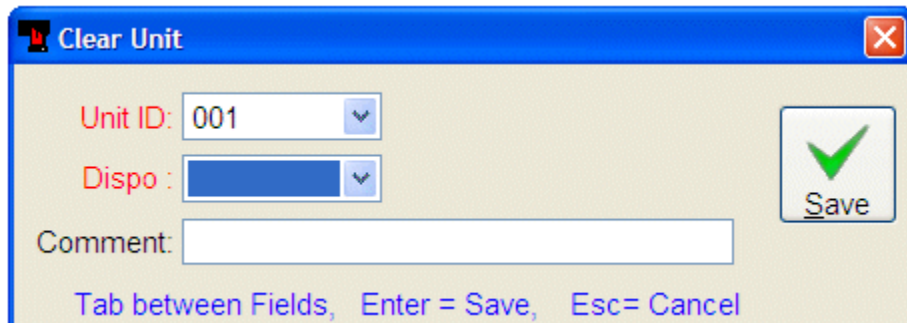
Status Monitor Code: AV

Clearing a unit completes that unit's immediate association with an event, records the date and time and places the unit back into an available (AV) status. Recording the clear time of a unit is a critical component of calculating unit-consumed time. Before a unit can be cleared from an event, the event record must exist and the unit must be in an arrived (A) or transport (T) status on that event. You cannot clear a unit that has not arrived; instead, you must FREE a unit who has not arrived. You can clear a unit using any one of the following 5 methods:

- 1.) Select the appropriate unit, and click the 'Clear' command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Clear' command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Clear' command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Clear' from the popup menu.>>>>>>
- 5.) Type the following period-delimited command line syntax:
`CU.UNITID.DISPO.COMMENT`

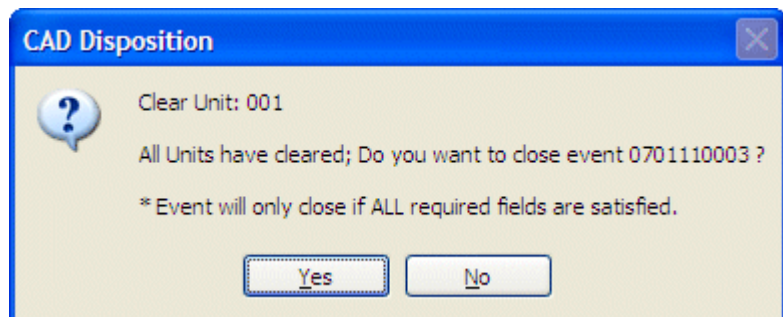


When you clear, a unit using any of the above methods other than the command line syntax the CAD system will prompt the dispatcher to enter a disposition code and comment for the unit. The disposition codes are *defined in the "CFS – Call Dispositions" category of the "Other Codes" section in the Crimestar RMS system configuration.*



* This form is optimized for keyboard input. When entering data into this dialog form, use the TAB key to move between fields, ENTER key to save the form and ESC key to cancel form input.

In CAD, if the unit being cleared is the last unit assigned to a particular event, the system will ask the dispatcher if the event should also be closed. If the dispatcher answers yes and the event record does not have a disposition, the disposition



of the unit clearing unit is also assigned to that event and the event will be closed. If the event already has a disposition, the existing disposition will be maintained and the event will be closed. If the dispatcher answers no, the system will clear the unit and not close the event. The event will remain in an active status, until it is explicitly closed by the dispatcher.

* Note: In order for the system to CLEAR an EVENT all required fields for that event MUST be satisfied. If the system has been configured to utilize the configuration settings of the RMS-CFS module (See: USE_CFS_MANDATORY=ON in Appendix 'B') then additional fields such as BEAT, SECTOR and DISTRICT may be required before the system can close an event after clearing the last unit.

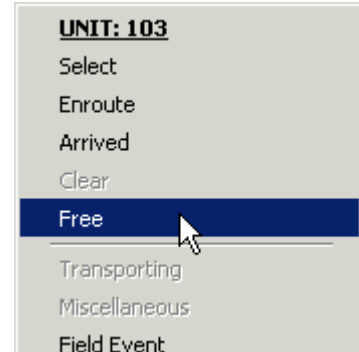
** If the last unit on an event CLEARs via a field computer running the Mobile Digital Communicator software, the event may either automatically clear, providing all required fields and data have been satisfied, or change into a "C" complete status. The "C" Complete status is a visual indicator to the dispatcher that an event has been handled and was completed by the field unit(s) but must still be examined for completeness, required data and then manually closed by a dispatcher. Which action the system takes depends upon the configuration settings for the Mobile Digital Communicator Controller.

Free a Unit

Status Monitor Code: AV

Often it is necessary to reassign a unit to a higher priority event after the unit has been assigned to an event. Before the unit can be reassigned it must be Free'd from the event it has been dispatched or attached to. Freeing a unit immediately places the unit back into an available (AV) status, making it available for other assignments. A unit can be freed from any event related status (D), (EN) or (A). You can clear a unit using any one of the following 5 methods:

- 1.) Select the appropriate unit, and click the 'Free' command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Free' command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Free' command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Free' from the popup menu.>>>>>>>
- 5.) Type the following period-delimited command line syntax:
`F.UNITID.COMMENT`



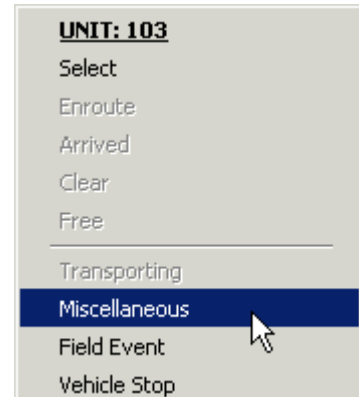
If you FREE, rather than CLEAR, the last unit attached to an event, the event will remain open and be placed back into a Pending Status.

Miscellaneous Status

Status Monitor Code: M

Often field units are busy Status with a non-event related activity and are unavailable for assignment. Rather than attempting to create status codes for the infinite number of different non-event related things that a unit can be busy with, we simply place them on a Miscellaneous (M) status, and use the comment field to denote information about their activity. Recording miscellaneous status' helps the dispatcher track what the field units are doing when they are not explicitly on an event, and plays a significant role in determining available unit time. Only units that are in an available (AV) status can be placed on a miscellaneous status. Likewise, units that are on a miscellaneous status are not cleared but rather made available (AV) again using the Free command. You can place a unit on a miscellaneous status using any one of the following 5 methods:

- 1.) Select the appropriate unit, and click the Miscellaneous ('Misc.') command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the Miscellaneous ('Misc.') command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the Miscellaneous ('Misc.') command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Miscellaneous' from the popup menu.>>>>>
- 5.) Type the following period-delimited command line syntax:
M.UNITID.LOCATION.COMMENT



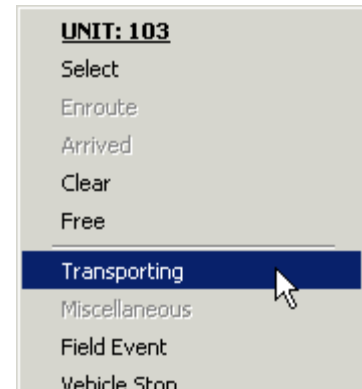
When a unit is placed on a miscellaneous status, using any of the above methods other than the command line syntax the CAD system will prompt the dispatcher to enter an optional location and comment. To remove a unit from a Miscellaneous ("Misc.") status, use the FREE command.

Transport Status

Status Monitor Code: T

When a unit is transporting someone, it is often desirable to place that unit in a transport status. To place a unit in a Transport status the unit must be Arrived (A) on the event associated with the transport. You can place a unit in Transport status unit using any one of the following 5 methods:

1. Select the appropriate unit, and click the 'Transport' command button on the CAD Control Panel.
2. Drag and drop the unit from the unit status monitor to the 'Transport' command button on the CAD Control Panel.
3. Drag and drop the unit from the CAD map status monitor to the 'Transport' command button on the CAD Control Panel.
4. Right mouse click on the unit from the unit status monitor and select 'Transport' from the popup menu.>>>>>>>>
5. Type the following period-delimited command line syntax:
T.UNITID.COMMENT



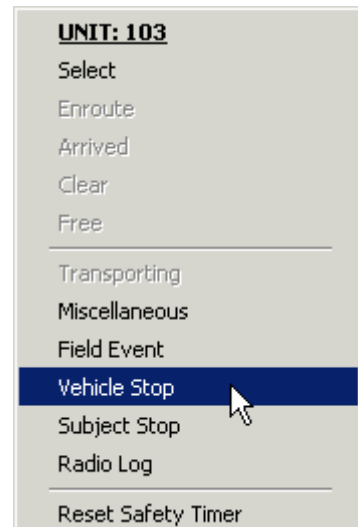
If you desire to make a permanent record of the transporting unit's beginning and ending mileage use Unit Radio Log (RL) commands to record this or any other pertinent data associated with the transport. Additionally if using the command line to issue the Transport Status command beginning mileage can be referenced in the comments of the command syntax.

Vehicle Stop

Status Monitor Code: A

One of the most common field activities is a vehicle stop. In CAD, all vehicle stops are event related activities, to which other units can be assigned. However, unlike other status commands that require the event to already exist, the vehicle stop command will automatically create a basic event record using 'VEHSTOP' as the designated call type and arrive (A) the unit on that event. Now with the event record created additional responding units (fill or backup units) can also be attached to that vehicle stop via the same event. Sometimes a unit will make a vehicle stop in relation to an event and sometimes a unit will make a vehicle stop that is completely unrelated, while responding to an event. For this reason, when you attempt to place a unit on a vehicle stop status, and that unit is attached to an event, the system will ask you if the unit should be free'd from the current event. If the dispatcher answers yes, the system will free the unit and immediately process the vehicle stop status, creating a new event. If the dispatcher answers no the unit will not be removed from the event it is currently attached to. You can place a unit on a vehicle stop status using any one of the following 5 methods:

- 1.) Select the appropriate unit, and click the 'Veh Stop' command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Veh Stop' command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Veh Stop' command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Vehicle Stop' from the popup menu.>>>>>>>>
- 5.) Type the following period-delimited command line syntax:
`VS.UNITID.PLATE.STATE.LOCATION.COMMENT`



When a unit is placed on a vehicle stop status, using any of the above methods other than the command line syntax the CAD system will prompt the dispatcher to enter vehicle license plate, location and comment. Since this process both creates the event AND attaches a unit to it, the unit initiating the vehicle stop will be automatically Dispatched and Arrived on the newly created event using the same date and time value as was used to create the event itself. Default values for a Vehicle Stop event are Priority=8, Call Source=O (Officer Initiated) and Type of Event=P (Police). The Beat, Sector and District codes will be assigned to the event based upon the values assigned to unit initiating the vehicle stop.

Note that when a vehicle stop command is issued the event is created and sent directly to the event status monitor and NOT to the Call Taker form. This is by design, as we must assume that at the instant the dispatcher was advised of the vehicle stop, he or she may already be busy with another activity/event. Thus, the Vehicle Stop command is designed for an interrupt driven environment.

Vehicle Stop

Unit ID: 001

Plate: | CA

Location:

Comment:

Save

Tab between Fields, Enter = Save, Esc = Cancel

* This form is optimized for keyboard input. When entering data into this dialog form, use the TAB key to move between fields, ENTER key to save the form and ESC key to cancel form input.

Also, note that the Vehicle Stop command form does not contain information about drivers or other people. Since basic officer safety procedures dictate that a dispatcher be advised of the stop prior to making contact with the driver, the logical sequence of events would dictate that driver information is generally not available when the vehicle stop command is being issued. To enter information about drivers or other people associated with a Vehicle Stop, select and display the Event record and add that information to the comments/description field of the event. Remember: CAD is NOT intended to be used as an RMS. If you wish to enter detailed information about people, it is suggested that you enter it into RMS via the MNI or other appropriate modules.

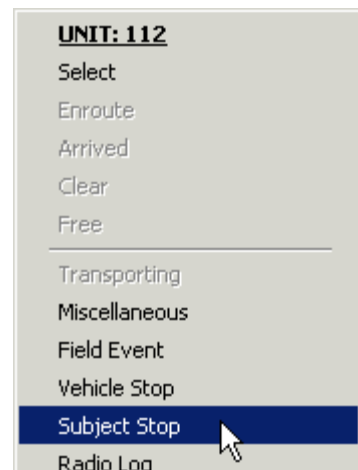
When the RMS autosearch option is ON (See the appendix on INI File settings) CAD will automatically search the Crimestar RMS BOL file for any BOL record(s) that reference the same license plate and if necessary display a popup warning banner..

