

**CHARLOTTE INTEGRATED MUNICIPAL  
INFORMATION SYSTEM PROJECT**

*Charlotte (NC)*

**THE IMIS POLICE FIELD ASSIGNMENTS USERS MANUAL**  
*(Integrated Municipal Information System)*

MIS-7601/016/01

USAC-CNCO-0174

FEBRUARY 1975

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT  
OFFICE OF ASSISTANT SECRETARY  
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Office of the Assistant Secretary for Research and Technology

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## PREFACE

## THE USAC PROGRAM

During the decade of the sixties most attempts to design and implement computer-based information systems for municipal governments had a narrow functional basis; e.g., planning, transportation, police, public health, finance. These attempts, perhaps as a result of their functional orientation did not produce all of the anticipated benefits (improved interfunctional data flow, reduced clerical effort, improved access to management and planning data, economic justification, etc.). Thus, today, the view that information systems technology can play a vital role in municipal operations, management and planning remains widely accepted but unvalidated.

In the late sixties while many function-oriented systems were being designed and implemented, two major research efforts were undertaken. In Connecticut, the City of New Haven and the Advanced Systems Development Division of IBM initiated a joint study to explore the use of information system technology in a municipal environment. At the opposite end of the country in Burbank, California, the Office of Civil Defense sponsored the Municipal Systems Research Project in the School of Public Administration, University of Southern California. One of the common objectives of these research efforts was to develop a conceptual framework of a computer-based system that would bring municipalities to the point of realizing anticipated benefits.

The conclusions of both projects were basically the same. Computer-based integrated municipal information systems whose central orientation was the use of information system technology in basic municipal operations would have a high probability of achieving the benefits that function-oriented systems had failed to provide. Such operations-based systems, the two research studies also concluded, would supply as a by-product of operations, the management and planning data needed by municipal administrators and city planners. The research conclusions of these projects, combined with an increasing awareness at the federal level of the potential significance of integrated municipal information systems in terms of the development and evaluation of urban aid programs, led to the establishment of the federal group known as the Urban Information Systems Inter-Agency Committee or USAC.

Composed of nine federal agencies and departments and chaired by the Department of Housing and Urban Development (HUD), USAC in 1969 proposed that cities with populations between 50,000 and 500,000 with appropriate experience and interest apply for federal assistance for one of two types of projects:

- The development of an Integrated Municipal Information System which encompasses all of the common functions of a municipality.

- The development of one of four specified subsystems supporting Public Finance, Public Safety, Human Resource Development, or Physical and Economic Development.

Responding to USAC's request for proposal, the City of Charlotte, North Carolina formed a consortium with the System Development Corporation (SDC) and the University of North Carolina and proposed to develop an Integrated Municipal Information System (IMIS). Charlotte's proposal was successful and in March, 1970, a formal contract was negotiated. The contract provided for three years of supported research and development effort to design and implement an IMIS. In the fall of 1973, the contract was renegotiated and additional financial support was provided for two more years of development activities.

### THE CHARLOTTE IMIS PROJECT

Each member of the Charlotte Consortium has a particular function as defined in the contract. The City is responsible for managing the contract, for providing computer hardware, and for providing city personnel to participate in the development and maintenance of the IMIS. System Development Corporation is to provide technical leadership in all phases of IMIS development. The University of North Carolina's function is to monitor system development and evaluate the impact of the IMIS upon the City of Charlotte.

Eight major tasks were identified by the USAC program. Five of them are technical.

- . Systems Analysis
- . Systems Conceptualization
- . Systems Design
- . Systems Development
- . Systems Implementation

Three others were non-technical in nature.

- . Orientation and Training
- . Monitoring
- . Evaluation

The nature of the work activities and the documented products of each of these tasks are described below.

### *Systems Analysis*

Systems Analysis, Task 1, involved an operational analysis of governmental activities in the City of Charlotte and Mecklenburg County. This effort involved the analytic disassembling of administrative units in the municipality to a level at which basic activities or municipal processes could be identified. Municipal processes which mutually supported a common responsibility were aggregated into components, components were grouped into functions, and functions were grouped into subsystems. In Systems Analysis the four subsystems, Public Safety, Human Resources Development, Physical and Economic Development, and Public Finance, identified in the USAC RFP, were adhered to.

Each subsystem, its functions, components, and processes, is documented in two volumes. The first volume for each subsystem includes the operational descriptions and flowcharts of each process contained in that function. The second volume, an appendix, includes summary sheets on the forms and files used by processes in that subsystem. In addition there is a volume on methodology and findings which summarizes the activities and products of the Systems Analysis Task. These nine volumes constitute the Task 1 Report.

### *Systems Conceptualization*

The purpose of Systems Conceptualization, Task 2, was to (a) redefine the municipal processes which carry out the defined component's responsibilities, (b) identify the informational relationships between each process and other municipal components and processes, (c) conceptualize the manner in which information system technology could be used as an integral part of each process's operations, (d) identify the categories of data required to support each conceptualized process, and (e) synthesize the conceptualized processes into a coarse system design.

During the early steps of the Systems Conceptualization Task, the Charlotte Consortium staff concluded that the Public Finance Subsystem, as specified in the USAC RFP and the Charlotte Consortium's Task 1 Report, should be separated into two subsystems — the Administrative Services Subsystem and the Financial Services Subsystem. Thus, with this division, the five subsystems referred to during Task 2 were:

- . Public Safety
- . Human Resources Development
- . Physical and Economic Development
- . Financial Services
- . Administrative Services

During Systems Conceptualization, 30 basic municipal functions were identified, conceptualized and documented. There are many ways in which information systems technology can be utilized to enhance and facilitate a process's operations. In view of this, the Charlotte Consortium's conceptualized processes represent only one way to incorporate information systems technology into municipal operations and should not be interpreted as an optimum solution. The conceptualized processes, however, do indicate the types of informational relationships that could, or possibly should, exist, and provide a path or direction for subsequent design or development work.

Each conceptualized function, with its supporting components and processes, is documented in an individual function concept volume. In addition, a summary volume completes the Task 2 documentation.

The 30 Function Concepts and the Summary Report constitute the Charlotte Consortium's Task 2 Report.

#### *System Design*

The first major activity in Systems Design, Task 3 was the aggregation of conceptualized processes into design and development oriented groupings called modules. Each module and its respective processes was evaluated in terms of its significance to municipal government and its data sharing relationships with other modules. The evaluation led to a priority rating of modules, and a long-range development plan.

Based on the priority rating, available resources (both municipally-budgeted and USAC contract funded) and on estimates of the resources required to design, develop and implement modules, an Annual Plan was developed. The Annual Plan defines in detail those modules and processes scheduled to be initiated and/or completed during the fiscal year covered by the plan.

As resources become available, module design is initiated. Module design includes specifying automated and manual procedures; user/system transactions; forms, displays and reports, computer program requirements and data requirements. The design task also encompasses the design of the municipal data base, including, specifying file structure, defining data elements, specifying data standards, and indicating data control procedures.

As modules are designed, each is documented in a Module Design Specification. The Module Design Specification document series, which will comprise the major portion of the Task 3 Report, is one of the most significant produced by the Charlotte Consortium. In addition to meeting a number of internal needs, the Module Design Specification is a key element in the Consortium's desire to achieve the maximum transferability of USAC products. The document is prepared with the intention of achieving the three basic objectives described below.

Establish the requirements for module development

An important goal of the Charlotte Consortium's systems design task is to produce design specifications sufficiently detailed and explicit to allow development activity to commence from the products of the design activity. Module Design Specifications, therefore, contain sufficient detail to enable programmer analysts and programmers to initiate the development of the computer programs required to support the processes as described in the specification.

Provide sufficient information for the conduct of user training

Since the Charlotte design method is based primarily on the concept of municipal process design, and not merely application design, it is imperative that the operators of the process; i.e., the users, understand their roles within the system and how the services provided can be used to discharge their positional responsibilities. The Module Design Specification, therefore, contains a level of detail which permits the system trainers to conduct training sessions and prepare user manuals and training aids in accordance with the intent of the process designer.

Facilitate the transfer of IMIS design to other municipalities

As previously indicated, the Module Design Specification is significant to Charlotte's desire to make USAC's products highly transferable to other municipalities. The document's content, format and level of detail are aimed at promoting transferability to non-USAC cities. The document contains operational descriptions of how the incorporated processes use information system technology. This operational description is user-oriented and should permit municipal administrators and/or department managers to evaluate the advantages of adapting the processes for use in their particular municipality.

#### *Systems Development*

When a module has been designed, development activity is initiated. Computer programs required to implement the module are written and files are built. Each computer program developed is documented in a Computer Program Description document. These documents include program design requirements, program listings, a generalized flow diagram and program verification test procedures, for each Computer program in a given Module.

*Systems Implementation*

As part of module implementation, equipment is ordered and installed, system testing is conducted, and administrative personnel and terminal users are provided user manuals. User manuals are required because of the teleprocessing orientation of the Charlotte IMIS and the fact that a majority of the relationships between the user and the system are through a terminal residing at the users' work location. Terminal users must be aware of the manner in which they can use system capabilities to perform their basic responsibilities, of situations which may occur and how they should respond to them, and of the forms, data and video displays they will be using.

*Monitoring and Evaluation*

Monitoring and Evaluation are the primary responsibilities of the University of North Carolina. These tasks are carried out simultaneously with the five major technical tasks. Monitoring provides a means for UNC staff to keep abreast of the progress of the major technical tasks and serves as a vehicle for UNC staff to make direct input to the project. Monitoring products consists of memoranda to project staff concerning specific aspects of IMIS development. A summary report on Monitoring will be prepared at the conclusion of the Charlotte Project.

The primary objective of the Evaluation Task is to gauge the impact of the IMIS project upon the municipal government of Charlotte. An additional objective of evaluation is to perform research related to specific aspects of the IMIS project employing five primary methodologies. Each of these methodologies will be thoroughly documented upon completion of the IMIS project.

*Orientation and Training*

The Orientation and Training task is a continuous activity that impacts all phases of the project's research and development effort. It is responsible for meeting the needs of city officials who must decide on the requirement, nature, and relative priorities of system products; the professionals and technicians who will develop and maintain the system; and the municipal employees who will use the system and its products in the everyday performance of their assigned responsibilities. Additionally, the task is responsible for conducting frequent briefings over the term of the project to describe appropriately the system and its features to professional, academic, and other concerned citizens.

INTRODUCTION

THE MODULE DESIGN SPECIFICATION.

A Module Design Specification is prepared for each module designed. The resulting series of documents is one of the more significant document sets produced by the Charlotte Consortium. In addition to meeting a number of internal needs, the Module Design Specification is a key element in the Consortium's desire to achieve the maximum transferability of USAC products. The document is prepared with the intention of achieving the three basic objectives listed below and previously discussed in the Preface:

- . Provide sufficient information for the conduct of user training
- . Establish the requirements for module development
- . Facilitate the transfer of IMIS design to other municipalities

The content of a Module Design Specification is composed of a series of Process Specifications, one for each process within the module. Other sections provide an overview of the module and a statement of the module equipment requirements. The Module Design Specification is subdivided as indicated below. A description of each section and appendix follows.

FRONT MATTER

Each Module Design Specification contains the standard Preface written for all IMIS project documents. It is adapted to provide additional information concerning the Design task with which the document is associated. Front matter also includes an Introduction, which is standard for the Module Design Specification series, and items such as a Table of Contents, List of Figures, and List of Tables.

MODULE DESIGN SPECIFICATION CONTENTS

- |                           |  |
|---------------------------|--|
| . Front Matter:           | Preface, Table of Contents, Introduction, etc. |
| . Section I:              | Module Overview                                |
| . Section II:             | Equipment Requirements                         |
| . Sections III through N: | Process Specifications                         |
| . Appendix A:             | Terminal Messages                              |

- Appendix B: Format Specifications
- Appendix C: Forms Exhibits
- Appendix D: System Codes
- Appendix E: Data Requirements

**SECTION I – MODULE OVERVIEW**

The Module Overview Section provides a general description of the module. The format of this section is not strictly specified and allows for the designer's discretion in determining the best means of describing the subject module. The Overview Section, however, always identifies the processes included within the module, describes the role and objectives of each, and indicates how the processes relate to each other.

The relationship of the module to the conceptualized system is also discussed in this section. The relationship is indicated thru the identification by name, code number and associated document number of the conceptualized processes which are addressed either wholly or in part by the processes within the subject module.

In addition, if the module impacts aspects of city operation, a description of the nature of the impact is included in this section.

**SECTION II – EQUIPMENT REQUIREMENTS**

The Equipment Requirements Section identifies the equipment needed to operate the processes contained within the module. Both the central facility and remote location(s) requirements are indicated.

**SECTIONS III through N, – PROCESS SPECIFICATIONS**

A Process Specification Section is prepared for each process within the module. These sections contain the detailed performance requirements for each process. The Process Specification Sections are subdivided as indicated below:

- Section 1: Scope
- Section 2: Operational Requirements
  - 2.1 Time Sequenced Activities
  - 2.2 Back-up Procedures

- 2.3 Quality Control and Audit Trailing
- 2.4 Linkages
- 2.5 Forms
- Section 3: Transactions
  - 3.N Transaction N
    - 3.N.1 Operation Sequence
    - 3.N.2 Associated Error Messages
- Section 4: Reports
- Section 5: Data Control Requirements
- Section 6: Personnel Requirements
- Section 7: Computer Program Requirements
  - 7.N Task N
    - 7.N.1 Processing Requirements
    - 7.N.2 Inputs
    - 7.N.3 Outputs
    - 7.N.4 Qualification Test Criteria
- Section 8: External Procedures
- Section 9: Notes

## TABLE OF CONTENTS

|  | Page |
|--|------|
| PREFACE  | ii   |
| 1. The Integrated Municipal Information System   | 1-1  |
| 2. How the Police Field Assignments System Works | 2-1  |
| 2.1 System Overview                              | 2-1  |
| 2.2 System Operation                             | 2-1  |
| 2.2.1 The Complaint Clerk                        | 2-2  |
| 2.2.2 The Dispatcher                             | 2-4  |
| 2.2.3 The Communications Supervisor              | 2-9  |
| 2.2.4 Review and/or Planning Personnel           | 2-14 |
| 2.3 System Outputs                               | 2-15 |
| 3. Data Entry and Retrieval                      | 3-1  |
| 3.1 Useful Terms                                 | 3-1  |
| 3.2 General Equipment Operations                 | 3-3  |
| 3.3 Police Field Assignments Transactions        | 3-7  |
| 4. Back-Up Procedures                            | 4-1  |
| 5. System Changes                                | 5-1  |
| APPENDICES                                       |      |
| Appendix A: Terminal Displays                    | A-1  |
| Appendix B: Terminal Messages                    | B-1  |
| Appendix C: System Codes                         | C-1  |
| Appendix D: Report Exhibits                      | D-1  |

## 1. THE INTEGRATED MUNICIPAL INFORMATION SYSTEM (IMIS)

The IMIS-Police Field Assignments System addressed in this manual represents one portion of the total system being developed by the City of Charlotte as part of a federally funded municipal effort. It is the intent of Section 1 to familiarize the reader with the major aspects of the total effort, as well as provide a convenient summary of the rationale for the establishment of the Municipal Information System Department.

### 1.1 Background and Objectives of the IMIS

The City of Charlotte, in cooperation with a federal committee headed by the Department of Housing and Urban Development, is engaged in a five-year, six million dollar effort to build an integrated municipal information system — a system which is basically characterized by interdepartmental sharing of data and the use of computers in new and different ways to support the everyday operations and responsibilities of local government.

The task force dedicated to the development of the system consists of representatives from the City of Charlotte, System Development Corporation, and the University of North Carolina at Chapel Hill. This team comprises the membership of a project known as the Integrated Municipal Information System (IMIS). The project operates under a federal grant administered by the Urban Information System Inter-Agency Committee (USAC). This committee is composed of representatives from the Office of Management and Budget; the Department of Transportation; the Office of Economic Opportunity; the Department of Health, Education, and Welfare; the Departments of Labor, Commerce, and Justice; the Defense Civil Preparedness Agency; the National Science Foundation; and the Department of Housing and Urban Development which serves as chairman of the committee.

The central objectives of the project are to develop for the City of Charlotte a system which will minimize duplicate record keeping by numerous city agencies, improve through information sharing the coordination of municipal projects and activities, and expand the City's capability to meet the challenge of delivering a complex variety of municipal services. Although the system will be designed for the City of Charlotte, design activities strive for a high degree of system transfer so that the results of the project will benefit the conduct of government in many cities throughout the nation.

#### 1.1.1 Characteristics of the Charlotte IMIS

Characteristics of the Charlotte IMIS are described in the following paragraphs.

*Integrated*

The data collected and used by one municipal department or agency may be quite similar to that required by other departments or agencies. It is not uncommon for a finance department, a fire department, a licensing agency, and a city planning commission to each separately collect and maintain data that are quite similar in content. Yet each governmental unit typically has developed its own data files and processing procedures to meet its individual needs, without awareness of or regard for the needs of other municipal units that may be similar.

In contrast to this situation, the Charlotte IMIS is being built upon the operational needs and resources of local government and other entities functioning in the City. The system is integrated in the sense that each part of the system is designed to complement other parts and contribute to the whole system. The data requirements for each organizational unit are met by relating it to a centrally designed and maintained data base containing the information necessary to support the operations, management, and planning functions of the municipality. The resulting system is one characterized by interdepartmental sharing of common information and the reduction, if not elimination, of duplicate record keeping by various units within the municipality.

Each IMIS user contributes to the continual development and maintenance of the data base through the performance of its everyday municipal activity. Data base interaction is normally accomplished through the use of remote data terminals located in individual user departments. These terminals provide a means of direct two-way communication with the central computing facility, thereby permitting data entry at its source and data retrieval at the point it is used.

The primary utility of the "integrated" approach is that departments can avail themselves of a wealth of municipal information without the expense and commitment of resources normally required to independently collect and maintain such information. Departments thus work together through information sharing toward the common objective of providing service to the community.

At the same time, adequate provision is made to restrict access to sensitive information. This is particularly true with respect to data on individuals where stringent security must be provided to protect their rights.

*Operationally Based*

A fundamental principle of the USAC approach to the design of the IMIS is that the municipal data base (the sum of information necessary to support the requirements of local government) be developed and kept current as a by-product of normal municipal operations. Implementation of this principle requires, among other items, that the computer and its capabilities become an integral part of the mainstream of the daily activities and responsibilities of the municipality.

Basically, this requirement calls for the use of computer technology in the performance of everyday municipal operations. The municipal employee will work with computer-related equipment (primarily remote data terminals) to complete normal daily assignments.

In this environment, the system becomes the means by which the employee directly interacts with the computer through data entry activities. This action initiates a sequence of activities which may include automatic making of routine decisions, and additions, deletions, or modifications to one or more data base operational files. In each of these instances, routine tasks are handled by the computer, thereby relieving the employee of the monotonous and repetitive work sometimes characteristic of many municipal activities. Employees can then concentrate on more substantive tasks which require human judgment and discretion.

*Municipally Oriented*

The availability of information about people and their environment at the municipal level is a prerequisite for the efficient planning and development of urban programs at other levels and jurisdictions of government.