Subject Stop

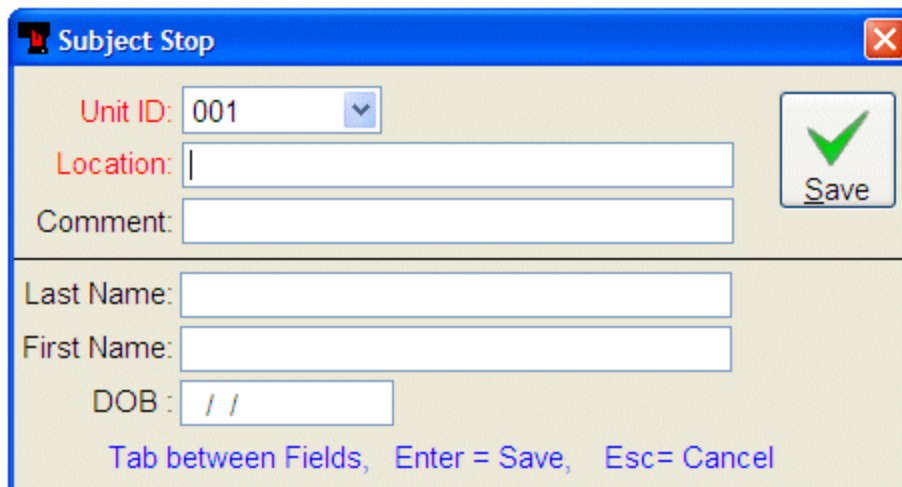
Status Monitor Code: A

Another field-initiated activity is the subject stop. In CAD, all subject stops are event related activities, to which other units can be assigned. However, unlike other status commands that require the event to already exist, the subject stop command will automatically create a basic event record using 'SUBJSTOP' as the designated call type and arrive (A) the unit on that event. Now with the event record created additional responding units (fill or backup units) can also be attached to that subject stop via the same event. Sometimes a unit will make a subject stop in relation to another event and sometimes a unit will make a subject stop that is completely unrelated. For this reason, when you attempt to place a unit on a subject stop status, and that unit is attached to an event, the system will ask you if the unit should be freed from the current event. If the dispatcher answers yes, the system will free the unit and immediately process the subject stop status, creating a new event. If the dispatcher answers no the unit will not be removed from the event it is currently attached to. You can place a unit on a subject stop status using any one of the following 5 methods:

- 1.) Select the appropriate unit, and click the 'Sub Stop' command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Sub Stop' command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Sub Stop' command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Subject Stop' from the popup menu. . >>>>>>
- 5.) Type the following period-delimited command line syntax:
`SS.UNITID.LOCATION.LAST_NAME.FIRST_NAME.DOB`



When a unit is placed on a subject stop status, using any of the above methods other than the command line syntax the CAD system will prompt the dispatcher to enter the location, comment and (if known) the last name, first name and Date of Birth (DOB) of the subject. Since this process both creates the event AND attaches a unit to it, the unit initiating the subject stop will be automatically



Dispatched and Arrived on the newly created event using the same date and time value as was used to create the event itself. Default values

for a Subject Stop event are Priority=7, Call Source=O (Officer Initiated) and Type of Event=P (Police). The Beat, Sector and District codes will be assigned to the event based upon the values assigned to unit initiating the subject stop.

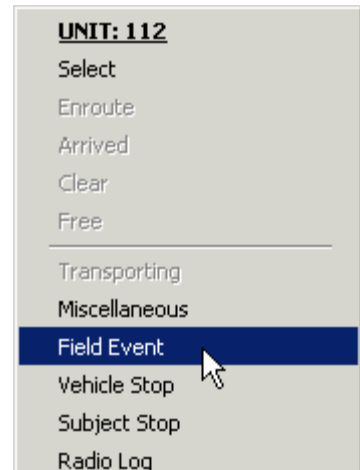
* This form is optimized for keyboard input. When entering data into this dialog form, use the TAB key to move between fields, ENTER key to save the form and ESC key to cancel form input.

Field Event

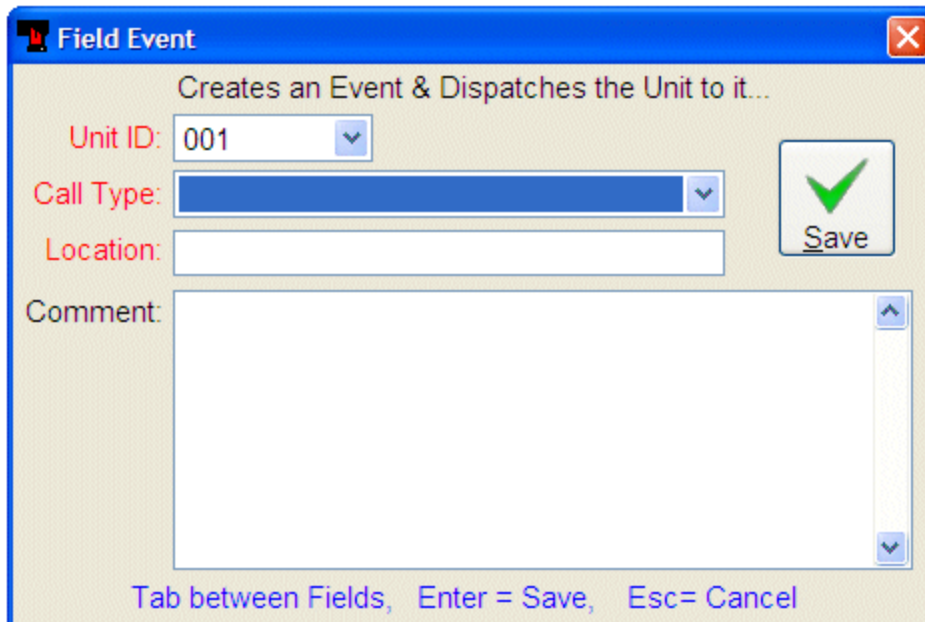
Status Monitor Code: A

Another field-initiated activity is the Field Event. This command can be executed against a specific unit, to create a basic event record with a selectable call type and automatically dispatch and arrive the unit to that event. This command works similar to the Vehicle Stop and Subject Stop commands, except that it allows the operator to select the call type. Once a field event is created other units can be assigned. You can place a unit on a field event status using any one of the following 5 methods:

- 1.) Select the appropriate unit, and click the 'Fld Evt' command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Fld Evt' command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Fld Evt' command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Field Event' from the popup menu. . >>>>>>
- 5.) Type the following period-delimited command line syntax:
`FE.UNITID.CALL_TYPE.LOCATION.COMMENT`



When a Field Event command is issued against a unit by using any of the above methods other than the command line syntax the CAD system will prompt the dispatcher to enter the call type, location, and comments. Since this process both creates the event AND attaches a unit to it, the unit initiating the Field Event will be automatically



Dispatched and Arrived on the newly created event using the same date and time value as was used to create the event itself. Default values for a Field Event are Priority=5,

Call Source=O (Officer Initiated) and Type of Event=P (Police). The Beat, Sector and District

codes will be assigned to the event based upon the values assigned to unit initiating the Field Event.

* This form is optimized for keyboard input. When entering data into this dialog form, use the TAB key to move between fields, ENTER key to save the form and ESC key to cancel form input.

Unit Radio Log

Status Monitor Code: (No Change)

A radio log is used to record a permanent comment or notation to the database. A radio log entry does not change the unit's status, but does update the comment and/or location field on the unit status monitor with the comment/location information. Radio log entries have no effect on any statistical unit's response calculations. You can create a radio log using any one of the following 5 methods:

- 1.) Select the appropriate unit, and click the 'Radio Log' command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Radio Log' command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Radio Log' command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Radio Log' from the popup menu
- 5.) Type the following period-delimited command line syntax:
RL.UNITID.COMMENT



Once the radio log command is issued (except when issued from the command line) the system activates a Radio Log dialog form, to be completed so that the notations can be saved to the database. The notation can consist of either a comment or updated location or both.



* This form is optimized for keyboard input. When entering data into this dialog form, use the TAB key to move between fields, ENTER key to save the form and ESC key to cancel form input.

Unit History

To display the complete status history of a unit, use any one of the following 5 methods.

- 1.) Select the Unit and click the 'Unit Hist' command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Unit Hist' command button on the CAD Control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Unit Hist' command button on the CAD Control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select Unit History from the popup menu
- 5.) Type the following command line syntax: UH.UNIT

To increase system performance unit history is displayed in sections of 10 days at a time.

Out of Service a Unit

(Removed from Status Monitor)

Placing a unit out of service makes them unavailable for assignment and removes the unit from the unit status monitor. You can out of service a unit using either of the following 2 methods:

- 1.) Select the appropriate unit, and click the Out of Service ('O.S.') command button on the CAD Control Panel.
- 2.) Type the following period-delimited command line syntax: `OS.UNITID.COMMENT`

Placing multiple units (up to 10) Out-of-service at the same time can be performed from the command line using the following command line syntax:

`MOS.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT`


*Note: Units MUST be in an Available status in order to be taken out of service.

Event Commands

Close an Event

(Removed from Status Monitor)

Closing an event removes the event from the event status monitor and transfers it to the Crimestar RMS Calls for Service database table. Once an event has been closed, you can no longer assign units to it. You can close an event using any of the following 4 methods:

- 1.) Select the appropriate event and click the Close command button on the CAD Control Panel
- 2.) With the event displayed in the Call Taker – Event Form, Click the Close button on the Call Taker – Event Form. The Close button looks like this: 
- 3.) Right mouse click on the event from the event status monitor and select 'Close' from the popup menu.
- 4.) Type the following command line syntax: `CE.EVENT.DISPO.COMMENT`

All required fields MUST be satisfied before the event will be allowed to close.

During the course of a working event there may be many different units assigned to and Free'd or Cleared from the event. However, the Calls-For-Service module in Crimestar RMS was originally designed to hold information about two units (primary and secondary) associated with the event. While all CAD unit data is available to the CFS record, many of the CFS related reports in RMS use this primary and secondary unit information for calculation and display purposes. Thus when we transfer CAD unit data to the CFS record the system must decide which units to use as the primary and secondary units. Simply using the first and second units dispatched to a particular event may not be sufficient or suitable if they were for example, Free'd before arrival and the event was mostly handled by subsequent units that were dispatched, arrived and Cleared from the event. Therefore Crimestar CAD must use a more sophisticated mechanism to determine which units will be referenced as the Primary and Secondary units in the CFS record. To do this an internal point system has been established to rank all the units associated with a specific event. Units receive points for different status transactions recorded, such as 1st Dispatched, Dispatched, 1st Enroute, Enroute, 1st Arrive, Arrive, Clear, Free etc. The two units with the greatest number of points are used as the primary and secondary units on the event.

Dispatch Log / Event Comment

(No Change in Status)

Similar to the Unit Radio Log command the Dispatch Log allows the dispatcher to create log entries (notes) about and for a specific event record. An example of this might be when a dispatcher notifies or contacts a tow company for a rotation tow. The contact itself is not part of the event but rather a note associated with the event. . You can create a Dispatch Log using the method:

1. Right mouse click on the event from the event status monitor and select 'Dispatch Log' from the popup menu.
2. Type the following command line syntax: DL.EVENT.COMMENT
3. Type the following command line syntax: EC.EVENT.COMMENT

Display an Event

(No Change in Status)

The display event command shows the details of an event in a Call Taker –Event Form. You can display an event using any of the following 4 methods:

- 1.) Select the appropriate event and click the Display command button on the CAD Control Panel
- 2.) Drag and drop the event from the event status monitor to any open Call Taker Event form to switch that form to that event.
- 3.) Drag and drop the event from the CAD map status monitor to any open Call Taker Event form to switch that form to that event.
- 4.) Type the following command line syntax: DE.EVENT

Note that when using the command line syntax a NEW Call Taker Event Form will be opened to display the event.

History of Event

(No Change in Status)

To display the complete status history for all units associated with a specific event use any one of the following 6 methods.

- 1.) Select the event and click the 'Event Hist' command button on the CAD Control Panel.
- 2.) Drag and drop the event from the event status monitor to the 'Event Hist' command button on the CAD control Panel.

- 3.) Drag and drop the event from the CAD map status monitor to the 'Event Hist' command button on the CAD control Panel.
- 4.) Right mouse click on the event from the event status monitor and select 'History' from the popup menu
- 5.) Type the following command line syntax: EH.EVENT
- 6.) From the Call Taker – Event Form click the Event History button



Print an Event

(No Change in Status)

To print an event, display the desired event in the Call Taker – Event Form and Click the Print Button. The print button looks like this:



Reopen an Event

(Returns Event to Status Monitor)

To reopen previously closed events use the following command line syntax.

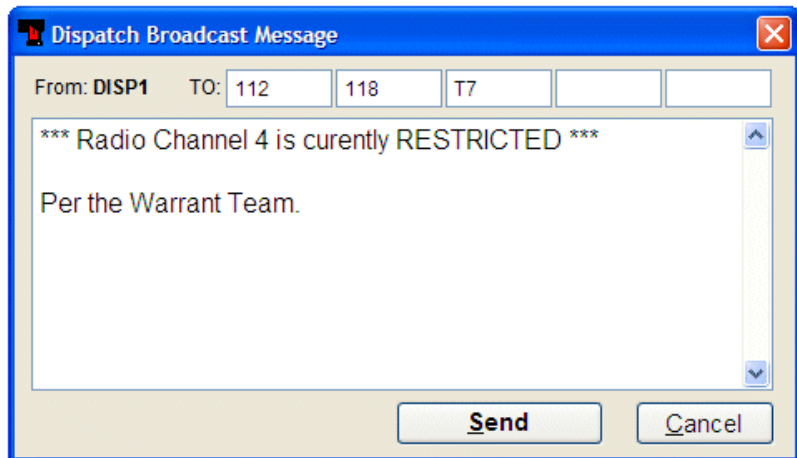
- 1.) Select the event by typing the event # into the event selection box, then click the Reopen command button on the CAD Control Panel
- 2.) Type the following command line syntax: RE.EVENT

Once the event is reopened, you may treat it as you would any other event. Changes made to the event will be saved and the event information that was previously transferred to the Calls For Service record in RMS will be updated when the event is once again closed.

Other System Commands

Dispatch Broadcast (Admin) Messages

This feature allows a dispatcher to quickly send an instant message to another dispatch position (DISP1, DISP2, DISP3, etc. as defined by the PSAP_POSITION entry in the INI file), an MDC equipped field unit (using the Unit ID) or do a simultaneous broadcast “BCST” to all dispatch workstations and field units. This feature is useful in multi dispatcher environments where the dispatchers are either distanced from each other, on the phone or otherwise occupied with another task and need to be notified of information. Each dispatch workstation can hold up to 100 messages in a temporary memory queue. Messages are only received by active dispatch workstations and are not saved in the CAD database for later recall or examination.



To send a Dispatch Broadcast Messages with either of the following 2 methods.

- 1.) Click the “DBM” button on the Dispatch Control Panel to activate the popup Broadcast Message form. Enter up to 5 destination addresses, enter your message, and then click the ‘Send’ button on that form.
- 2.) Type the following command line syntax: DBM.UNIT.MESSAGE
* Note the command line syntax allows for only a single delivery address.