State governments need extensive information concerning governmental activities and community problems within their jurisdictions if they are

to formulate effective programs of assistance and support. Similarly, many federal agencies require information originating at the municipal level to provide the type of support needed. However, in most instances, both federal and state governments cannot obtain better information concerning the needs of the municipal environment than local governments are in a position to provide.

While the systems designed under the USAC program are intended to meet the specific needs of municipal government, they are also intended to serve as the building blocks of information systems at other levels and jurisdictions of government. It is from these basic systems that information is generated for ultimate use in other jurisdictions.

These considerations are key elements in the design of the IMIS as evidenced in the integrated and operationally based characteristics of the system. Information made readily available as a by-product of everyday municipal operations tends better to support the data needs of federal and state governments, thereby improving the manner in which urban aid programs are evaluated and supported. In effect, the IMIS transcends governmental boundaries and is concerned with the entire range of services that are provided to the citizens of the municipality.

**1.2 Municipal Information System Department**

In March of 1970, the Charlotte City Council passed a resolution establishing the Municipal Information System (MIS) Department. The department was given the responsibility and authority for the activities of the Integrated Municipal Information System (IMIS) Project. In October, 1970, the responsibilities and activities of the Data Processing Division of the Finance Department were transferred to the IMIS Department. The reorganization resulted from two factors, a continuing change in the service responsibilities of the Data Processing Division and the anticipated impact of the USAC Program.

In Charlotte, as in other American cities, computers were first used to support municipal activities related to public finance (i.e., payroll, tax billing, utility billing and accounting). In recent years, however, services provided by Charlotte's Data Processing Division have gradually expanded into a variety of city functions: fire, police, building inspection, traffic, city planning, engineering, etc. As the service base of the Data Processing Division grew, its transfer to a staff department within the City Manager's Office became logical. The awarding of a USAC contract to Charlotte to design, develop, and implement an IMIS

increased the pressures to broaden data processing services. Charlotte's contract requires the development of a system which impacts in addition to public finance, the physical and economic development, public safety and human resource development aspects of a municipal government. The USAC contract will also greatly increase the rate at which data processing services can be expanded.

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## 2. HOW THE POLICE FIELD ASSIGNMENTS SYSTEM WORKS

This section explains the general operation of the system from the user's viewpoint. It describes what data department personnel must supply to the system; how these data are entered on a positional basis; and what outputs are produced by the system.

Details of the manner in which the computer processes system data are highly technical in nature and have therefore been omitted from this discussion. Such information can be found in the document entitled *Police Field Assignments Computer Program Description*, MIS-4302/016. Specifications relating to the design of the system are detailed in the *Police Field Assignments Module Design Specification*, MIS-3301/016.

### 2.1 System Overview

The Police Field Assignments System uses the computer to assist the dispatcher in selecting the unit best able to respond to each call for service. It provides for the use of complaint clerks to initially process incoming telephone calls, thereby relieving the dispatcher's work load and increasing the functional specialization in these two areas. The system also provides as a by-product of everyday operations a complete history of call/assignment activities for reporting and planning purposes.

Location data on calls for service are entered through a video data terminal and used by the system to determine which units are available in the area in which the incident requiring service is located. The system provides for the computer maintenance of a police unit status table; a response area index for each command and team; a status table for each dispatcher position; and address, intersection, and place name indices to support the selection of units available for assignment.

Pre-planning information is maintained on selected locations which assist the dispatcher in determining tactical response requirements for call/assignments to these locations. A record is maintained for each call/assignment and includes information on the type of call, the complainant, the key points in servicing the call, and the call disposition. If a field report is required, the system provides for the update of the call/assignment record with data from the report and produces a daily list of those calls for which the required field report has not been received. The system also provides a monthly statistical report on the processing of calls for service.

### 2.2 System Operation

This portion of the manual describes the general operation of the system from a positional perspective; that is, from the viewpoint of the individual user of the system. These users

include the complaint clerk, the dispatcher, the Communications Center supervisor, and review or planning personnel.

### 2.2.1 The Complaint Clerk

Telephone calls to the Communications Center are received and screened by the complaint clerk to determine which calls constitute a request for service and the subsequent assignment of a patrol unit by the dispatcher. When a call requires dispatching, the complaint clerk initiates a call/assignment record on the call by requesting a data entry format through the video data terminal (transaction code SC03 as described in detail in paragraph 3.3.3 of this manual). This request results in the display of the Call/Assignment Entry Format (DSC05) containing the current date and time the request was entered.

With the entry format displayed, the complaint clerk enters the appropriate Police Department identification number (ID), the location of the incident as provided by the caller, the call priority, and the Association of Police Communication Officers (APCO) 10-10 code to identify the call type (e.g., traffic accident, fight in progress, report of prowler, etc.). When transmitted to the computer, the location entered is used to search the geographic files maintained by the system in order to verify the call location and to determine the response area containing the incident location.

*NOTE:* The geographic files maintained by the system contain data on every known street and intersection within the municipality. A selected number of place names is also included (e.g., SouthPark) for those locations where the caller is apt to identify the location by name rather than street address. The location data maintained for each street, intersection, or place name includes the response area which is used by the system to determine the unit(s) best able to respond to the incident.

If the location entered by the complaint clerk exactly matches a corresponding location within the computer maintained files, other calls in the system are automatically checked to determine if a call is already in progress for this location. The call history file is checked to determine the history of calls to that particular location in the last eight hours. The first check is used by the complaint clerk to determine whether this is a multiple report of a single incident or two separate incidents. The information provided by the system in this case supports a decision on whether the call/assignment record should be terminated or transferred to a dispatcher for unit assignment action. The second check is used by the dispatcher when the call/assignment record is transferred to determine if there is any recent activity at that location of which the responding unit should be apprised.

When a unique location match is obtained, the location data entered by the complaint clerk is used to determine the response area containing the incident. The dispatcher

position status records are automatically searched by the computer to determine which dispatcher controls the units assigned to that response area. The call is then assigned a call/assignment identification number by the computer and transferred to the appropriate dispatcher.

When the call/assignment record is transferred for dispatching action, the system returns the Call/Assignment Active Data display to the complaint clerk. The clerk, who may still be interacting with the caller, may now obtain and enter the caller's name, address, and telephone number. This information is used to update the call/assignment record in the computer. The update ends the clerk's task who is now free to process the next call for service.

### *Location Verification Problems*

Occasionally, the location entered by the complaint clerk does not result in an exact match with a corresponding location within the computer files. In these cases, the Call/Assignment Entry Format is returned to the terminal with either candidate sound-alike locations or with the message RECORD NOT FOUND. If one of the candidate locations is acceptable as a match, the complaint clerk indicates the acceptable location on the display and enters it into the computer. If no candidate location is acceptable or if the RECORD NOT FOUND message is encountered, the clerk can interact with the caller to clarify the location. This process is repeated until the complaint clerk determines that insufficient data exists to uniquely identify the location. In the latter case, the clerk requests general location data from the caller (e.g., south side of town) and manually looks up the appropriate response area. The manually determined response area is then entered together with an option code which instructs the system to ignore the address entered and use instead the response area provided. In either case, the automatic call/assignment features of the system are then initiated.

### *Jurisdiction Conflicts*

An occurrence that the system is prepared to handle is concerned with the reporting of an incident for a location outside the city limits. When the system recognizes the entry of a non-city location, the message JURISDICTION CONFLICT is returned to the terminal. The complaint clerk confronted with this situation may automatically transfer the call/assignment record to a county dispatcher by entering

an option code and transmitting the display. When the display is received by the county dispatcher, the system responds by displaying the message TRANSFERRED on the complaint clerk's terminal.

Details relating to the proper use of the capabilities associated with transaction code SC03 are specified in paragraph 3.3.3 of this manual, and it is the responsibility of the reader to become thoroughly familiar with its contents to ensure optimum use of the system.

## 2.2.2 The Dispatcher

The initial notification that a call/assignment record requires processing is provided by the sounding of an alarm at the dispatcher's terminal. The dispatcher responds to this signal by entering and transmitting transaction code SC04 to receive the Call/Assignment Active Data display (transaction code SC04 and others used by the dispatcher are detailed in Section 3 of this manual). The display returned to the dispatcher includes the call location, priority and type of call, and the units available to respond according to geographic proximity to the location involved.

The automated criteria for selection of units available for assignment are based upon the priority of the call, the response area category, and the unit's assignment status. The following three response areas are considered in the computer selection process.

### *Prime Response Area*

The prime response area is the area in which the call occurred. Units with prime responsibility for the call are those assigned to the prime response area.

### *Secondary Response Area*

Areas adjacent to the prime response area are secondary areas. Units assigned to these areas are considered to have secondary responsibility when assigning to the call.

### *Tertiary Response Area*

Response areas arranged in concentric tiers throughout the city are designated tertiary response areas. The first tier is adjacent to the secondary response area. The second tier is adjacent to the first tier, and the third adjacent to the second, and so on. Units assigned to these response areas are considered last when assigning units to a call.

When selecting units based upon these three response areas, up to five units assigned to the prime response area are displayed. If five qualifying units cannot be obtained from the primary area, up to five units from the secondary area are displayed to the dispatcher. If five units are not available from the primary *and* secondary response areas, units are obtained from the tertiary response area until the required five (in total) are obtained and displayed.

The priority of the call is also considered when selecting the units within the response area for retrieval and display.

The priority of the call is based upon the call type (e.g., robbery, assault, traffic accident) as specified by the complaint clerk. Three call priorities are recognized by the system:

### *Emergency Priority*

If the call has an emergency priority, all patrol units qualify for display whose status is "available", in transit to a low priority call, or on administrative assignment and whose area of assignment is the prime or secondary response area. Within the tertiary response area, only units whose status is "available" qualify for display. The operational type (e.g., U for patrol car) and assignment status (e.g., T for in transit to a low priority call) are also displayed with the associated unit identification number.

### *Routine and Low Priority*

If a call has a routine or low priority, only patrol units whose status is "available" qualify for display.

In addition to the units which qualify according to the conditions discussed above, certain special units (e.g., investigation, youth, traffic, etc.) are considered. When the special unit belongs to the team whose assignment area includes the response area in which the call occurred, the unit is displayed if its operational status is "available".

With the units available to handle the call displayed, the dispatcher selects one or more of the units, contacts each unit by radio, and provides them with the call/assignment data pertinent to the call. Having completed the dispatch, the dispatcher enters the identification number of the assigned unit(s) and transmits the input to update the call/assignment record. The dispatcher is now free to request the next call/assignment record.

*Displaying Next Call/Assignment Record*

A notification that another call is waiting in the dispatcher's queue is provided by a terminal message indicating the number of calls waiting and the highest priority of the calls in the queue (a queue is defined as an area in computer storage reserved for the accumulation of call/assignment records for a particular dispatcher position). The criteria for selecting the next call is based upon priority and time in queue. An emergency call, for example, will reschedule all calls of lower priority and be made available immediately through use of transaction code SC04. Additionally, the emergency call will sound the audible alarm at the dispatcher's terminal to signal its presence. Routine and low priority calls will not trigger the alarm unless the queue is empty. A routine call always takes priority in the queue over a low priority call, and the routine call having the longest duration in the queue will take priority over other routine calls unless a deferred action is initiated.

*Deferred Calls*

If a call (routine or low) is deferred by the dispatcher, it is replaced in the queue where it will sit idle until four minutes have elapsed since initial deferment. Calls of equal or lower priority can be processed during this period. At the end of four minutes, the deferred call will move to the head of the queue unless bumped by a call of higher priority. A call may be deferred as many times as necessary, and the system provides appropriate warnings to indicate the number of deferrals and the time of last deferral. If no other calls are available in the queue except the deferred call, the deferred call can be retrieved for display regardless of the time elapsed since it was re-entered in the queue.

*Unit Status Update*

When the field unit radios the dispatcher that the unit has either accomplished part of the call (e.g., arrived at the scene) or the unit has completed the call (i.e., is now "clear" for another assignment), the dispatcher enters the information to update the status of the unit and the status of the call. Concurrently, the call/assignment record and unit status table are automatically updated by the computer. If the unit status update was a unit "clear", the unit status table is updated

to indicate that the unit is again available for assignment. The call/assignment record is also updated in the same action to specify the clearance time, the call disposition code, and if required, the report type code. Entry of a unit "clear" for the last unit at the scene ends the active phase of processing for the call and converts the call/assignment record to a history status. The history record is transferred to the city's computer for storage, but may be retrieved at any time for review or modification through use of Transaction SC14.

*Self-Assignments and Administrative Assignments*

A call/assignment record may be initiated directly by the dispatcher in response to a call by a police field unit. If this is the case, the dispatcher enters and transmits transaction code SC03 (as normally used by the complaint clerk) to obtain the Call/Assignment Entry Format. This format is used to initiate a self-assignment (e.g., observed traffic accident) or administrative assignment (e.g., lunch break, testifying in court, etc.) for the unit which called. Since the unit is already at the scene, an override code is entered along with the unit identification number (ID) to instruct the computer to determine the response area but to ignore the normal procedure of determining the units available for assignment. Dispatcher activity is terminated for this type call until the unit provides a change in status. When a "clear" has been provided and entered into the system, the call is converted to a history status. For record keeping purposes, a separate call/assignment identification number (ID) is assigned to administrative assignments (suffix A) to distinguish them from calls for service (suffix C).

*Unit Assignment Summary*

If a need exists to review the current status of all the units in operation which are assigned to a specific organization element or to review the current assignment load of a specific dispatcher position, transaction code SC09 is entered together with the element ID or dispatcher position number. The resulting display identifies all units assigned to calls by organizational element or dispatcher position, and provides the type call to which each unit is assigned, each unit's last status code (e.g., J - enroute to jail), and the time elapsed since the last status update.

*Tactical Response Plans*

If a Tactical Response Plan (TRP) is available for the location involved in an incident, its availability is made aware to the dispatcher by the appearance of a Y (for yes) in a designated field of the Call/Assignment Active Data display. Up to three TRP's may be available for a given location. Each TRP contains pre-planning information for a specified target location and is based on the elapsed time since the occurrence of an event. The TRP may be retrieved quickly by entering in the display a T (for time) and the time of interest (e.g., T10). The resulting display provides a premise description for the location involved, the location and associated response area for each deployment point, and the number of field units to be assigned to each deployment point.

A Call Assignment Alert (CAA) notification is also provided in the display. The CAA in this case would normally contain first-in deployment data (e.g., two units to front and rear of premise). The CAA field is available in each Call/Assignment Active Data display, and its use is not contingent upon the existence of a TRP. Fifty characters of information are available and may be utilized by pre-planning personnel to apprise the dispatcher of events which may be unique to the location and of importance to the responding units. For example, a statement in the CAA field may indicate that, in the past, police officers have been confronted with a shotgun when responding to a domestic quarrel at this location.

*Calls for Service Processing by the Dispatcher*

Occasionally it may be necessary for the dispatcher to perform the complaint clerk's function (e.g., the latter position is not manned). To accomplish this, the dispatcher must enter and transmit transaction code SC03 to obtain the Call/Assignment Entry Format. The location provided by the caller, the call priority, and the call type are then entered as normally performed by the complaint clerk. At this time, the dispatcher may transmit the data and have the call/assignment record placed in his/her own queue for those locations in which the response areas fall within his/her area of responsibility. The record is subsequently available through the use of Transaction SC04. This procedure would be used if the dispatcher wished to accommodate a number of incoming telephone calls before initiating the dispatching

function. The basic utility of this approach lies in the fact that a call/assignment record with a response area falling within the responsibility of another dispatcher is automatically transferred to the appropriate dispatcher. This eliminates the need for the originating dispatcher to switch radio channels in order to contact a unit in another command. If for any reason the dispatcher wishes to process the call without placing it in the appropriate queue, the operations code DISP is additionally entered before transmitting. The Call Assignment Active Data display in this case is returned directly to the originating dispatcher's terminal for immediate assignment action.

*Summary of Dispatcher Data Entry Activities*

The list below provides a summary of the transaction codes normally used by the dispatcher in the performance of the duties associated with the Police Field Assignments System. The operational requirements of each transaction are described in detail in paragraph 3.3 of this manual, and it is the responsibility of the reader to become thoroughly familiar with its contents in order to ensure optimum use of the system.

| Transaction Code | Function  |
|------------------|---|
| SC03             | Generate Call/Assignment Record                   |
| SC04             | Assign Unit(s) to Call                            |
| SC05             | Update Unit Assignment Status                     |
| SC06             | Update Call/Assignment Active Data                |
| SC07             | Assign Additional Units to Call                   |
| SC09             | Obtain Organization/Dispatcher Assignment Summary |

**2.2.3 The Communications Supervisor**

In the context of the Police Field Assignments System, the Communications Center supervisor is responsible for the following: allocating positional manning to ensure an even distribution of workload between dispatchers; maintaining call/assignment continuity in the

event of computer failure (backup); ensuring that the units assigned to the active watch are properly maintained; and ensuring that the pending watch is established in advance of the watch change and subsequently activated at the appropriate time. The pending watch is based on the Daily Roll Call and Assignments Log (the "lineup") as prepared and submitted by the team sergeants-in-charge. The actual entry of this information into the computer may eventually become the responsibility of the team sergeants or a duly authorized person(s) within the department. The supervisor must ensure that the pending watch is properly established and subsequently activated.

*Allocation of Workload*

A display may be obtained at any time through the use of transaction code SC10 which identifies all dispatcher positions and presents their operational status. If a position is manned, the display provides the teams for which the dispatcher is responsible, the dispatcher's workload (i.e., the number of calls in the queue), and the highest priority of the calls in the queue. The identification number of the dispatcher manning the position is also provided.

Normally, two city dispatcher positions will be manned, one to handle Command A, and the other to handle Command B. If the display reveals that one position has an excessive number of calls to be processed, the supervisor can activate a new position and assign one of the commands or teams to a new dispatcher. The supervisor may choose to man the new position for a period of time. Once the new position is activated, call/assignment records will automatically be sent to the position if the locations involved fall with the team or command for which the new position is responsible. If the supervisor chooses to have two dispatchers share the responsibility for all teams within a command (e.g., dispatchers 1 and 2 handle Command A while dispatcher 3 handles Command B), the computer assigns a call to the shared-command dispatchers on the basis of which position has the fewest number of calls in the queue. Accordingly, the computer automatically distributes the workload to optimize call/assignment operations.

*Back-Up Procedures*

The use of back-up procedures to support call/assignment activities is required whenever the computer is unavailable because of the following: equipment or program failure, the performance of



preventive maintenance on the computing equipment, or a routine shutdown to allow for the creation of recovery files. The latter activity is performed once a day to provide a means of recovery in the event operational files are damaged or lost due to computer malfunction, fire, natural disaster, etc.

The procedures used in the event of computer unavailability do not represent a significant departure from existing manual operations in the Communications Center. However, these procedures are necessarily modified to efficiently handle the transition from the automated to the manual system; and it is the responsibility of the supervisor to ensure data integrity during this period.

Details of the procedures used in the transition to a manual mode of operation, as well as the transition to the automated mode, are specified in Section 4 of this manual. These procedures call for the updating of the Unit Status Board based on the call/assignment activities reflected on the teleprinter in the Communications Center. The teleprinter output is also used to determine the last call/assignment number issued by the system. The next number available is used as the starting point for a sequential series of call/assignment identification numbers (ID) to be pre-stamped on the complaint cards used by the complaint clerks when creating call/assignment records during the manual mode of operation.