When a workstation receives a broadcast message the green message indicator on the bottom of the Dispatch Control Panel will begin to flash. To read the message(s) use one of the following 2 methods:

- 1.) Click on the green message indicator to activate the popup message display.
- 2.) Type the following command line syntax: BMD

Safety Timer Reset

To reset a safety timer associated with either a Unit or an Event use any one of the following 5 methods.

Unit Timer(s)

- 1.) Select the unit and click the 'Reset UST' (Unit Safety Timer) command button on the CAD Control Panel.
- 2.) Drag and drop the unit from the unit status monitor to the 'Reset UST' command button on the CAD control Panel.
- 3.) Drag and drop the unit from the CAD map status monitor to the 'Reset UST' command button on the CAD control Panel.
- 4.) Right mouse click on the unit from the unit status monitor and select 'Reset Safety Timer' from the popup menu
- 5.) Type the following command line syntax:
`RTU.UNIT1.UNIT2.UNIT3.UNIT4.UNIT5.UNIT6`

Event Timer(s)

- 1.) Select the event and click the 'Reset EST' (Event Safety Timer) command button on the CAD Control Panel.
- 2.) Drag and drop the event from the event status monitor to the 'Reset EST' command button on the CAD control Panel.
- 3.) Drag and drop the event from the CAD map status monitor to the 'Reset EST' command button on the CAD control Panel.
- 4.) Right mouse click on the event from the event status monitor and select 'Reset Safety Timer' from the popup menu
- 5.) Type the following command line syntax:
`RTE.EVENT1.EVENT2.EVENT3.EVENT4.EVENT5.EVENT6`

Safety Timer Cancel

To cancel a safety timer associated with either a Unit or an Event use any one of the following 2 methods.

Unit Timer(s)

1. Right mouse click on the unit from the unit status monitor and select 'Cancel Safety Timer' from the popup menu
2. Type the following command line syntax:
`CTU.UNIT1.UNIT2.UNIT3.UNIT4.UNIT5.UNIT6`

Event Timer(s)

1. Right mouse click on the event from the event status monitor and select 'Cancel Safety Timer' from the popup menu

2. Type the following command line syntax:
CTE.EVENT1.EVENT2.EVENT3.EVENT4.EVENT5.EVENT6

When you cancel a safety timer, the cancel only applies until the unit or event status changes. Once the status has changed the default safety timer value for that status is reset for that respective unit or event.

Status Monitor Refresh

This command forces any and all open status monitors to refresh by accessing the active event and unit tables in the database. To perform a Status Monitor refresh use either of the following 2 methods:

1. Click the “SMR” command button located on the CAD Control Panel.
2. Type “SMR” via the command line.

Special Information

Often it is necessary for dispatchers to have a wide variety of resource files at their disposal. Crimestar CAD provides you with a handy tool to recall these special information resource files and display their contents on the screen in CAD. You can create these resource files as simple ASCII text files giving them an ‘.SI’ extension and place them on your system, either in the \crimestar folder (or location where Crimestar is run from) or in your data path.

1. To activate a Special Information file use the following command line syntax: SI.FILENAME

Example: Suppose you created a special information file named “HA.SI” which documented the protocol a dispatcher should use when receiving an emergency medical call of a Heart Attack. The dispatcher would simply enter “SI.HA” on the command line of the CAD control panel and the special information text included in that file would be displayed.

If you are unsure of the name of the Special Information file, you may enter a “?” instead of the file name and CAD will provide you with a windows file dialog box showing you a list of the files with a .SI suffix.
Example: SI.?

Time Synchronization (Computer Clock)

Forces other workstations to synchronize their computer clock to the workstation where the TSYNC command was issued. Since unit time-stamping is performed at the workstation using the local workstation clock, it is important that the clocks be closely synchronized whenever multiple CAD workstations are in use.

1. Type the following command line syntax: TSYNC

While the TSYNC command helps to keep workstation clocks synchronized, it is not a perfect solution. **Time synchronization between CAD workstations is critically important!** If workstation clocks are not in synch it is possible to have negative numbers appear on the status monitor, where units are shown as Arrived before they were Dispatched etc. This is because the clock on the workstation that arrived the unit is lagging behind the clock on the workstation that dispatched the unit. There are many different solutions and applications available to keep network workstation clocks accurate and synchronized.

Some simply synch to one of the many public time sources that use the atomic clock as a master source. Likewise, the issue of clock synchronization can often be accomplished by designating one of your network machines as a time server. Contact your network administrator to determine what, if any, time source solution you have in place on your network. If you have access to a Time Server via either the Internet or Intranet you can use the NETCLOCK process that is built into Crimestar CAD to synchronize the CAD workstation clock with a master time source every 20 minutes. (See NETCLOCK INI file settings in Appendix “B”)

Searching For Closed Events in RMS

Closed CAD event records are transferred into the Calls For Service module of Crimestar Records Management System (RMS). From within the RMS event records can be search using several different parameters including narrative a description key located on the Calls For Service Inquiry form shown:

The 'Calls for Service Inquiry' form contains the following fields and controls:

- Date Range:** From: // To: //
- Time Range:** : To: :
- Disp ID:** [Text Box]
- Call Source:** [Dropdown]
- Event #:** [Text Box]
- Incident #:** [Text Box]
- Agency:** [Dropdown]
- Call Type:** [Dropdown]
- Pri:** [Spin Box: 0]
- Pri Unit:** [Text Box]
- 2nd Unit:** [Text Box]
- Location:** [Text Box]
- Beat:** [Dropdown]
- Sector:** [Dropdown]
- District / Grid:** [Dropdown]
- RP:** [Text Box] [Text Box] //
- Disposition:** [Dropdown]
- Description (KEYWORD):** [Text Box]

On the right side of the form, there are three buttons: **Search** (with a magnifying glass icon), **Cancel** (with a red X icon), and **Clear** (with a pencil icon).

Once matching records are found, the results of the search are displayed in the following form.

The 'Calls For Service Query Result' window displays a table of search results. The table has the following columns: Event #, Incident #, Call Type, Date, Time, Location, and Agency. The first row is highlighted in blue.

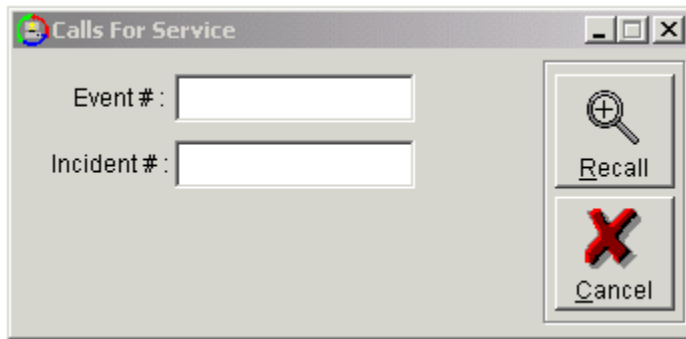
Event #	Incident #	Call Type	Date	Time	Location	Agency
02-00048		02	01/03/2102	08:00:00	SCHOOL	SPD
0405060002		00	05/06/2004	16:01:47	TEST LOCATION	ANY
0403220001		01	03/26/2004	08:50:12	123 MAIN	OTH
0403190002	06-014-111	4812	03/19/2004	18:31:20	TEST	NIPD
0403170001		VEHSTOP	03/17/2004	14:48:16	MAIN/PEAK	
0403020001		VEHSTOP	03/02/2004	16:44:40	TEST LOC	
04-00035		TS	02/27/2004	00:09:00	588 LFL KY 480	SPD
04-00036		55	02/27/2004	00:44:00	I-65	SPD
04-00002		03	02/26/2004	07:50:00	CENTERVIEW DRIVE	SPD
04-00003		52	02/26/2004	08:20:00	ROBY ELEMENTARY	SPD
04-00006		HW	02/26/2004	10:35:00	2ND STREET	SPD
04-00007		03	02/26/2004	10:45:00	CENTERVIEW DRIVE	SPD
04-00008		TS	02/26/2004	11:00:00	587 GUY I-65 BACK 924	SPD
04-00009		TS	02/26/2004	11:30:00	463 KEF HWY 44 E SPEED	SPD
04-00010		04	02/26/2004	13:00:00	RONALD HALL DIST COURT	SPD
04-00011		41	02/26/2004	08:44:00	BULLITT CENTRAL	SPD
04-00012		HW	02/26/2004	10:55:00	225 E 2ND STREET	SPD
04-00013		03	02/26/2004	12:55:00	190 BELAIR DR	SPD
04-00015		02	02/26/2004	07:31:00	DARE PREP #6	SPD

On the right side of the table, there are four buttons: **Select** (with a green checkmark icon), **Print** (with a printer icon), **Cancel** (with a red X icon), and a status indicator showing **14,577 Records Found**.

For the search result screen you can select one or more individual event records for display and / or printing.

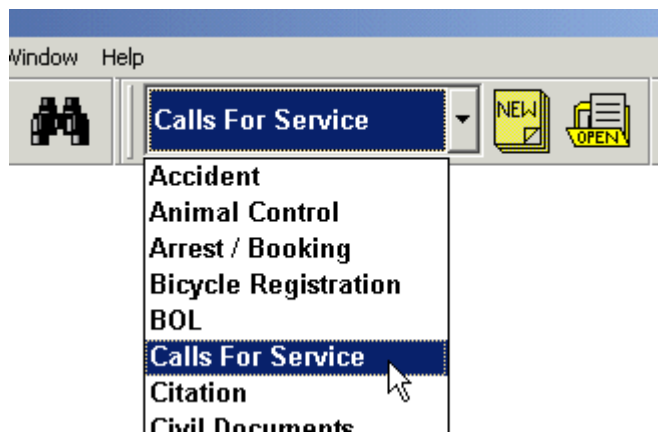
Editing Closed Events in RMS

Editing a closed event record requires that the user have the necessary security permission to take action in the Calls For Service module. To recall an event for editing/modification the user need only specify either the event # or Incident related to the event in the CFS Event recall form shown below, then click the Recall button.



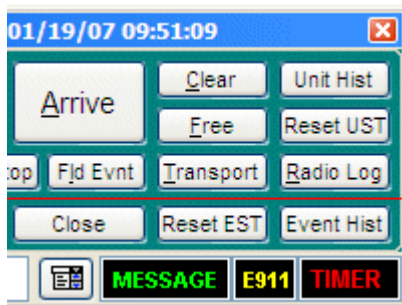
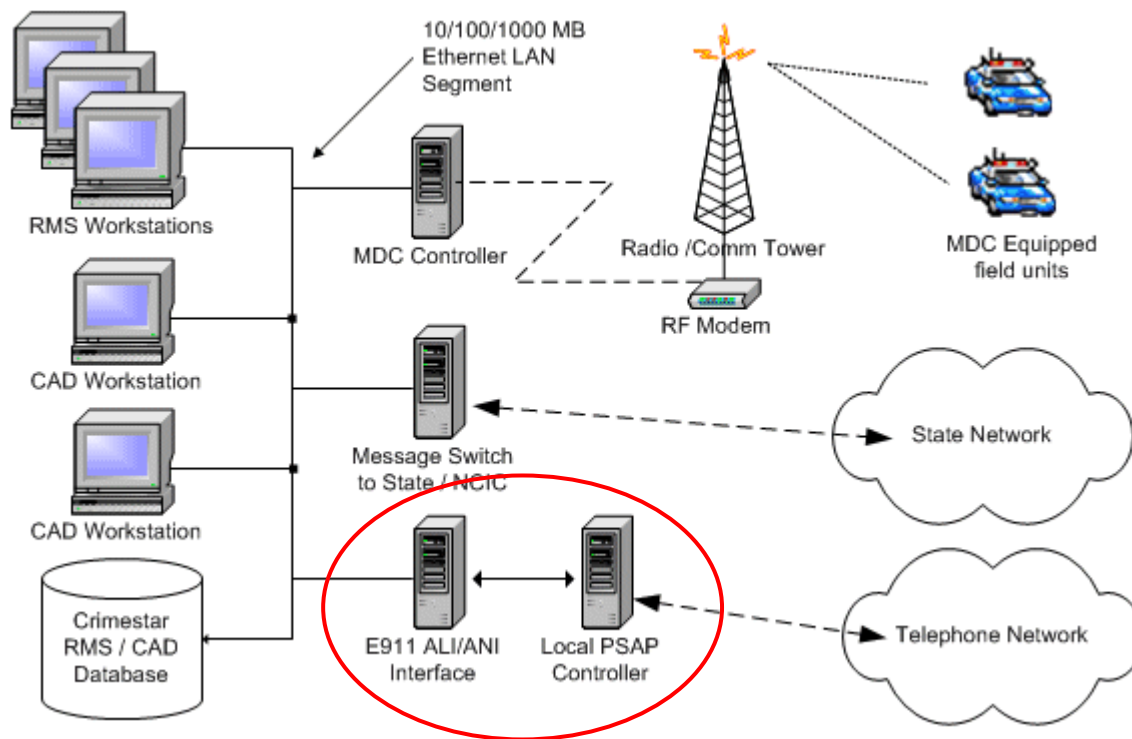
The screenshot shows a window titled "Calls For Service". It contains two input fields: "Event #:" and "Incident #:". To the right of these fields are two buttons: "Recall" (with a magnifying glass icon) and "Cancel" (with a red 'X' icon).

The Event Recall form can be activated from either the File/Open option of the RMS main menu or from the Record Toolbar by selection the Calls For Service module and clicking the "OPEN" button as shown below:



E911 Interface Application

When an emergency call is placed to 9-1-1 and an operator answers the call, some call information, including ANI (Automatic Number Identification) and ALI (Automatic Location Identification) can often be sent from the PSAP (Public Safety Answering Point) telephone equipment to CAD via a PSAP-to-CAD interface. The ability for this capability to exist depends largely on the type of PSAP telephone equipment being used at your facility. *Note: While similar in function, PSAP telephone equipment is NOT the same as simple subscriber caller ID.* Many manufacturers of PSAP equipment provide the ability to output the ALI data via a serial communications interface. As such, Crimestar provides an E911 interface application program (licensed separately from CAD) that can receive the serial data sent by the PSAP equipment, parse the data into its separate elements, transfer the ALI data to CAD and notify the CAD operator that E911 data exists in queue for the current call.