Dispatching is subsequently initiated using existing procedures. When the automated system becomes available, the supervisor enters transaction code SC15 to reset the call/assignment identification counters based on the last number issued in the manual mode of operation. The system automatically assigns the call/assignment identification number from that point on. Transaction code SC12 is also used to update the status of field units with changes that may have occurred during periods in which the system is inoperative.

**NOTE:** The discussion above pertains only to the computer installed in the Police Department. The unavailability of the city's computer has no significant impact on Communication Center operations, because it is basically used for reporting purposes and the storage of call/assignment history data. However, any attempt to retrieve a history record (transaction code SC14) or a history summary for a specified field unit or location (transaction code SC08) would have to be deferred until the city's computer is available.

*Maintaining the Active Watch*

Routine operational routines involve the classification of police units as having an "active" status if the units are assigned to the current watch. Information concerning the operational status of police units for a specified organizational element may be entered, reviewed, or updated by requesting a unit status display through the use of transaction code SC01. The resulting display provides the call sign for each unit, the operational type of the unit (e.g., traffic, uniform patrol, investigation), the assignment status (e.g., "available", "clear", etc.), the watch to which the unit is assigned, the identification numbers of the police officers assigned to the unit, and the area of the city for which the unit is responsible.

Any changes (additions, modifications, deletions) involving the units assigned to the active watch must be quickly and accurately entered to ensure optimum system performance from both an operational and record keeping perspective. For example, if a unit is assigned a different call sign without an updating entry being entered, the unit will not appear as "available" for any call/assignment activity. Similarly, if a different officer is assigned to a unit than the officer originally assigned at the start of the watch, all call/assignment records involving the unit will contain the wrong officer identification number unless an updating entry has been made.

**NOTE:** The assignment status data (e.g., "clear") presented in the unit status display cannot be updated since it is automatically provided by the system through use by the dispatcher of transaction code SC05-Update Unit Assignment Status.

*Establishing the Pending Watch*

Transaction code SC01 is also used to establish the units assigned to the pending watch. The units assigned to this watch are based on the Roll Call and Assignments Log as prepared and submitted by the team sergeants-in-charge. The pending watch is established for each organizational element in advance of the watch change and subsequently upgraded to an active status through the use of transaction code SC02. When transaction code SC02 is transmitted to the computer, the units within the specified organizational element are upgraded to an active status and are made available for use by the

dispatcher. Previous unit data for the specified organizational element are deleted from the active watch file and are no longer available to the dispatcher.

The actual data entry of pending watch information into the computer may be accomplished by the team sergeants-in-charge or a duly authorized person within the Communications Center. However, it is the responsibility of the supervisor to ensure that the pending watch is established and activated at the appropriate time.

*Summary of Supervisor Transactions*

The list below provides a summary of transaction codes normally used by the supervisor in the performance of the duties associated with the Police Field Assignments System. The operational requirements of each transaction are detailed in paragraph 3.3 of this manual, and it is the responsibility of the reader to become thoroughly familiar with its contents in order to ensure optimum use of the system. As Communications supervisor, the reader should become thoroughly familiar with all transactions within the system to provide assistance to operational personnel when required and to actually perform in the capacity of a dispatcher or complaint clerk when manning or workload situations dictate.

| Transaction Code | Function                                       |
|------------------|--|
| SC01             | Establish Watch                                |
| SC02             | Activate Watch                                 |
| SC08*            | Obtain Summary of Activity by Time or Location |
| SC10             | Update Dispatcher Position Status              |
| SC12             | Update Police Computer                         |
| SC14*            | Update Call/Assignment History Data            |
| SC15             | Update Call/Assignment Counters                |

\*Optionally used.

## 2.2.4 Review and/or Planning Personnel

### *History Information*

The subject personnel will have occasion to review summary data relating to call/assignment activities for a field unit, street, or intersection by specified date and time interval. The system provides this capability through the use of transaction code SC08. The system entry of this code accesses call/assignment history records maintained by the city's computer system. The resulting terminal display provides, for the specified date and time interval, the following information for each call/assignment record involved:

- Call/Assignment ID number
- Time call received
- Time unit dispatched
- Time unit cleared
- Unit ID (call sign)
- Watch
- Type of unit assigned (e.g., patrol unit)
- Call location

The above information is provided on a unit, street, or intersection basis as specified in the requesting transaction. An available option allows for the selection of a particular call/assignment record for subsequent display of detailed information.

### *Tactical Information*

An important feature of the system is concerned with the development of a Tactical Response Plan (TRP) and a Call Assignment Alert (CAA) for selected locations within the municipality. The TRP and CAA are pre-planned for target locations and loaded into the system through the use of transaction code SC11. The information is subsequently

available to the dispatcher whenever a call/assignment record for the location is displayed.

Details of the procedures to be followed when using transaction codes SC08, SC11, and SC14 are described in paragraph 3.3 of this manual; and it is the responsibility of the reader to become thoroughly familiar with its contents to ensure optimum system utilization.

The system also provides the capability to directly obtain an individual call assignment history record for purposes of review or modification. Transaction code SC14 is used in this case together with the call number of interest. The basic utility of this transaction lies in the fact that the resulting record can be modified to reflect changes or to incorporate amplifying information.

## 2.3 System Outputs

In addition to the terminal displays produced in response to transaction entries, the Police Field Assignments System provides for the generation of the following reports and logs:

### *List of Operational Units by Organizational Element*

This output is produced on the teletypewriter in the Communications Center as the result of upgrading to an active status those units assigned to the pending watch (see paragraph 3.3.2). It is normally produced each time the watch changes to reflect operational field units by the organizational element to which they are assigned (e.g., Team Adam 1).

### *Daily Report of Delinquent Field Reports*

This report lists by watch period all call/assignments for which a report is outstanding. Included in this report is the call/assignment identification number, the unit call sign, officer identification number, call location, type call, dispatcher identification number, and required report(s).

### *Call for Service Summary*

This report is produced monthly by the city's computer. This report lists and totals the number of offenses, accidents, and miscellaneous

incidents by the command in which each occurred, and the team involved. Detailed statistical information by dispatcher position is also presented (e.g., number of calls, average response times, etc.). These data are provided for all calls, non-arrest calls, and arrest calls.

#### *Call Assignment Log*

The Call Assignment Log is produced on the teletypewriter in the Communications Center. An entry appears on the log each time a call/assignment record is generated, a unit is dispatched, or a status update is entered (i.e., unit "arrive" or unit "clear"). Each entry appears on a separate line and includes: the call/assignment ID number; the priority, type, and location of the call; the response area associated with the call location; and if applicable, the unit status code (A for arrive at scene or C for clear). The time of status update is also provided. This log is generated continuously throughout each twenty-four hour period. The "new day" date is automatically provided by the system.

#### *Delayed "10 - 42" Log*

A log entry is also produced on the teletypewriter in the Communications Center each time a field unit is carried into the next watch, because it is assigned to a call at the time of the watch change. The entry appears on a separate line and includes the unit call sign, watch assignment, the identification number of the call to which the unit is assigned, and the message "Delayed 10 - 42". This entry provides notification that the unit involved will be deleted from the active watch when it "clears" from the call to which it is currently assigned.

### 3. DATA ENTRY AND RETRIEVAL

Section 3 of the Police Field Assignments Users Manual is intended to be the principle self-instruction material available to the police personnel who will directly interact with the computer system through the use of remote send-receive devices. It has been provided to thoroughly acquaint department personnel with the equipment they will be using and the procedures necessary to enter and retrieve system data. After a period of time, department personnel will have a working knowledge of the system and its capabilities. At that point, it will no longer be necessary to refer to Section 3 except for general reference purposes.

#### 3.1 Useful Terms

The purpose of the definitions listed below is to provide enough explanation of common computer-related terms to enable department personnel to understand their meaning when used in this manual and when used by other personnel working with the system.

##### *Character*

One symbol such as those corresponding to the keys on a typewriter. The symbols usually include the numbers 0 through 9, the letters A through Z, and other symbols such as punctuation marks.

##### *Data Base, Municipal*

A comprehensive collection of data necessary to support the operations, planning, and management responsibilities of a municipality. Most data in the data base are stored by the computer so that they can be made readily available to the user.

##### *Field*

A set of one or more spaces on a form or display into which entry of data can be made. Enough spaces are usually assigned to a field to handle the longest entry likely to be made in that field.

##### *Format*

The arrangement of fields on a form or display.

*Header*

The part of a format which describes the field containing data or into which entry of data can be made.

*Leading Zeros*

The entry or display of zeros in the first positions of a field to ensure that all spaces in the field are filled.

*Left-Justify*

To position an entry of data so that the left most character is in the left most space of the field.

*Operation Code*

A one word message entered on a display which instructs the system of what the operator intends to do. For example, the use of MODA to update status data for units assigned to the current watch.

*Operations Code Field (Op Code Field)*

The four spaces which appear within the brackets at the upper left corner of each display and indicate where operations codes are to be entered.

*Page*

The data displayed at one time on the viewer of a video terminal.

*Right-Justify*

To position an entry of data so that the right most character is in the right most space of the field.

*Teletypewriter*

The trade name used to refer to a type of telegraphic printing equipment.

*Transaction Code*

Four characters that the operator must enter in order to gain access to the data base.

*Variable Data*

Data that may change each time a display is used.

*Video Terminal*

A send-receive device using a television-like screen for the display of data.

**3.2 General Equipment Operations**

The following paragraphs describe the TD 800 Terminal Input and Display System used by department personnel to enter and retrieve system data. Included are a physical description of the equipment, and a basic explanation of its capabilities. For those readers desiring a more detailed treatment of the terminal, the technical information for this equipment is contained in the Burroughs Corporation Publication 1068699, *TD700/800 Equipment Reference Manual*, dated July, 1973.