When ALI data exists for a specific CAD answering position the yellow E911 indicator will begin to flash in the lower right corner of the CAD Control panel.

When the E911 data indicator begins to flash on the CAD control panel ALI data from the most recent call answered at that position/station is in the CAD E911 data queue and can be retrieved onto a CAD Call Taker – Event form by clicking the E911 data import button on the Event form.



Note that importing E911 ALI data to a CAD event form is always determined by the CAD operator and is NOT automatic. It is never reasonable to presume that the ALI data received is in fact the data that the operator wants on the Call Taker – Event form. Likewise, since numerous calls can be received from

different people and places about different things, in a short period of time, it is not reasonable to presume that the ALI call data most recently received is related to the Call Taker – Event form that the dispatcher is currently working with.

When the dispatcher clicks the E911 data import button the ALI data received is presented to the dispatcher in a popup dialog form. At this point the dispatcher can either accept 100% of the data and transfer it to the active event form, transfer the data to only the RP section of the active event form, or just cancel the ALI data import completely.

If the import of this ALI data is canceled the data will still remain available to the dispatcher until it is replaced with new ALI data from the E911 Interface. When this popup dialog form is

displayed the yellow flashing E911 indicator on the CAD control panel will stop flashing, until it is reactivated by new data arriving from the E911 Interface program.

E911 Interface Configuration

There are a few Crimestar INI configuration setting that must be made at each CAD workstation position to prepare the workstation for interaction with the E911 interface. First since 911 calls can be answered at different telephone PSAP/workstation positions and transferred between positions these positions are usually identified by a unique PSAP/station id #. When the E911 telephone equipment sends data to the CAD E911 interface the data being sent it always identified by this position ID so that CAD has a means to determine where the ALI data belongs. As such each Crimestar CAD workstation must be assigned a PSAP position ID that matches the telephone workstation ID # for a given 911 workstation. This is done using the PSAP_POSITION= setting in the [CAD] section of the Crimestar INI file. This becomes the message delivery address (Position #) for a specific CAD workstation and is used by both the E911 interface and MDC (Mobile Digital Communicator) CAR-TO-DISPATCH messages. Next you will want to ensure that the E911 data import button is visible on the CAD call taker – event forms, This button can be made invisible so that CAD installations that do not have or use the E911 interface do not see that button option. To make sure that the E911 data import button is visible to CAD workstation users use the E911= setting in the Crimestar INI file. Examples of the E911 and PSAP_POSITION INI file entries:

[CAD]

E911=ON
PSAP_POSITION=1

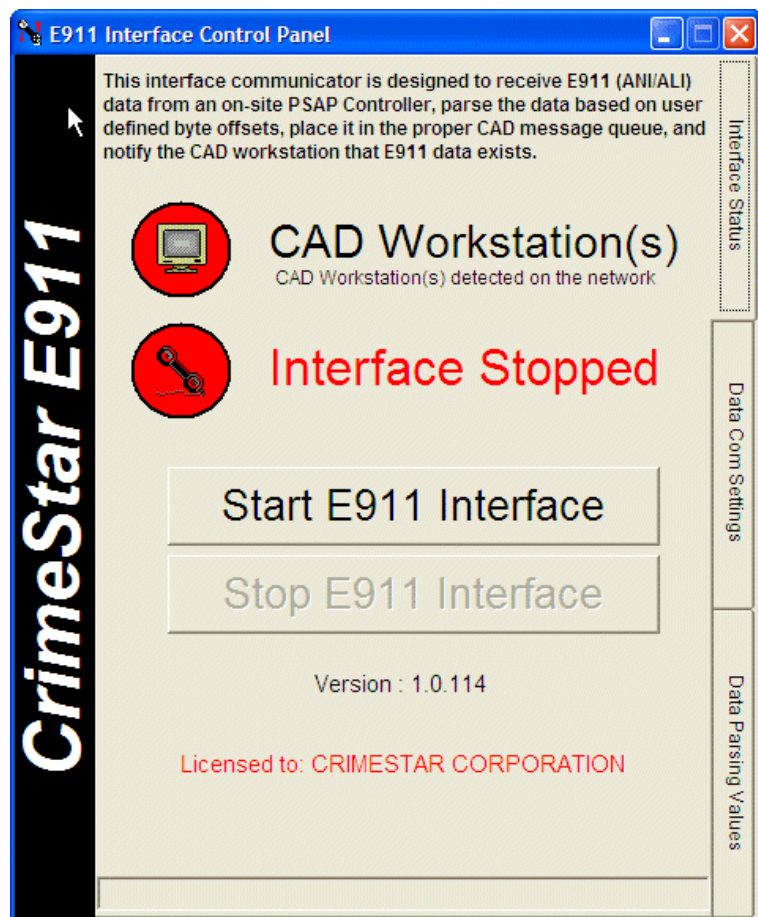
Once these two INI settings have been made the CAD workstation is ready to receive E911 data from the Interface.

The E911 interface application program can be run on a CAD workstation computer or a completely separate computer (as shown in the diagram above). No matter where the program is installed and run, it should be on a computer that will not be exceptionally busy performing other tasks. While the E911 interface requires very little CPU processing time, it is a communications oriented program and its proper performance can be negatively impacted when other programs that consume large percentages of the machine processing power are running at the same time on the same computer. If the computer's CPU becomes too busy it may result in failure to properly receive data messages from the PSAP telephone equipment. Likewise, if the PSAP telephone equipment uses a periodic "heartbeat" signal to monitor the presence of a CAD interface, it will usually expect the CAD interface application to reply to that "heartbeat" signal within 1 or 2 seconds. If the computer's CPU becomes exceptionally busy as a result of other programs or applications being run on the same computer, the E911 interface application may not be able to respond to the "heartbeat" within the allotted time to do so. If the PASP telephone equipment fails to receive acknowledgements to its "heartbeat" signals it may consider the CAD E911 interface to be stopped or off-line, which could prevent further ALI data from being sent to CAD.

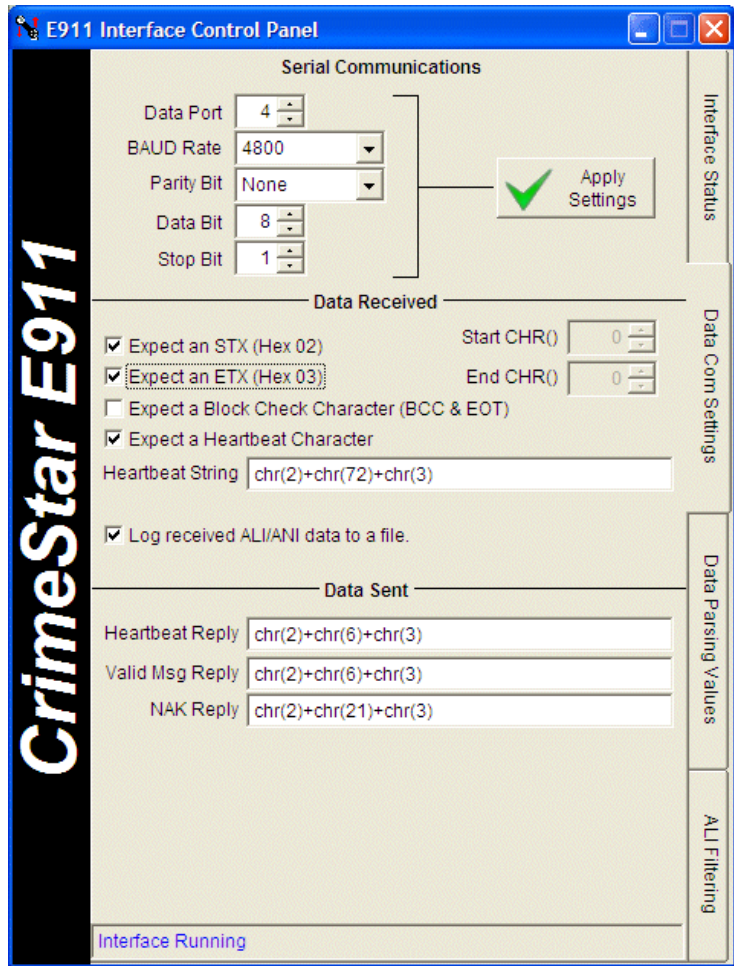
The E911 interface has a simple design but is quite flexible in its ability to handle a variety of different serial communications and ALI record layouts.

The first page of the interface screen shows if the interface is currently active/running or if it is idle. When the E911 interface detects CAD workstations on the network the "CAD Workstation(s) indicator will turn green; otherwise it is red as shown in the diagram here. The first page also shows the interface program Version # and the Crimestar Software license information as it relates to this separate interface product. While this product works with and is distributed as part of the Crimestar CAD installation, the E911 Interface is an add-on product that is licensed and support separately from Crimestar CAD.

Once the interface has been properly configured using the fields and options presented on the second and third pages of this form (described below) it can simply be started and no other user interaction is required. When you start the E911 interface it will open the serial communications port using the current parameters and begin receiving data.



The second page of the Interface labeled “Data Com Settings” provides a means to set the various serial communication parameters required to receive data from a 911 PSAP controller’s serial output port. The Data port used will depend on which physical serial port you use to connect to your computer. A serial connection (RS-232) can use either a 25 pin or 9 pin connector and will vary from machine to machine depending upon the hardware manufacturer. Most new computers use a DB9 (9 Pin Connector) for external serial connections. A cross-over cable may be needed to cross the RS-232 pins 2 & 3 (Data Transmit & Data Receive). Check with the provider of your telephone PSAP equipment for cabling or wiring specifications to the PC computer running the Crimestar E911 Interface software.



The Baud Rate (speed) Parity, Data Bits and Stop Bit parameters can all be altered as needed from this page. The most common configuration settings for a PSAP-to-CAD connection are 9600 Baud, No Parity, 8 Data Bits and 1 stop bit. Also on the Data Com Settings page

you can configure certain communication protocol options such as if the interface should expect that all inbound data will be wrapped by an STX (or other defined character) at the beginning and an ETX (or other defined character) at the end. When defining Start and End characters other than an STX and an ETX use the decimal ASCII value for the character desired.

Decimal ASCII	Hex Value	ASCII Character
1	0x01	SOH: Start of Header
2	0x02	STX: Start of Text
3	0x03	ETX: End of Text
4	0x04	EOT: End of Transmit
6	0x06	ACK: Acknowledgment
13	0x0D	Carriage Return
16	0x10	DLE: Data Link Escape
21	0x15	NACK: Negative Acknowledgment
72	0x48	Letter “H”

As was mentioned previously, some PSAP Controllers will send a “Heartbeat” message at periodic intervals to continuously monitor the condition of the connection with the CAD interface. On this screen you can indicate if the Crimestar E911 interface is to expect a heartbeat transmission and if so, what the

heartbeat character string sequence will be. Characters are again represented by their ASCII values wrapped in a CHR() function and concatenated together using the + symbol. Thus and heartbeat string consisting of the 3 characters;

STX	H	ETX
-----	---	-----

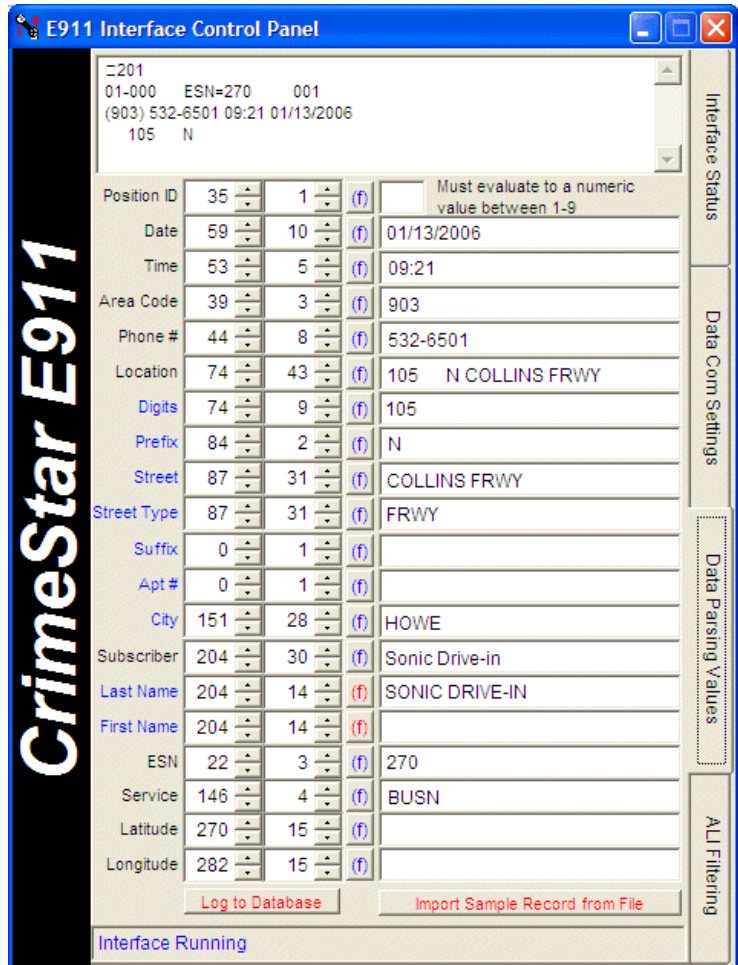
would be represented in the heartbeat string field as CHR(2)+CHR(72)+CHR(3) as shown in the illustration above. This page allows you to define the reply data strings that should be sent to the PSAP controller when valid messages, invalid messages or heartbeat transmissions are received. In the illustration above responses are as follow;

Message Type	Expected Response			Configuration Definition
Reply to Heartbeat Message	STX	ACK	ETX	CHR(2)+CHR(6)+CHR(3)
Reply to a Valid ALI Message	STX	ACK	ETX	CHR(2)+CHR(6)+CHR(3)
Reply to an Invalid ALI Message	STX	NACK	ETX	CHR(2)+CHR(21)+CHR(3)

Here you can also log the data received by the E911 Interface which can be helpful in configuring the data formats on page 3 of this form (Described Below).