**3.2.1 Physical Description**

The TD 800 consists of two major assemblies, the display screen and the control panel. The display screen is a twelve-inch cathode ray tube which can display 1920 characters in an array of twenty-four lines of eighty characters each. A movable cursor (displayed as a **█**) provides a continuous indication to the operator of the position on the screen in which the next character can be entered.

The control assembly contains the keyboard, indicator and function controls, and the power and adjustment features necessary to operate the terminal. The screen and control assemblies can be installed as a single unit or as separate units connected by a six-foot cable.

*Keyboard Characteristics*

The keyboard provides for the manual entry of data to the display screen. Key characteristics, including spacing, shift operations, and pressure are similar to an electric office typewriter.

Cursor controls are indicated by an arrow and when pressed move the cursor in the direction of the arrow. Other functional keys include:

**HOME** — Causes the cursor to be moved to the leftmost position on the top line (home position) as required, for example, to enter a transaction code.

**CLEAR** — Works in conjunction with the Shift Key to erase all data on the screen and move the cursor to the home position.

**REPEAT (RPT)** — Repeat, when depressed with any alphabetic, numeric, cursor control key, Character Insert or Character Delete, causes the repetition of that character or function in successive positions on the screen.

**RETURN (RET)** — Moves the cursor from any position in one line to the first position of the next line. If the cursor is in the last line, Return moves it to Home.

**TAB** — Causes the cursor to move forward to the next tab stop location. Tab positions are at every eighth character, (i.e., 1, 9, 17, 25, etc.).

**CHARACTER INSERT** — When depressed with the key of the character to be added, causes the added character to be inserted at the cursor location. The succeeding characters within the line are shifted one space to the right. Any surplus characters are shifted off the display at the end of that line and lost.

**CHARACTER DELETE** — Results in the removal of the character displayed at the cursor location. The succeeding characters within the line are moved one space to the left for each character deleted.

#### *Indicator and Function Controls*

Indicator and function controls relate the mode of operations and status of the terminal to the operator. These features are located on the keyboard frame and include the following:

**TRANSMIT (XMT)** — The Transmit mode indicator is illuminated by the depression of the Transmit key and indicates that the displayed

message is being transmitted to the computer. The indicator is extinguished when the transmission is complete or when the terminal is switched to local mode.

**RECEIVE (RCV)** — The Receive mode indicator is illuminated by the depression of the Receive key or by the successful completion of a data transmission from the terminal. The indicator signifies that the terminal is prepared to receive data and is extinguished when the terminal is switched to the Local or Transmit mode.

**LOCAL** — The Local mode indicator is illuminated by the depression of the Local key or by the use of the keyboard when the terminal is in the Receive mode with no data being transmitted to the terminal. The terminal is automatically set to Local following the successful completion of data transmission from the terminal. The terminal must be in the Local mode when the operator enters a message on the screen.

**FORMS** — The Forms mode is used to send formats from the computer to assist the operator in entering data. The terminal is automatically placed in the Forms mode (Forms indicator illuminates) upon successful completion of data transmission.

When in the Forms mode, data is divided into two categories: protected and unprotected. Protected data (e.g., header information) cannot be altered by the operator. Unprotected or variable data may be edited, or new data may be entered in the unprotected area. Unprotected data fields are indicated on the screen by brackets which specify the beginning and end of each field. The cursor may be positioned in any of the character locations in an unprotected data field.

In the Forms mode, use of the TAB key causes the cursor to move to the first position of the next unprotected field thereby facilitating data entry. The RETURN function as well as the up, down, and backspace cursor controls are inoperative when the terminal is in the Forms mode. Additionally, the use of CLEAR in this mode will only erase unprotected data — the format will remain on the screen. The terminal must first be placed in the Local mode before the use of CLEAR will erase the entire screen.

**ERROR** — The ERROR indicator is illuminated where an error (beyond the control of the operator) is detected by the terminal in data being received. The Error indicator is turned off by the successful retransmission of the message, or the depression of the LOCAL key.

**ENQUIRY (ENQ)** — This indicator is illuminated when the terminal detects the computer attempting to transmit a message to the terminal when the terminal is not in the Receive mode. The light is turned off by the operator placing the terminal in the Receive mode. The audible alarm sounds in conjunction with the ENQ indicator to alert the operator to an incoming message.

**AUDIBLE ALARM** — The Audible Alarm sounds whenever the computer attempts to transmit to the terminal while the terminal is not in the Receive mode. The alarm is turned off when the terminal is placed in the Receive mode. The alarm volume control provides a continuous range of sound level.

**LINE TERMINAL ACTIVITY INDICATOR (LTAI)** — This feature is provided primarily for on-site trouble shooting. The LTAI indicator is illuminated whenever the computer is transmitting to any terminal on the line. The indicator is extinguished on any given terminal when that terminal is transmitting to the computer. It may also be shut-off by depressing the LTAI control key. If the indicator goes on and off with normal terminal activity, the given terminal is operating properly.

If the light remains on, the status of the terminal may be determined by depressing the LTAI key and extinguishing the indicator. If the light remains off, there is not activity on the line, indicating that either the computer or the line is not active. Should this situation arise, the supervisor should be notified immediately.

### 3.3 Police Field Assignments Transactions (Reference Table 3-1)

This section contains the detailed operating instructions for each of the transactions associated with the IMIS-Police Field Assignments System. These transactions are designed to operate through use of the Burroughs TD 800 video terminal described in paragraph 3.2. To facilitate terminal usage, the operator should also become familiar with terminal messages, system codes, how displays and reports are identified, and the contents of the appendices included in this manual. These areas are discussed briefly below:

#### *Terminal Messages*

Terminal messages include the informational, error, and special condition responses that may be encountered during send/receive terminal operations. They assist the terminal operator by acknowledging the success or failure of data entries, and by informing the operator of special conditions that may exist so that appropriate actions can be taken.

These messages appear in the first line of a display and are normally formatted with the letter E, three numbers, and a description of the condition encountered (e.g., E001 INVALID ENTRY). The terminal messages that are applicable to the Police Field Assignments System are contained in Appendix B. Associated with each message is a statement dealing with the cause of the message and the proper actions to be taken by the terminal operator. Personnel responsible for entering and retrieving system data must become thoroughly familiar with these messages in order to determine their cause and the resulting course of action to follow.

#### *System Codes*

Some data entered into the system is coded to maintain consistency and to facilitate operation. System codes required for entering data into the Police Field Assignments System are contained in Appendix C. Terminal operators should learn to reference this appendix while using the TD 800 to enter data.

#### *Display and Report Codes*

Each display and report is identified by a five character code such as DSC01 and RSC03, respectively. The D stands for Display, the R for

report, and in each case the SC stands for Service Calls as a means of uniquely identifying the outputs of this system versus others in operation throughout the city. The last two characters of the code provide a means of identifying the particular display or report within the Police Field Assignments System. Examples of all displays and reports are contained in Appendix A and are referenced by name and/or code throughout the narrative associated with the terminal operating requirements of each transaction.

Also provided within Appendix A is a list of format headers and their associated meanings for those headers with abbreviated uses (e.g., DFIS-Distance from Intersection, RA-Response Area, etc.).

SUMMARY OF FIELD ASSIGNMENT TRANSACTIONS

| Desired Function                                  | Required Transactions         | Resulting Display |
|---|-------------------------------|-------------------|
| Establish Watch                                   | SC01/EEE"A" or "P"            | DSC02             |
| Activate Watch                                    | SC02/EEE                      |                   |
| Generate Call/Assignment Record                   | SC03                          | DSC05             |
| Assign Unit(s) To Call                            | SC04                          | DSC06             |
| Update Unit Assignment Status                     | SC05/FFFF-X                   | DSC06             |
| Update Call/Assignment Active Date                | SC06/CCCCCCCC or SC06/"U"FFFF | DSC06             |
| Assign Additional Units To Call                   | SC07/CCCCCCCC/FFFF            | DSC06             |
| Obtain Summary of Activity By Time Or Location    | SC08/DATE/TIME/"U","S" or "I" | DSC11             |
| Obtain Organization/Dispatcher Assignment Summary | SC09/D-D or EEE               | DSC14             |
| Update Dispatcher Position Status                 | SC10                          | DSC16             |
| Update Tactical Response Plan (TRP)               | SC11/"S" or "P"*              | DSC18             |
| Update Police Computer                            | SC12/"RA" or "RC"/FFFF        | DSC06             |
| Update Call/Assignment History Data               | SC14                          | DSC06             |
| Update Call/Assignment Counters                   | SC15/CCCCCCCC                 |                   |

TABLE 3-1

EXPLANATION OF CODES

EEE = Organizational Element (e.g., TA2)

FFFF = Field Unit ID Number (e.g., A113)

X = Status Code (e.g., "C" [Clear]). See paragraph 3.3.5 for additional entry requirements that may exist.

CCCCCCC = Call/Assignment ID Number (e.g., 4006567C)

\* (See corresponding write-up within paragraph 3.3 for additional entry requirements.)

D-D = Dispatcher Position Number (e.g., CI-1)

3.3.1 Display/Establish Unit Status Data - SC01

Transaction SC01 is used to obtain a status display of the units assigned to the current or upcoming watch and provides a capability to establish or modify watch assignment data. The basic display available through use of this transaction is obtained by entering transaction code SC01 followed by the organizational element of interest and an indicator to specify the current (active) or upcoming (pending) watch. The following entry format must be used:

SC01/organizational element/A (active)  
P (pending)

An example is provided below:

SC01/TA1/A

The organizational element identifies a specific section or bureau within the Administrative, Field Services, or Auxiliary Services Division. A complete listing is provided in Appendix C. When the organization of interest is entered and transmitted as part of this transaction, the system responds by producing the Unit Status Data Display (DSC02) for the specified organization. The following actions may then be initiated depending on whether the active or pending file was called for in the requesting transaction.