On the third page of the E911 Interface you can define the byte offsets and data lengths of the various data elements that make up the E911 ALI record. Since not all data is positioned as fixed length text you can also create user defined functions to more precisely parse the data into the specific fields that will allow the data to be used in CAD. The language syntax for the user-defined functions is derived from Microsoft Visual FoxPro. If user defined functions are required to format the data you may need to contact Crimestar technical support for additional assistance with building or setting up these functions.

It is very helpful if your PSAP telephone supplier provides you with the ALI CAD interface record layout specification. This will help you determine if the ALI data is always presented as a fixed position record. When working with fixed position records you can simply use the spinner controls on the “Data Parsing Values” page to define each respective data element. For each data element there are two spinner controls. The first spinner defines the starting byte position, and the



second spinner determines the length of the data element. Thus, for example, if the phone number begins at byte position 44, and is 8 bytes long, the spinner controls for the phone number field would be 44 and 8 respectively.

Sometimes, simple byte offsets won't work because the data is not in fixed length fields. When data is in a variable length format a more sophisticated approach must be taken to parse the ALI data into its logical elements. To accomplish this task the Crimestar E911 Interface application provides for the use of user defined functions "UDF". This is an extension of the underlying development tools that have been used to create the E911 Interface itself. The process of creating a UDF is more complex than can be described in this document, but suffice it to say that the implementation of some simple functions can almost always get the desired results. Data that has been defined by the offset (start position) and length spinners is passed into the UDF as a parameter, the UDF acts upon the data string and returns a result to the data element field. Here is an example. Suppose the ALI data record contains a field to define the subscriber name. That field starts at byte position 204 and is a 60-character field. The spinners for the subscriber field would be 204 and 60 respectively. But suppose the data that appears inside this field varies from record to record. In other words sometimes the field contains a business name such as the "SONIC DRIVE-IN" while other times the field contains a proper person name in last name comma first name format such as "SMITH, ROBERT". Now consider that when the subscriber name is a person's proper name we want to complete the last name and first name data element fields. To accomplish this we look for some kind of common circumstance that we can count on. In this example the common circumstance is that whenever the data is a person's proper name the data string contains a comma ",". Therefore we can write a UDF to test for the existence of a comma then separate the last name and first name from each side of the comma. The following function would accept the defined data as input, identify and extract everything up to the comma (the last name) and return the result.

`LPARAMETERS lcInputText`

`RETURN GETWORDNUM(lcInputText,1,",")`

In this simple two-line example the GETWORDNUM function is used and we provide it 3 parameters. The GETWORDNUM function separates strings of data into "words" based on a defined delimiter character. The first parameter is the lcInputText that was passed into the UDF, the second parameter is the word number we want to extract (1=first word, 2=seconds word etc) and the third parameter is the character to use as a delimiter which in this case is a comma "," (Note that the delimiter character must be in quotes). The GETWORDNUM function returns the first word based on its position in relation to the delimiter and the result is we have extracted the last name from the string. Again this is a very simple example and there are many more functions that can be used to manipulate the ALI data. It is not expected that you will know or understand how to do this, however it is important to understand the basic mechanics of how the E911 interface can use UDF's to achieve the desired results. NO doubt Crimestar technical support will, if needed assist you in defining the UDFs to properly parse the ALI data provided by the PSAP telephone equipment.

This screen also gives you the ability to import a known record from a file, which can be very helpful when trying to configure the data offsets, data lengths and UDFs needed.

Finally on the fourth page of E911 Interface you can define ALI Filtering conditions that will determine which ALI records the interface will process and which records it will ignore.

This is particularly helpful if your site is not its own PSAP but an ALI data feed from a remote PSAP is being sent to your respective agency. In this circumstance the remote PSAP may be sending ALI data records for ALL calls received at the PSAP site, but only a subset of those 911 calls are subsequently transferred to your respective agency. By using the E911 interface ALI filtering, you can instruct the E911 interface to ignore all ALI data records transferred that do not match a specific filter condition.

The E911 interface offers two (2) types of filtering; Acceptance Filters and Rejection Filters.

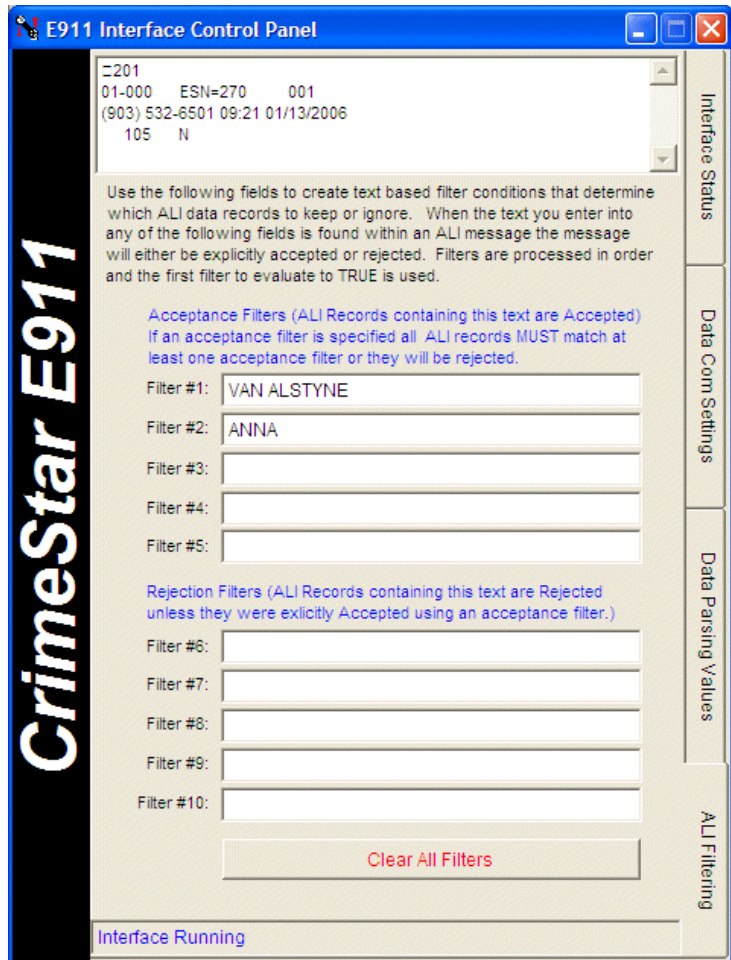
When Acceptance Filters are used ALL inbound ALI records will be rejected unless they contain some specific text that will cause them to be explicitly accepted. Five (5) different acceptance filter test can be defined. In other words, you may define up to five (5) different text strings that will cause an ALI record to be accepted. If, any of the five (5) defined text strings are found within the ALI data record the record is processed, otherwise it is rejected. In the illustration shown above ALL inbound ALI data records are rejected unless they specifically contain the text strings of “VAN ALSTYNE” or “ANNA”.

When Rejection Filters are used ALL inbound ALI records will be accepted unless they contain some specific text that will cause them to be explicitly rejected. Five (5) different rejection filter test can be defined. In other words, you may define up to five (5) different text strings that will cause the ALI record to be rejected. If any of the five (5) defined text strings are found within the ALI data record the record is rejected, otherwise it is processed.

If both Acceptance and Rejection filter strings are defined, only the Acceptance string filters will be processed since any record that does match at least one acceptance filter is rejected by default.

E911 Network Communication

The E911 interface communicates with other Crimestar CAD workstations via UDP multipoint broadcasts; with the Crimestar database and via a serial communications port. In order to communicate with the other CAD workstations it is critical that machine running the E911 interface be on the same network segment or class “C” address range as the CAD workstations. Additionally, the E911 interface



uses the Crimestar INI file to locate the Crimestar database. For the Professional Edition, the software uses the DATAFILES= setting in the [PATH] section of the INI file to locate the shared database files. In the Enterprise Edition the SQL_NAME_IP= setting in the [CONFIGURATION] section is used to find the computer that is hosting the Microsoft SQL Server Crimestar database. If a router, switch or firewall is in place on the network it should allow for the passage of TCP/UDP traffic on port 333. This is the port that the E911 Interface controller uses to notify a CAD workstation of E911 ALI/ANI data.

E911 Interface Licensing

Like all Crimestar software the E911 interface must be licensed for use. The E911 interface will run unlicensed so that you may test or evaluate its capability however when running the interface unlicensed every 4th data record will be deliberately obscured, with certain data fields containing a string of asterisk characters (******) instead of the real data. Once the interface is licensed this behavior will stop and data will be delivered to CAD as defined each time a data record is received from the PSAP telephone equipment.

To license the E911 Interface program the Crimestar.INI file referenced by the E911.EXE application must contain a valid license name in the [CONFIGURATION] section and an E911 interface key value in the [CAD] section of the Crimestar.INI file. The required values are as follows:

```
[CONFIGURATION]
```

```
LICENSE_NAME =
```

```
[CAD]
```

```
E911_INTERFACE_KEY =
```

Both these values are provided to you by Crimestar Corporation upon licensing the E911 Interface.

E911 Auto Start

If you wish to have the E911 interface automatically start and go on-line upon running the E911.EXE program file you can place the following entry in the [CAD] section of the Crimestar.INI file

```
E911_AUTOSTART=ON
```

State/NCIC Interface Application

Crimestar provides a separate State/NCIC Interface application called the Message Switch/Gateway (MSG) interface. The interface can be installed and run in conjunction with RMS and/or CAD. The interface allows you to submit transactions to your state's criminal information center and NCIC. The transactions that can be performed differ from state to state but generally include checks or queries on the following transaction types:

- Articles/Property (Stolen)
- Boat Registration
- Gun/Firearm (Registration / Stolen/Want)
- Persons (Drivers License Check / Wants / Warrants Check)
- Vehicle (Registration Check / Wants / Warrants Check)

The Crimestar state interface client application can be run either as a separate stand-alone windows program or as an integrated part of the Crimestar RMS workspace. Even when the interface client is run

CrimeStar State Interface Client (1.0.41) : 00-19-D2-26-7F-95

Time 04/25/2007 15:54:07 User ADMIN Device RECORDS

* Required * Conditionally Required * Optional

11111111111111111111
***** STOLEN PART *****
PART
BRAND NAME/OMCJ PART CATEGORY/OB ENGINE/125H
SERIAL #/ 11111111111111111111 OWNER APPLIED #/393393393
DETAIL
ORI/WI013285Y ORI IS CRIME INFORMATION BUREAU
SYSTEM IDENT #/12967691 NCIC #/V1111111111
AGENCY CASE #/TEST J-92
DATE OF THEFT/01011992
ENTERED BY/BENTEDL DATE/12192002
REMARKS
REMARKS/TEST RECORD DJK - OUTBOARD MOTOR - 8130
***** VERIFY STATUS IMMEDIATE *****
STS/2 RTC/2 TYP/6

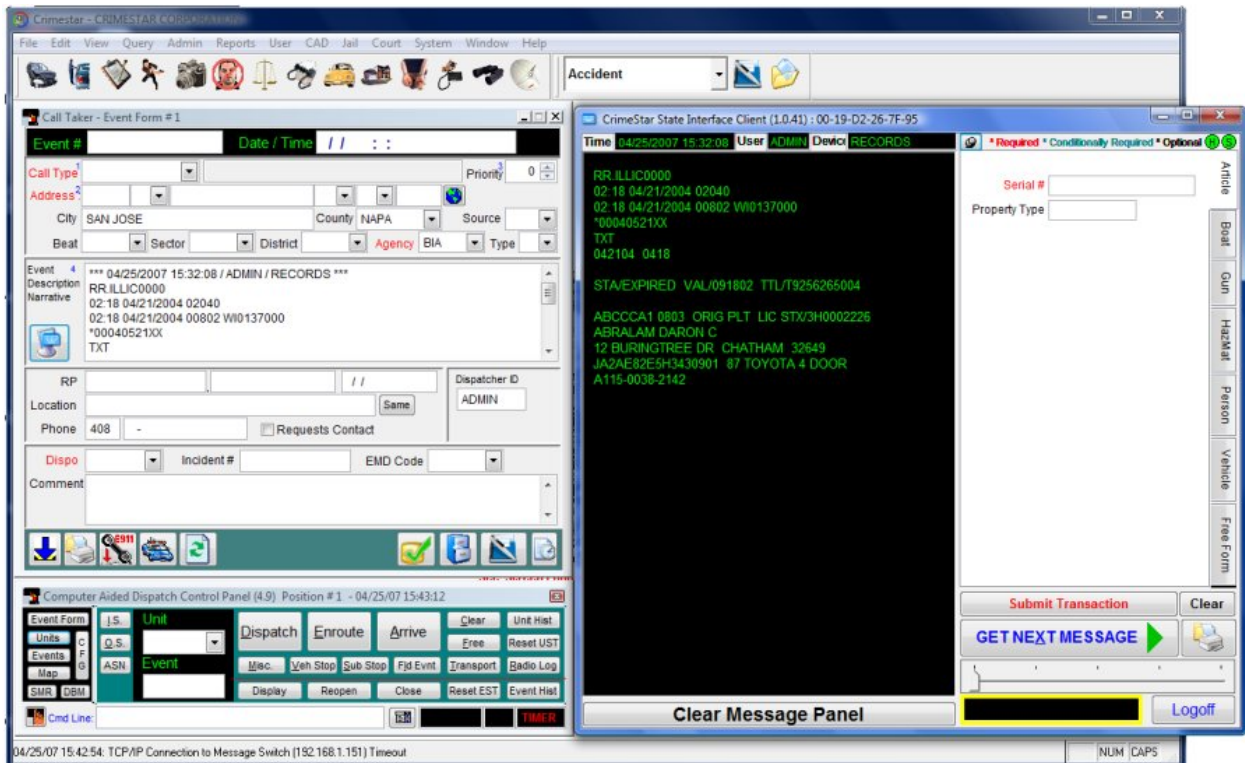
Last Name
First name
Middle Name
Name Suffix
DOB
Sex
DL #
DL State

Article
Boat
Gun
HazMat
Person
Vehicle
Free Form

Submit Transaction Clear
GET NEXT MESSAGE
No Messages Logoff

as an integrated part of the Crimestar RMS work environment, it remains a top-level form on the Windows desktop with its own taskbar icon so that users can be alerted to inbound messages. Crimestar CAD seamlessly interacts and communicates with it to automatically and instantly submits transactions. CAD will submit a state/NCIC vehicle transaction whenever a Vehicle Stop command is issued (and

license plate information is provided); and state/NCIC person transactions whenever a subject stop command is issued (and person name and date of birth information is provided).



State and NCIC returns are displayed on the interface client screen as if the operator had manually entered the transaction and submitted it. The ability to print or copy/paste information from the interface client screen is controlled by the Message Switch/Gateway host application security configuration, however if permissions are given to the physical device and current user, then a special client interface import button will appear in the Event Description section of the CAD Call Taker Event Form. If desired, the complete text of a State/NCIC return message can be instantly copied into the Event Description Narrative section of a CAD event record with the click of that button.



Imported State/NCIC returns are automatically given a text message header to indicate the date, time operator ID and Device ID where the transaction was received. This header separates the message return text from any event description narrative that may have been entered by a dispatcher/call taker. It also allows the reader to identify where one message ends and another message begins in circumstances where multiple messages are pasted into the narrative text.

When running the interface client in conjunction with CAD it is recommended that your CAD workstation computer(s) be configured with dual monitors so as to provide enough workspace for all user screens to be open and viewable at the same time.

For more information about the Message Switch/Gateway state interface program, refer to the Message Switch/Gateway Operations Manual or contact a Crimestar company representative.

External System Interface – Exporting CAD data

Often times it is desired that Crimestar CAD interface to external systems for the purpose of providing real-time or semi-real-time event and unit data to those external systems. All Crimestar CAD event and unit history data is stored within two (2) tables (calls_for_service & cfs_units) of the Crimestar RMS database. Both of these tables are easily accessible and can be queried by external applications providing that programmatic access to these database tables is allowed by the host agency.

There are a few potential problems with external systems directly querying the Crimestar database to obtain information. Firstly, the external system must poll or periodically scan the entire table(s) within the database because it has no real way of knowing what data may have been recently added or modified. This periodic scanning of the entire CAD table(s) can have a serious performance impact on the host agency's system causing it to slow as the database is busy with these tables being repeatedly queried.

In response to this situation Crimestar CAD offers a real-time event XML record export directly from the CAD software. When activated at a CAD workstation, the software will, upon closing a CAD event record, create an XML data file which contains the entire CAD event record as well as all unit data related to that specific CAD event. The XML file is saved to any network directory or folder that you specify. The most common location for these files would be to place them into a shared directory or folder that can be polled or monitored by external systems. This allows the external system to simply check a specific folder or system location to obtain any new or modified data without the need to directly access the host database or perform an extensive searches that may impact performance.

To activate the CAD XML file export, the host agency need only modify the [CAD] section of the Crimestar INI file on each CAD workstation where closed event records are to be exported. The INI file entries are specified in Appendix "B" and are as follows:

```
CAD_EXPORT_XML=ON/OFF          (default is OFF)
CAD_XML_PATH=C:\SHARED\FOLDER
```

Due to the additional data processing involved, turning this option on will cause a slight delay (less than a second) in the time it takes a CAD workstation to close the event.

The following is a sample of a CAD Event XML output file:

```
<?xml version="1.0" encoding="Windows-1252" standalone="yes" ?>
- <CRIMESTAR>
- <cad_event>
  <cfs_index>2749415.0240</cfs_index>
  <event_no>0901130002</event_no>
  <incident_no>09000018</incident_no>
  <call_type>BURGLARY</call_type>
  <event_type>P</event_type>
  <agency>AMB</agency>
  <priority>3</priority>
  <date_reported>2009-01-13</date_reported>
  <time_reported>09:52:17</time_reported>
  <call_source>9</call_source>
```

```

<datetime_rpt>2009-01-13T09:52:17</datetime_rpt>
<location_index>0.0000</location_index>
<location>123 W MAIN STREET</location>
<digits>123</digits>
<dir>W</dir>
<street>MAIN</street>
<st_type>ST</st_type>
<suffix> E</suffix>
<apartment>22A</apartment>
<city>SAN JOSE</city>
<county>NAPA</county>
<beat>03</beat>
<sector>07</sector>
<district>10</district>
<latitude>0</latitude>
<longitude>0</longitude>
<description>Victim returned home, window broken, items missing</description>
<rep_party>Smith, Robert</rep_party>
<last_name>Smith</last_name>
<first_name>Robert</first_name>
<middle_name />
<mni_index>0.0000</mni_index>
<invl_index>0.0000</invl_index>
<rp_location>123 W MAIN STREET</rp_location>
<rp_area>408</rp_area>
<rp_phone>555-1212</rp_phone>
<req_contact>>true</req_contact>
<pri_unit>006</pri_unit>
<officer_id/> L21</officer_id>
<sec_unit />
<officer_id2 />
<dispatcher>A821</dispatcher>
<time_disp>2009-01-13T09:52:17</time_disp>
<time_disp2 />
<time_enroute />
<time_enroute2 />
<time_arrive>2009-01-13T09:52:17</time_arrive>
<time_arrive2 />
<time_clear>2009-01-13T09:53:41</time_clear>
<time_clear2 />
<total_consumed>24</total_consumed>
<disposition>RPT</disposition>
<disp_cmnts>Victim will call with additional property information</disp_cmnts>
<press_release>>true</press_release>
<emd_code>NA<emd_code />
<updt_oper />
<fincident_no />
<mincident_no />
<ent_oper>A821</ent_oper>

```

```

<date_enter>2009-01-13</date_enter>
<date_updt>2009-01-13T09:53:42</date_updt>
<modify_flag>true</modify_flag>
<rec_lock>0</rec_lock>
= <unit_data>
  = <event_units>
    <unit_id>006</unit_id>
    <ustatus>D</ustatus>
    <officer_id />L21</officer_id>
    <officer_id2 />
    <veh_id />
    <ulocation>123 W MAIN STREET</ulocation>
    <ucomment>NO LIGHTS</ucomment>
    <oper_id>A821</oper_id>
    <date_updt>2009-01-13T09:52:17</date_updt>
  </event_units>
  = <event_units>
    <unit_id>006</unit_id>
    <ustatus>A</ustatus>
    <officer_id />L21</officer_id>
    <officer_id2 />
    <veh_id />
    <ulocation>123 W MAIN STREET</ulocation>
    <ucomment>NO LIGHTS</ucomment>
    <oper_id>A821</oper_id>
    <date_updt>2009-01-13T09:59:11</date_updt>
  </event_units>
  = <event_units>
    <unit_id>006</unit_id>
    <ustatus>CL</ustatus>
    <officer_id />L21</officer_id>
    <officer_id2 />
    <veh_id />
    <ulocation>123 W MAIN STREET</ulocation>
    <ucomment>Victim Will Call</ucomment>
    <oper_id>A821</oper_id>
    <date_updt>2009-01-13T10:23:31</date_updt>
  </event_units>
</unit_data>
</cad_event>
</CRIMESTAR>

```

Appendix A – Files Installed

The following is description of the CrimeStar CAD installation and the files included in it.

BuildSQL.app – program support file used to build connections to an SQL Server database when running the Enterprise Version of CAD.

CAD Operations Manual.pdf – This is an Adobe Acrobat PDF (Portable Document Format) file that explains how to use the features and capabilities of CrimeStar CAD. This file can be read and printed using the Adobe Acrobat reader program provided free from Adobe Systems.

CADHelp.hlp – Online help file for CrimeStar CAD.

CADHelp.cnt – Online help file for CrimeStar CAD.

Crimestar.ini – This is a persistent, workstation specific, configuration file. This file is installed only if it does not already exist in the installation folder.

cs_cad.app – This is the primary CAD program file. This file is required when running CAD either stand-alone or from within CrimeStar RMS.

cs_confirm.wav – This wav type multimedia sound file is used for Drag and Drop operations within CAD, when a command is confirmed.

cs_ontarget.wav - This wav type multimedia sound file is used for Drag and Drop operations within CAD, when the user drags over a drop target.

cs_reve911.wav – This wav type multimedia sound file is used to notify the operator that E911 data has been received.

cs_rcvmessage.wav – This wav type multimedia sound file is used to notify the operator that a message has been received from another dispatcher or an MDC equipped field unit.

cs_reject.wav – This wav type multimedia sound file is used for Drag and Drop operations within CAD, when a command is rejected.

csdisp.exe – This is the CAD launch program used to run CAD as a stand-alone program external from CrimeStar RMS.

e911.exe – This is the optional E911 PSAP-to-CAD interface application.

gdiplus.dll – This is a Microsoft Runtime Library file.

maponly.exe – This is a supplemental application program that can be configured and used to display the cad map on a separate monitor or display.

mcast50.ocx – This is an IP multicast Active-X control used broadcast messages and intercommunicate transactions between multiple networked CAD workstations.

mdc_ambulance.bmp – This is a Bitmap file that represents an Ambulance on the map.

mdc_firetruck.bmp – This is a Bitmap file that represents a Fire Truck on the map.

mdc_othercar.bmp – This is a Bitmap file that represents a generic car on the map.

mdc_policecar.bmp – This is a Bitmap file that represents a Police car on the map.

Mscomm32.ocx – This is a control library used by the E911 interface application.

Pwstreet.ini – Initialization / Configuration file for the Pwstrv2.ocx file

Pwstrv2.ocx - Associated Control used for CAD Geographic references.

Statusview.exe – This is a supplemental program file that can be used to display and print CAD status data and call/event details on separate computers within your network.

Vfp9r.dll – This is a Microsoft Runtime Library file.

Vfp9renu.dll – This is a Microsoft Runtime Library file.

Appendix B - INI File settings

The Crimestar CAD workstation can work differently depending upon how various entries in the [CAD] section of the CRIMESTAR.INI file are set. This section will explain the available INI file settings that relate to CAD and will explain what they do.

- The following entries hold the Crimestar license information for the CAD workstation.

```
CAD_LICENSE_COUNT=  
CAD_KEY=
```

- The following entry is used to cause event records to be automatically saved/created upon the user entering a call type and location in the event form. When CAD_AUTOSAVE is set on the event is automatically created as soon as the user tabs out of the location field. Additionally when this setting is ON other workstations are notified each time a field on an event record is changed.

```
CAD_AUTOSAVE=ON
```

Any other workstation displaying the same event on a call taker form as the event changed will automatically display a message notifying the dispatcher as follows;

```
This Event has been changed or Cleared,  
Please REFRESH this form.
```

The call taker event form will be locked and unavailable for modification until the user refreshes the event display by pressing the refresh button on the Call Taker – Event Form.

- The following entry determines if CAD will search the RMS Calls For Service table to check for duplicate Event Number before assigning a new number to an event. The default for this setting is ON. Setting this OFF may speed up the process of assigning an event number, but will not provide this double-check for duplicate numbers.

```
DUP_CFS_EVENT_CHECK=ON
```

- The following entries are usually set interactively via the CAD configuration screen and hold a numeric value representing the color to be used on workstation status monitors, for specific unit status codes and conditions.

```
UCOLOR_BACKGROUND=0  
UCOLOR_AVAILABLE=16777215  
UCOLOR_DISPATCHED=65280
```

UCOLOR_ENROUTE=65535
UCOLOR_ARRIVED=16776960
UCOLOR_MISC=255
UCOLOR_TRANSPORTING=0
UCOLOR_FLASH=33023

- The following entries are usually set interactively via the CAD configuration screen and hold a numeric value representing the color to be used on workstation status monitors, for specific event status codes and conditions.

ECOLOR_ACTIVE=16776960
ECOLOR_PENDING=16777215
ECOLOR_COMPLETE=16776960
ECOLOR_BACKGROUND=0
ECOLOR_FLASH=32896

- The following entries are usually set interactively via the CAD configuration screen and hold a numeric value representing the safety timer, time-interval in minutes, to be used on workstation status monitors, for specific unit status codes.

USAFETY_AVAILABLE=0
USAFETY_DISPATCH=10
USAFETY_ENROUTE=10
USAFETY_ARRIVE=30
USAFETY_TRANSPORTING=10
USAFETY_MISC=10
ESAFETY_ACTIVE=20
ESAFETY_PENDING=10
ESAFETY_COMPLETE=60

- The following entries are usually set interactively via the CAD configuration screen and hold on/off values to determine if sounds should be used at the workstation.

SOUND_CONFIRM=ON
SOUND_REJECT=ON

- The following entry is set manually and determines if the optional CAD Map Display Status Monitor activation button is enabled on the CAD Control Panel.

CAD_MAP=ON

- The following entries are used to configure the button labels for the 4 customizable views.

```
MAP_VIEW_BUTTON_LABEL1=
MAP_VIEW_BUTTON_LABEL2=
MAP_VIEW_BUTTON_LABEL3=
MAP_VIEW_BUTTON_LABEL4=
```

- The following entry is used to identify a CAD workstation position. Each CAD workstation should be given a unique position ID that matches any PSAP 911 station id configured into the local PSAP telephone equipment. This value is used for broadcast message addressing (DISP1, DISP2, etc.) and E911 ALI/ANI data routing when the E911 interface is present.

```
PSAP_POSITION=1
```

This value is also used for workstation identification and message routing through the Crimestar message switch.