Working With the Active File

If A (active) was entered as part of the requesting transaction, the operator indicated the intention to update the status of units currently on duty or to transfer basic data from the current watch to establish the pending watch (e.g., unit ID and area of responsibility). The latter situation will be a routine occurrence as the watch officer prepares for the watch change based on information recorded on the Daily Roll Call and Assignments Log. Depending on the action desired, the operator must enter in the operation code field MODA to work with the units currently on duty, or MODP to establish the units assigned to the upcoming watch. Up to eighteen units (one per line) can be displayed on a single page. Each line has a status indicator field identified by the header MOD which must be set in each case as follows: M if status data for the unit is to be modified in any way and, S if status data for the unit is to remain the same.

When MODP has been entered in the operation code field, the S, for example, would specify that all data associated with the unit (including the officers presently assigned) are to be placed in the pending file without change. The use of the S with MODA specifies no change in the data associated with the unit currently on duty.

If the M is set, the following actions, as applicable, are required for the associated unit.

- Enter the operational type code (TYPE) as identified in Appendix C.
- Enter the operational status (OS) code as identified below:
  - N: Non-operational
  - O: Operational
  - P: Operational, but not assignable unless no other units are available within the specified organizational element.
  - D: Delayed ending tour of duty. This code indicates that the unit will continue into the next watch only because it is now assigned to a call. The unit will not be available when the call is completed.
- Enter the watch assignment (W/A) for each unit whose operational status is modified to operational.
- Enter the officers assigned (OFCR ASGN). If two officers have been assigned to the unit, separate the officer codes by a comma.
- Enter the geographic area within the city to which each unit is assigned.

Transmission of the data entered on this display will produce the next page for the specified organizational element. However, a blank format will be returned if the preceding page contained the last unit within the specified organizational element. To signify that the updating is complete for this organization, the operator must enter LAST in the

operation code field and transmit. The system will respond with the message COMPLETE in line 1 of an otherwise blank display to signify that the active units have been updated if MODA was used, or that the upcoming watch has been established if MODP was used. The operator must now reenter transaction code SC01 to work with the next organizational element of interest.

*NOTE:* If the operator wishes to work with the next page of a display without updating the information on the page presently displayed, an N must be entered in the first position of the operation code field before transmitting.

#### *Working with the Pending File*

If P (pending) was entered as a part of the requesting transaction, the operator has indicated the intention to modify data already established for the upcoming watch (e.g., an officer calls in sick before the watch is scheduled to change). The actions previously expressed with regard to the active file apply including the requirement to enter an S or M in each line associated with the units displayed. However, MODA is not a valid entry since it applies only to the active file. Successful data entry is acknowledged upon transmission by the appearance of the message COMPLETE in line 1 of an otherwise blank display. This message signifies that unit status data for the upcoming watch is updated as specified by the operator. If the case arises where the unit status for the pending watch has not been established and the operator attempts to obtain it by entering a P in the requesting transaction, the system will respond by displaying E062 NO PENDING DATA ESTABLISH in line 1 of an otherwise blank display.

All actions associated with the use of MODP (whether dealing with the active or pending file) serve to prepare the system for the watch change. These actions have no effect on the current unit status picture until the procedures specified for use with transaction code SC02 are initiated.

### 3.3.2 Activate Unit Status – SC02

Transaction SC02 is used when the watch changes to upgrade to an active (current) status those units previously assigned to the upcoming watch through use of Transaction SC01. To accomplish this upgrade, the operator must enter transaction code SC02 followed by a slash and the three-character organizational element identifier, (e.g., SC02/TA1).

The team element will normally be entered here. However, CIB, TOB, ADM, ASD, and CHF (as defined in Appendix C) are valid entries and may be used as required. Only one organizational element may be entered with this transaction. The operator must reinitiate Transaction SC02 for each element within which the status of units is to be upgraded.

When transmitted to the computer, the units within the specified organizational element are upgraded to a current watch status and are now available for use by the dispatcher according to the specifications established through use of Transaction SC01. Previous unit status data for the specified organizational element are deleted from the active watch file and are no longer available to the dispatcher.

#### *Hard Copy Output*

A detailed listing of the units assigned to the new watch is produced on the teletypewriter. This listing, identified as the List of Operational Units by Organizational Element Report (RSC01), is automatically produced when Transaction SC02 is transmitted and is used for back-up purposes as discussed in Section 4.

### 3.3.3 Generate Call/Assignment Record – SC03

Transaction SC03 is used primarily by the complaint clerk and often by the dispatcher, to create a call/assignment record for a specified location and to prepare the system for any required unit assignment activities. The use of this transaction is normally prompted by a call from a complainant or by notification from a field unit that is responding on its own initiative to an observed event (e.g., an accident or crime in progress).

To initiate the system capabilities associated with this transaction, the operator must first obtain the required data entry format by entering and transmitting transaction code SC03. The system responds to this entry by displaying the Call/Assignment Entry Format (DSC05) which can now be used to enter the information specified as explained in the following steps.

#### Step A

The purpose of this step is to allow the terminal operator to enter the information received from the complainant. With DSC05 on the screen, the operator must:

1. Enter Police Department employee identification number in the field associated with the header OPERATOR. Leading zeros are required, if applicable. The identification number is automatically provided by the system when the transaction is initiated from a dispatcher's terminal.
2. Enter type of location (LOC TYPE). An S, I, or P may be entered here to specify a street, intersection, or place, respectively.

If an S (Street) is entered, the following data is to be entered within the brackets associated with the appropriate header.

- Street number (BLOCK)
- Street direction (DIR), if any
- Street name (STREET/PLACE NAME)
- Street type (TYPE), if any
- Room or apartment number (RM/APT), if any

If the street information provided has no direction, type or room/apartment identifier, as in THE PLAZA, ignore the field(s) concerned.

If location type is an intersection, I, the following data, if available, are entered:

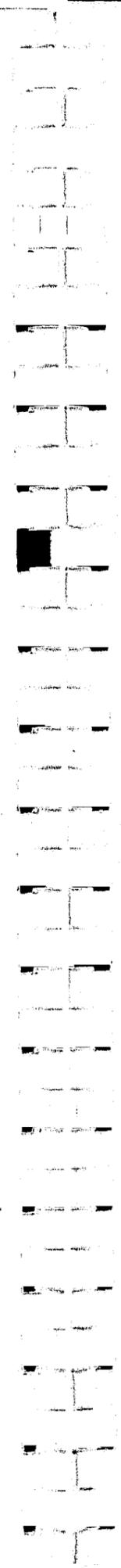
**PRIMARY STREET** — Direction of primary street (DIR); Name of primary street (STREET/PLACE NAME); Primary street type (TYPE).

**INTERSECTING STREET** — Direction (DIR), name (STREET/PLACE NAME), and type (TYPE). These entries are to be made on the line in which the INTERSECTING STREET header appears.

**DISTANCE FROM INTERSECTION (DFIS)** — This entry, if available, is to be reflected in distance, unit of measure, and direction from the intersection. For example, 150 feet west of the intersection is entered as 150/FT/W. Slash marks are provided within the brackets to separate the three entries.

If the location type is a place P, the name provided by the complainant is entered with the brackets associated with the header STREET/PLACE NAME. Appendix C is referenced to ensure that the name provided (e.g., Cameron Brown Center) can be entered as given or requires abbreviation according to the conventions described in the Appendix.

- 3. Enter type of call (e.g., APCO 10-10 codes) in the field associated with the header TYPE CALL. Only the last two characters of the code are to be entered.
- 4. Enter the priority code for the call (PRIORITY) as listed below.
  - L — Low
  - R — Routine
  - E — Emergency



5. Enter in the two lines associated with the REMARKS header any comments about the call that may seem appropriate.

5. Transmit. This is the only format display where it is not necessary to first push the HOME button.

**Results of Step A**

If the location data entered exactly matches location data stored by the computer, the Call/Assignment Active Data display (DSC06) is provided to the requesting terminal. At the same time, the system automatically transfers the call to the appropriate dispatcher position to allow for the assignment of units to the call (see Transaction SC04). The complaint clerk may now continue interaction with the complainant to collect and enter in the appropriate fields of DSC06 the following information:

- Complainant Name (COMPLAINANT-NAME)
- Complainant Address (ADR)
- Complainant Telephone Number (TEL)
- Comments about the Call (REMARKS), if appropriate

To place the complainant in contact with the dispatcher handling the call, the dispatcher's position is provided in the POSITION field of DSC06. When all interaction with the complainant has been completed, the transaction is terminated by pressing the HOME button and transmitting the data entered in DSC06. **NOTE:** If additional information is not provided by the caller, the complaint clerk may terminate the call by erasing the DSC06 display initially returned.

The results discussed in Step A represent the ideal situation by a unique match being obtained between the location data entered and the location data stored by the computer. However, a unique match will not always be realized because of misspellings, multiple street names, or similar reasons. Accordingly, the system responds to the actions described in Step A by returning the Call/Assignment Entry Format (DSC05) with either the E004 RECORD NOT FOUND message in line 1 or a list of up to fourteen candidate locations that may correspond to the location entered by the operator. Processing continues with Step B of this transaction.

**Step B**

If candidate locations are available for the location data previously entered and transmitted, the resulting display (DSC05) provides a list of possible streets, intersections, or places depending on the location type specified in Step A. Associated with each candidate location is a two-digit identifier. This identifier, for the most likely location, is entered in the first two character positions of the operation code field and transmitted to receive the Call/Assignment Active Data display (DSC06). However, if the operator cannot determine the correct location from the candidates displayed or if the RECORD NOT FOUND message is again encountered, the operator may exercise the following options.