- The following entries are set manually and holds on/off values to determine if a CAD workstation should create the optional “cs_webstatus.html” HTTP based status monitor file. Likewise, you can specify a path to indicate the disk, folder or directory where the file is to be created and the Frequency that the Web browser should re-read or refresh its display of the HTML file contents. When specifying a path try not to select a directory or location that will experience access delays due to network complexity or security as this will slow the CAD workstations speed of operation.

```
WEB_PAGE_BUILD=ON
WEB_PAGE_PATH=
ST_HTML_FREQUENCY=          (Value in Seconds. Default is 15)
```

- The following entries are set manually and cause a CAD workstation to, upon closing an event, create an XML file representation of that event and save it in a specified directory or folder. The XML file created uses the CAD Event # as the file name. Once the XML file is created, it can then be read and processed by other external systems that wish to receive data from Crimestar CAD in real time.

```
CAD_EXPORT_XML=ON/OFF      (default is OFF)
CAD_XML_PATH=C:\SHARED\FOLDER
```

- The following entry determines if CAD should use the configuration settings in the CFS configuration of RMS. The CFS configuration settings can be found on the “CFS” page of the Crimestar RMS Configuration form.

```
USE_CFS_MANDATORY=ON
```

This option will enforce the following CFS configuration settings in CAD:

- Beat Required
- Sector Required
- District Required
- Call Source Required
- List call types by Description

Note: The Call Disposition field is ALWAYS REQUIRED IN CAD

When this option is ON event records will not close unless ALL the required fields are completed.

- The following entry is used to determine if CAD should automatically search certain RMS tables for BOL's and/or active Warrants when a license plate is specified as part of a Vehicle Stop command or when a subject name is specified as part of a Subject Stop command.

CAD_RMSAUTOSEARCH=ON

- The following entries are used to determine if the CAD workstation should automatically attempt to synchronize (set) the local computer's clock (date & time) with a master Internet/Intranet Time Server. Since all CAD actions are time-stamped **it is critically important that the computer clock on all CAD workstation be kept as accurate as possible.** The NETCLOCK= entry in the INI file determines if the CAD workstation will attempt to access a master time server and set the local clock. If NETCLOCK=ON, CAD workstations will attempt to access the defined master time server and set the local computer's clock approximately every 20 minutes. The NETCLOCK_IP= entry determines the IP address of the Internet or Intranet Time Server. The NETCLOCK_PORT= entry determines the port used by the NETCLOCK process.

NETCLOCK=ON/OFF	(Default is OFF)
NETCLOCK_IP=128.118.25.3	(Default is: 128.118.25.3 or "clock.psu.edu")
NETCLOCK_PORT=37	(Default is port 37)

When using the NETCLOCK process in CAD be sure to open any routers or firewalls to allow traffic for the NETCLOCK_PORT to pass thru. If the NETCLOCK process can not immediately obtain access to the defined master time server, it will retry for 3 seconds before timing out and giving up.

Note: Our use of the term NETCLOCK does not imply a use of or correlation to the "NETCLOCK" brand of master time devices.

- The following entry notifies the CAD workstation that the E911 Interface exists on the network and that it should enable the E911 data import command button.

E911_ON=

- The following entry holds the Crimestar E911 interface license information. This particular setting would be in the INI file on the E911 interface computer and not necessarily on the CAD workstation computer.

E911_INTERFACE_KEY=

- The following entry instructs the Crimestar E911 interface to automatically start when the program is started. The default is OFF

E911_AUTOSTART=ON

The Crimestar CAD workstation can also utilize the following default value entries in the [CONFIGURATION] section of the CRIMESTAR.INI file. These entries are also shared by the CFS module and other various aspects of the Crimestar RMS program.

DEFAULTAGENCY=
DEFAULTAREACODE=
DEFAULTBEAT=
DEFAULTDISTRICT=
DEFAULTEVENTTYPE=
DEFAULTPRIORITY=
DEFAULTSECTOR=
DEFAULTSOURCE=

Appendix C – Report Samples

The following are sample reports and printouts that are derived either Directly from Crimestar CAD or from Crimestar RMS via either the CFS module or the General Reports selection list.

Detail Page

The following is a CAD detail page, printed directly from CAD.

ANYTOWN USA Police Department 123 W MAIN STREET ANYTOWN, USA 00001		CAD EVENT Detail Page		
Print Date : 05/07/2004		Event # 0405070001		
Date : 05/07/2004	Day Friday	Time : 10:16:45	Dispatcher ID : ADMIN Agency : ANY	
Beat : 04	Sector : DELTA	District : 32	Incident # 04-001355	
Location : 128 W MAPLE RD				
REPORTING PARTY INFORMATION				
Name : SMITH, JANICE - 06/13/1965		Phone : 301 788-2451		
Location : 128 W MAPLE RD		Req Contact : Y	Disp. ID : ADMIN	
CALL DETAILS				
Call Type : 5311		Disorderly Conduct	Priority : 0	
Description : TWO MALES FIGHTING IN THE PARKING LOT NEXT TO THE MINI MARK. CLERK STATES THAT THE SUBJECT WERE ARGUING AS THEY WERE LEAVING THE STORE. UNKNOWN IF ANY OTHER SUBJECTS OR WEAPONS ARE INVOLVED OR IN THE AREA				
Disposition : 01 Written Report				
Comments : UNIT 100 HAS TWO IN CUSTODY, ENROUTE TO LOWER BOOKING				
Unit ID	Unit Status	Status Time	Comment	Disp. ID :
100	D	05/07/2004 10:21:47	128 W MAPLE RD	ADMIN
101	D	05/07/2004 10:21:54	128 W MAPLE RD	ADMIN
112	D	05/07/2004 10:22:08	128 W MAPLE RD	ADMIN
100	A	05/07/2004 10:23:13		ADMIN
174	D	05/07/2004 10:23:23	128 W MAPLE RD	ADMIN
174	EN	05/07/2004 10:23:30		ADMIN
101	A	05/07/2004 10:23:34		ADMIN
112	EN	05/07/2004 10:23:39		ADMIN
101	RL	05/07/2004 10:24:52	EXPIDITE FILL UNITS	ADMIN
112	A	05/07/2004 10:25:22		ADMIN
119	D	05/07/2004 10:26:21	128 W MAPLE RD	ADMIN
119	EN	05/07/2004 10:26:27		ADMIN
174	A	05/07/2004 10:26:39		ADMIN
100	RL	05/07/2004 10:28:57	CODE 4 2 IN CUSTODY	ADMIN
119	F	05/07/2004 10:29:00	FREE FROM EVENT # 0405070001	ADMIN
112	CL	05/07/2004 10:29:48	FILL UNIT	ADMIN
174	CL	05/07/2004 10:30:41	FILL UNIT	ADMIN
101	CL	05/07/2004 10:32:28	SUPPLEMENT REPORT	ADMIN
100	CL	05/07/2004 10:33:57	TWO IN CUSTODY, 10-49 BOOKING	ADMIN

Crimestar® Computer Aided Dispatch System
Licensed to: ANYTOWN CA POLICE DEPARTMENT

Version: 2.15

Unit History Page

This printout shows all the activity for the specific unit both event and non-event related in descending order for up to any selected 10-day period. This is printed directly from CAD.

CAD UNIT HISTORY						Printed: 05/07/200
Unit ID: 101						
Date / Time	Status	Event #	Location/Comment	Dispatcher		
05/07/2004 11:20:02	AV		AVAILABLE	ADMIN		
05/07/2004 11:16:30	M		STATION 10-7B	ADMIN		
05/07/2004 11:12:15	CL	0405070002	WILMONT/CHARLESTON CIT	ADMIN		
05/07/2004 11:08:49	RL	0405070002	WILMONT/CHARLESTON CODE 4	ADMIN		
05/07/2004 11:03:44	D	0405070002	WILMONT/CHARLESTON SPEED	ADMIN		
05/07/2004 11:03:44	A	0405070002	WILMONT/CHARLESTON SPEED	ADMIN		
05/07/2004 10:59:39	AV		AVAILABLE	ADMIN		
05/07/2004 10:54:47	M		P&W 10-7	ADMIN		
05/07/2004 10:32:28	CL	0405070001	128 W MAPLE RD SUPPLEMENT REPORT	ADMIN		
05/07/2004 10:24:52	RL	0405070001	128 W MAPLE RD EXPIDITE FILL UNITS	ADMIN		
05/07/2004 10:23:34	A	0405070001	128 W MAPLE RD	ADMIN		
05/07/2004 10:21:54	D	0405070001	128 W MAPLE RD 128 W MAPLE RD	ADMIN		

The following reports are printed from Crimestar RMS using the Calls For Service data. Remember all Closed CAD event records are transferred into the RMS CFS where they can be searched or reported in a variety of ways.

Calls For Service Audit Report

This report lists all the CFS records defined in the database

ANYTOWN USA 123 W MAIN STREET 123 W MAIN STREET ANYTOWN, USA 00001						05/07/2004 Page : 1255
Calls For Service Audit Report						
Event #	Date	Time	Unit	Agency	Call Type	
02-03657	07/16/2002	11:25:00	0163	DPD	63	
02-03658	05/11/2002	22:04:00	CRAVEN	SLVT	PARKING	
02-03658	07/16/2002	14:00:00	0163	DPD	15	
02-03659	05/11/2002	23:05:00	CRAVEN	SLVT	DIS AUTO	
02-03659	07/16/2002	15:30:00	0163	DPD	15	
02-03660	05/11/2002	23:33:00	CRAVEN	SLVT	DOG COMP	
02-03660	07/16/2002	19:25:00	0165	DPD	68	
02-03661	05/12/2002	00:00:00	MILLER	SLVT	SHIFT	
02-03661	07/16/2002	21:00:00	0165	DPD	50	
02-03662	05/12/2002	00:58:00	CRAVEN	SLVT	ASSAULT	
02-03662	07/16/2002	21:05:00	0165	DPD	50	
02-03663	05/12/2002	01:14:00	CRAVEN	SLVT	PROP FND	
02-03663	07/16/2002	22:30:00	0167	DPD	58	
02-03664	05/12/2002	00:50:00	CRAVEN	SLVT	SUS AUTO	
02-03664	07/16/2002	23:00:00	0167	DPD	89A	
02-03665	05/12/2002	04:25:00	CRAVEN	SLVT	INVEST	
02-03665	07/16/2002	23:30:00	0167	DPD	56	
02-03666	05/12/2002	05:17:00	CRAVEN	CINC	ASSIST	
02-03666	07/17/2002	01:00:00	0167	DPD	63	
02-03667	05/12/2002	06:00:00	MILLER	SLVT	SHIFT	
02-03667	07/17/2002	01:20:00	0167	DPD	60	
02-03668	05/12/2002	08:00:00	WAVRA	SLVT	SHIFT	
02-03668	07/17/2002	07:05:00	0167	DPD	80	
02-03669	05/12/2002	08:06:00	REPLGL	SLVT	CRIM DAM	
02-03669	07/17/2002	07:15:00	0163	DPD	80	
02-03670	05/12/2002	09:53:00	REPLGL	SLVT	NUISANCE	
02-03670	07/17/2002	10:00:00	0163	DPD	91	
02-03671	05/12/2002	11:32:00	WAVRA	SLVT	AUTO ACC	
02-03671	07/17/2002	10:35:00	0163	DPD	51	
02-03672	05/12/2002	12:18:00	REPLGL	CINC	DIS AUTO	
02-03672	07/17/2002	11:00:00	0163	DPD	09	
02-03673	05/12/2002	12:55:00	REPLGL	SLVT	ALARM	
02-03673	07/17/2002	11:00:00	0163	DPD	89	
02-03674	05/12/2002	13:43:00	REPLGL	SLVT	DOMESTIC	
02-03674	07/17/2002	13:15:00	0163	DPD	71	
02-03675	05/12/2002	14:29:00	WAVRA	SLVT	E-911	
02-03675	07/17/2002	15:00:00	0163	DPD	80	
02-03676	05/12/2002	14:37:00	REPLGL	SLVT	AUTO ACC	
02-03676	07/17/2002	15:15:00	0163	DPD	44	
02-03677	05/12/2002	13:11:00	REPLGL	SLVT	NUISANCE	
02-03677	07/17/2002	23:00:00	0167	DPD	89	

Calls For Service Briefing Log

This report lists all events in descending order within a specific date range. It shows the call narrative, primary and secondary response units and the event disposition. It is commonly used to brief on coming shifts on recent activity.

ANYTOWN USA						05/07/2004					
Police Department						Page : 7					
123 W MAIN STREET											
ANYTOWN, USA 00001											
Calls For Service Briefing Log											
12/09/2002 to 12/10/2002											
Event #	02-09259	Call Type	7707	911 Hangup	Date	12/09/2002	Time	19:09:07	Day	Monday	
Incident #		Agency	ATUSA	Call Priority	2	Total Consumed Time	19	Dispatcher	GOLF	Source	9
Unit ID	1012	Disp.	19:09:15	Arr.	19:11:20	Clr.	19:28:05	Location	23 OAK AVENUE		
2nd Unit		Disp.	00:00:00	Arr.	00:00:00	Clr.	00:00:00	Reporting Party	BOLT, JASON		
Beat		Sector		District	23 OAK AVENUE						
Description	report of 911 hangup										
Disposition	01 Written Report										
Comments	No problem on arrival										
Event #	02-20031	Call Type	6403	Animal-Nuisance	Date	12/09/2002	Time	09:26:31	Day	Monday	
Incident #		Agency	ATUSA	Call Priority	6	Total Consumed Time	60	Dispatcher	WOO	Source	P
Unit ID	1018	Disp.	09:32:27	Arr.	10:32:34	Clr.	11:32:39	Location	123 E MAIN ST # 1		
2nd Unit		Disp.	00:00:00	Arr.	00:00:00	Clr.	00:00:00	Reporting Party	BLOW, JOSEPH		
Beat		Sector		District	123 MAIN SQ, ANYTOWN,						
Description	Report of Fido on the loose again										
Disposition	05 No Contact										
Comments	Fido gone on arrival										
Event #	S02-01467	Call Type	1313	Assault	Date	12/09/2002	Time	07:00:00	Day	Tuesday	
Incident #		Agency	ATUSA	Call Priority	3	Total Consumed Time	30	Dispatcher	GOLF	Source	C
Unit ID	1014	Disp.	07:00:00	Arr.	07:04:09	Clr.	07:34:00	Location	WINSLOW CR		
2nd Unit		Disp.	00:00:00	Arr.	00:00:00	Clr.	00:00:00	Reporting Party	MORGAN, JAMES		
Beat		Sector		District	WINSLOW CR						
Description	RP reports that he was assaulted by Robert Nicholson at job site.										
Disposition	01 Written Report										
Comments	Upon arrival at scene I took a written statement from RP. Further investigation leads to the issuance of a warrant on suspect for assault.										
<p>CrimeStar® Law Enforcement Records Management System Licensed to: ANYTOWN CA POLICE DEPARTMENT</p>											
CFS-003											

Calls For Service By Time of Day & Day of Week Matrix

This report can be run for either ALL calls or a specific call type within a defined date range

ANYTOWN USA
Police Department
 123 W MAIN STREET
 ANYTOWN, USA 00001

05/07/2004
 Page : 1

Calls For Service By Time of Day / Day of Week

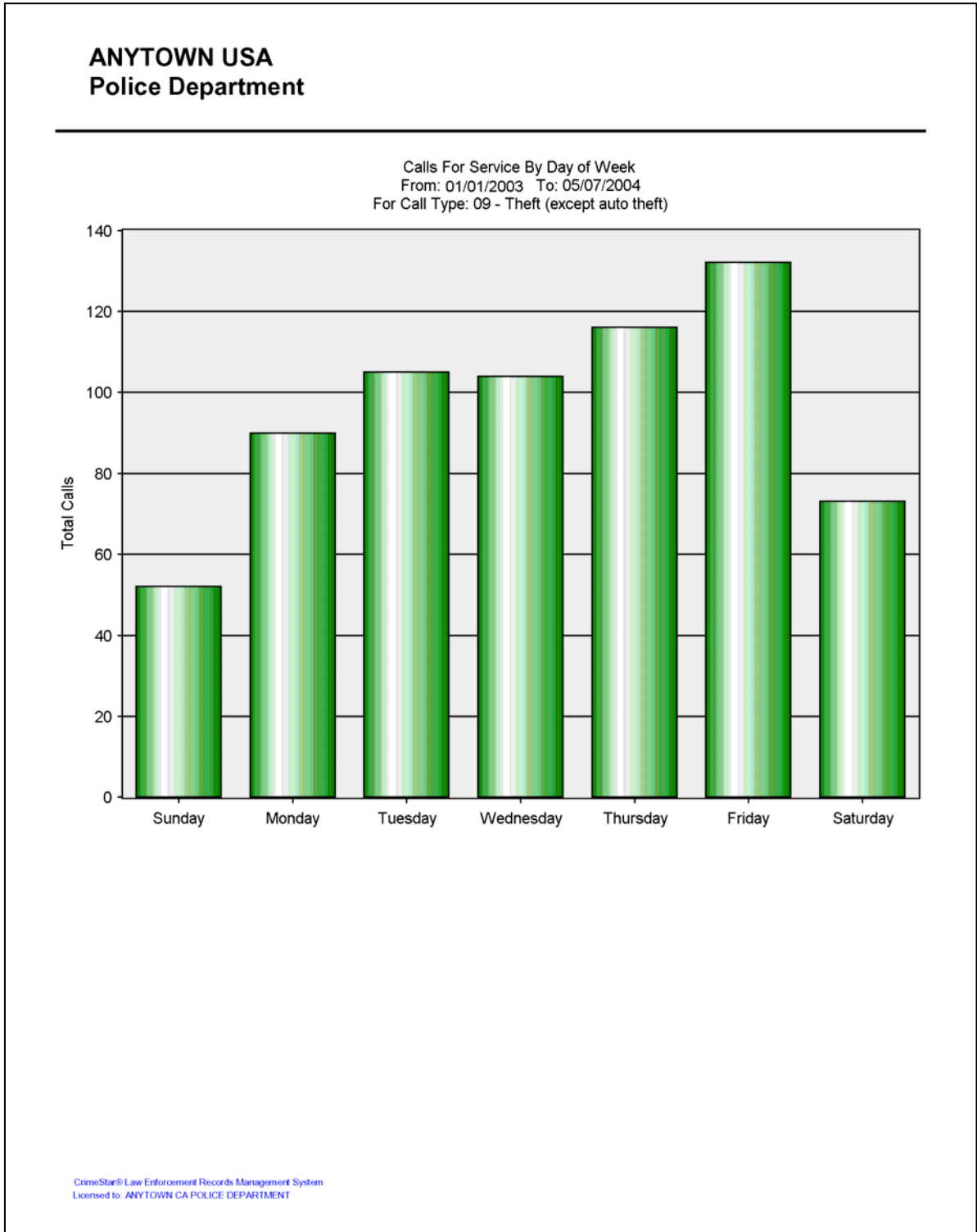
01/01/2003 to 05/07/2004

Call Type Theft

Time of Day / Day of Week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
2400 - 0059 Hrs	3	1	8	5	4	1	3	25
0100 - 0159 Hrs	1	0	0	0	0	1	0	2
0200 - 0259 Hrs	1	0	0	0	0	0	0	1
0300 - 0359 Hrs	1	0	0	1	0	0	1	3
0400 - 0459 Hrs	0	0	0	0	2	0	0	2
0500 - 0559 Hrs	0	0	1	1	0	0	0	2
0600 - 0659 Hrs	0	1	1	2	0	0	1	5
0700 - 0759 Hrs	0	2	3	5	1	2	2	15
0800 - 0859 Hrs	5	5	1	2	4	7	6	30
0900 - 0959 Hrs	2	10	5	16	8	10	2	53
1000 - 1059 Hrs	4	12	12	5	17	9	5	64
1100 - 1159 Hrs	4	7	5	3	12	5	4	40
1200 - 1259 Hrs	2	1	5	6	2	3	4	23
1300 - 1359 Hrs	2	4	8	7	9	7	2	39
1400 - 1459 Hrs	2	5	9	10	9	17	3	55
1500 - 1559 Hrs	4	5	10	9	14	28	9	79
1600 - 1659 Hrs	4	8	11	6	11	10	5	55
1700 - 1759 Hrs	4	9	9	5	8	6	8	49
1800 - 1859 Hrs	6	5	6	7	4	9	4	41
1900 - 1959 Hrs	1	5	2	4	2	1	7	22
2000 - 2059 Hrs	4	1	3	3	4	2	4	21
2100 - 2159 Hrs	1	3	3	4	3	6	1	21
2200 - 2259 Hrs	0	4	2	1	2	4	1	14
2300 - 2359 Hrs	1	2	1	2	0	4	1	11
Total	52	90	105	104	116	132	73	672

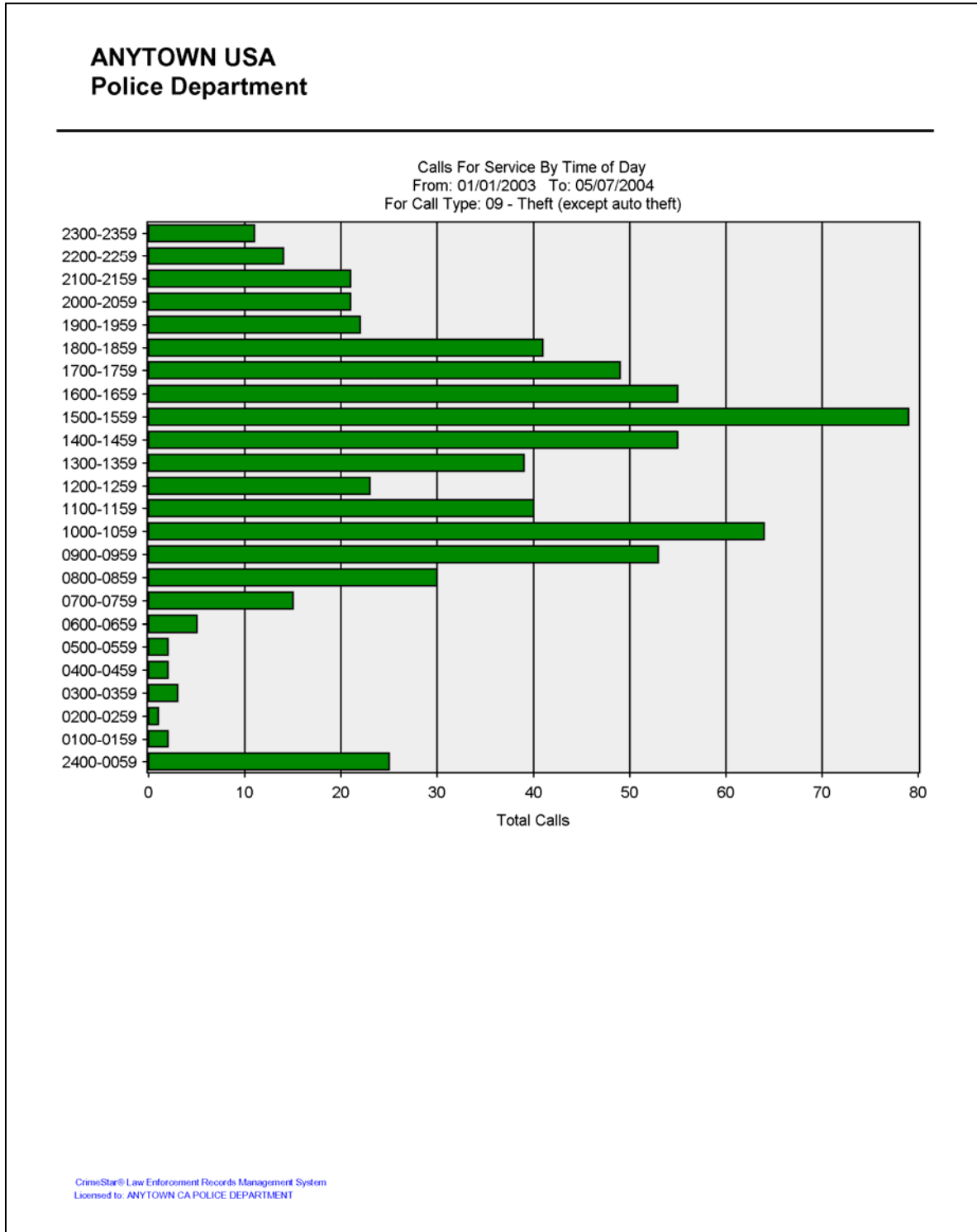
Calls For Service By Day of Week Graph

This report can be run for either ALL calls or a specific call type within a defined date range



Calls For Service By Time of Day Graph

This report can be run for either ALL calls or a specific call type within a defined date range



Appendix D – Command Line Syntax Reference

The following is a summary of the command line syntax that can be used to control unit activity. Once the first 2 command letters are typed the command line will provide a popup window showing the syntax for that respective command. *Elements in Italics represent optional values.*

Unit Related Commands

In-Service: IS.UNITID.*TYPE.OFFICER.COMMENT.BEAT.SECTOR.DISTRICT*

Multi In-Service: MIS.TYPE.UNIT.*UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT*

Unit Assign: UA.UNITID.*TYPE.OFFICER.BEAT.SECTOR.DISTRICT*

Dispatch: D.UNITID.*EVENTNO.COMMENT*

Multi Unit Dispatch: MD.EVENT.UNIT.*UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT.UNIT*

En-route: EN.UNIT.*EVENT.COMMENT*

Arrive: A.UNIT.*EVENT.COMMENT*

Clear: CU.UNITID.*DISPO.COMMENT*

Free: F.UNIT.*COMMENT*

Miscellaneous: M.UNIT.*LOCATION.COMMENT*

Transport: T.UNIT.*COMMENT*

Vehicle Stop: VS.UNITID.*PLATE.STATE.LOCATION.COMMENT*

Subject Stop: SS.UNITID.*LOCATION.LAST_NAME.FIRST_NAME.DOB*

Radio Log: RL.UNITID.*COMMENT*

Unit History: UH.UNIT

Out of Service (OS): OS.UNITID.COMMENT

Multi Unit OS: MOS.UNIT.*UNIT.UNIT.UNIT.UNIT.UNIT* UNIT.UNIT.UNIT.UNIT

Safety Timer Reset: RTU.UNIT1.*UNIT2.UNIT3.UNIT4.UNIT5.UNIT6*

Safety Timer Cancel: CTU.EVENT1.*EVENT2.EVENT3.EVENT4.EVENT5.EVENT6*

Event Related Commands

Close Event: CE.EVENT.DISPO.COMMENT

Dispatch Log: DL.EVENT.COMMENT

Display Event: DE.EVENT

Event Comment: EC.EVENT.COMMENT (same as Dispatch Log)

History of Event: EH.EVENT

Reopen an Event: RE.EVENT

Safety Timer Reset: RTE.EVENT1.EVENT2.EVENT3.EVENT4.EVENT5.EVENT6

Safety Timer Cancel: CTE.EVENT1.EVENT2.EVENT3.EVENT4.EVENT5.EVENT6

Other System Commands

Broadcast Message: DBM.MESSAGE

Reload Edit Tables: LOADEDITCODES

(This allows the edit code tables used by CAD to be dynamically refreshed without shutting down CAD)

Monitor Refresh: STM

Special Information: SI.FILENAME

Time Synchronize: TSYNC

(Also See the NETCLOCK INI file setting in Appendix “B”)

Keyboard Form Navigation

Use the Windows Cycle (CTRL F1) key sequence to cycle through the open windows/forms. Once the desired form window is selected, use the TAB key to navigate from field to field within the form.

Use the F2 key to jump to the command line of the control panel.

Use F3 to jump to the Event Form. If more than one event form is active use the Windows Cycle (CTRL F1) key sequence to cycle through the open windows until the desired window is selected.

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