*Location Hold Option*

This option allows the operator to use another location without changing the originally entered location. In this case, the original location is used in the creation of the call/assignment record, but the units available for the *new* location will subsequently be used by the dispatcher for assignment activities. To execute this option, the operator must enter LM-2 in the operation field and an S, I, or P, as appropriate, in the location type field. The new location is entered and transmitted to achieve a location match. However, if the E004 message is encountered or if a selection cannot be made from the candidate locations that may be returned, the operator may execute the Location Override Option.

*Location Override Option*

The use of this option provides notification to the computer that the location originally entered is to be used in the call/assignment record, but the address verification process is to be by-passed (overridden). To execute this option, the operator must enter LO-O in the operation code field and a valid response area in the field identified by the header RA. The appropriate response area is determined from the Street Index Listing, available in the Communications Center. When this information is transmitted, the units available for assignment are determined from the response area which is manually entered. It is important to note that the LO-O operation code may be used at any time with transaction code SC03 to override the location verification procedures provided by the system. However, a valid response area must be entered each time the override is exercised.

*Duplicate Calls*

A common occurrence that the system is prepared to handle deals with the possibility that two or more complainants may initiate calls for the same event. When the system recognizes a degree of similarity between two calls for service (based on the location data entered in Step A), the Call/Assignment Entry Format (DSC05) is returned to the screen with the message E038 POSSIBLE DUP CALL displayed in line 1. The display also contains information relating to an earlier call for which the duplicate may now exist. The operator can now compare the displayed information for the two calls to determine if the current request for service is unique or a duplicate. Further interaction with the complainant may also be required to resolve the situation.

If the operator assesses the situation to be a duplicate call, computer processing of the call can be halted by blanking the screen. The complainant can be notified that the call is already being serviced. However, if the call is determined to be a new request for service, the operator must enter ASGN in the operation code field, press the HOME button, and transmit the display. Once the ASGN is received, the system automatically transfers the call to the appropriate dispatcher and returns the Call/Assignment Active Data display (DSC06) to the originating terminal for further processing as discussed under the results of Step A.

*Jurisdiction Conflict*

Another occurrence which the system is prepared to handle is concerned with the reporting of an incident for a location outside the city limits. When the system recognizes the entry of a non-city location, the terminal message E050 JURISDICTION CONFLICT is returned to the screen. The complaint clerk confronted with this situation may automatically transfer the call/assignment record to a county dispatcher by entering JURS in the operation code field and transmitting. The system responds by displaying the message "Transferred" on the complaint clerk's terminal. No further action is required on the part of the complaint clerk, because subsequent processing is handled by county personnel. If the county Police Department is not as yet an active participant in the Police Field Assignments System, the caller can be requested to reinitiate the call to the proper agency. However, if for any reason the complaint clerk

decides to process the call, the location override option must be executed by entering LO-O in the operation code field and transmitting the manually determined response area as previously discussed. The use of this alternative would be prompted, for example, when the complaint clerk receives the E050 JURISDICTION CONFLICT message for a location known to be within the city limits. Situations of this nature can be expected because of temporary problems with the street name files.

#### *Use of SC03 by the Dispatcher*

Although the procedures just described are normally handled by the complaint clerk, it may be necessary for the dispatcher to perform occasionally the complaint clerk's function (e.g., the latter position is not manned). To accomplish this procedure, the dispatcher must enter and transmit transaction code SC03 to obtain DSC05. The operation code DISP is entered in the operation code field before executing the procedures previously specified. When transmitted, the DISP triggers the system to immediately return the Call/Assignment Active Data display (DSC06) for the specified location.

The entry of DISP by-passes the normal procedure of having the call placed in a dispatcher's queue and allows for immediate call/assignment activities as discussed under transaction code SC04 (paragraph 3.3.4). The use of DISP is an optional entry; and the dispatcher may choose during periods of heavy activity to have the call placed in the queue, as per the normal procedure, by leaving the operation code field blank. If this is the case, the call will be returned to the originating dispatcher's own queue if the location entered falls within his area of responsibility. The call record will be automatically transferred to the queue of the appropriate dispatcher if the location entered does not fall within the responsibility of the originating dispatcher.

#### *System Overrides*

Occasionally, normal call/assignment features of the system are not required. This would be the case, for example, when a field unit radios that it is responding on its own initiative to an observed traffic accident (self-assignment) or when a unit reports an "out-of-service" status for a lunch break or

court appearance (administrative assignment). In each case, the system provides for the creation of a call/assignment record for history and reporting purposes, but the automated call/assignment feature is by-passed (i.e., the call/assignment record is not placed in a queue nor are the units available for assignment determined and displayed). If a crime is committed and the report is completed without dispatching a unit (e.g., by telephone), a complaint number override can be entered which allows the incident and its associated identification number to be stored for future use, but by-passing the unit assignment phases. To exercise this capability, the operator must:

1. Obtain the Call/Assignment Entry Format (DSC05).
2. Enter the street, intersection, or place/name as discussed in Step A.
3. Enter type of call (APCO 10-10 code).
4. Enter the appropriate override code in the field identified by the header OVERRIDE. Valid codes are:
  - AA — Administrative Assignment
  - CN — Complaint Number Override
  - SA — Self-Assignment
5. Enter organizational element (ORG) if CN is used.
6. Enter unit identification (UNIT) if AA or SA is used.
7. Enter any remarks which may seem appropriate (REMARKS).
8. Press "HOME" button and transmit to complete the activity. The system responds by returning the Call/Assignment Active Data display (DSC06) for visual verification by the operator.

3.3.4 Assign Unit(s) To Call — SC04

Transaction SC04 is used by the dispatcher to obtain the next call for assignment and to initiate the actual assignment of a field unit or units to the call. The use of this transaction is normally prompted by an audible alarm from the terminal indicating that a call is waiting in the queue. However, once the transaction is initiated, the resulting display contains in line 1 a message specifying the number of other calls, if any, in the dispatcher's queue. The format of this message is CIQ 99 X, where 99 represents the number of calls in the queue and X represents the highest priority of the calls in the queue. For example, the message CIQ 1 L indicates no calls in the queue (other than the Low Priority Call presently being processed) whereas CIQ 3 R would indicate 2 calls waiting in the queue, the highest priority being Routine.

The dispatcher responds to the audible alarm or CIQ message by entering and transmitting transaction code SC04 to receive the Call/Assignment Active Data display (DSC06).

Selecting and Assigning Units

The units available ("clear") to handle a call at the location of interest are presented at the bottom of the DSC06 display. Those units which are geographically closest to the location are displayed in the field identified by the header PRIME (the order in which the units appear in this field has no bearing on which unit is actually closest to the location).

The computer always attempts to find five "available" units for a given call location (see paragraph 2.2.2 for more detail). If five qualifying units cannot be found from the prime response area, up to five units from the secondary response area (further away from the call location) are displayed in the secondary field. If five qualifying units cannot be found from the primary and secondary areas, units are selected from the tertiary response area (furthest from the call location) and displayed in the TERTIARY field. The unit(s) selected by the dispatcher for assignment depends on geographic proximity to the call location, the call priority, and existing departmental SOP's.

Once the dispatcher determines the unit to be dispatched, a contact is made to the unit by radio and the call/assignment data is provided. Having completed the dispatch, the dispatcher enters in the operation code field of the display the identification number of the unit assigned. If applicable, the identification number of the unit(s)

assigned to assist (or backup) the primary unit is entered in the first character positions of the ASSIST field. Up to four units may be entered in this field. A slash is required to separate the units (e.g., A101/A102/etc.). If more than four assisting units are required to handle the call, the additional units may be assigned through use of Transaction SC07. The system responds to the transmission of these entries by returning DSC06 to the screen for visual verification by the dispatcher. Errors in data entry (the assignment of a non-existent field unit, as an example) are clearly indicated and are to be corrected according to the procedures specified in Appendix B.

NOTE: The units available for assignment are identified on the display by their command, team, response area, and unit number (e.g., A113 [Command A, Team 1, Response Area 1, Unit 3]). A U is appended to the number to specify a patrol unit. When the display involves an Emergency Priority call, the U may be followed by a T (e.g., A113 UT) to specify that the Unit is in transit to a low priority call. If the U is followed by an A (e.g., A113 UA), it specifies that the unit is on an administrative assignment. The dispatcher may redirect either of these units to the emergency call at hand by first contacting the unit by radio and then entering the unit identification number in the operation code field to complete the dispatch. In the case of the low priority call, the system responds to the transmission of this entry by returning DSC06 with the message E063 UNIT PREVIOUSLY ASSGN XXXXXX where the X's represent the call/assignment identification number of the call to which the unit was previously assigned. The dispatcher may not enter transaction code SC04 to obtain the call/assignment record nor the location from which the unit was redirected. Another unit can be assigned to the low priority call, or the call may be deferred as discussed later in this section.

The discussion represents the routine sequence of events when using Transaction SC04. However, occasionally a Tactical Response Plan will be available for the location involved in the call or the need may arise to assign units from other organizations (e.g., the Field Services Division). The situation also arises where it is advantageous to defer assignment activities for the current call or to complete a call/assignment record without assigning a unit (e.g., 10-96 situations).

Tactical Response Plan (TRP)

The availability of a Tactical Response Plan for a call in progress is

made known to the dispatcher by the appearance of a Y (for YES) in the TRP field of the DSC06 display initially returned to the screen. The dispatcher responds to this indicator by entering TRP in the operation code field if the intent is to retrieve the general Tactical Response Plan for the location. However, if a TRP for a certain time is desired, a T followed by the desired time is entered in the operation code field (e.g., T5, T10, etc.). When transmitted, the system responds by returning the Tactical Response Plan display (DSC18) for the location involved in the call. It should be noted that the Tactical Response Plan display can be retrieved from any DSC06 display with a TRP indicated regardless of the transaction used to obtain the latter display.

#### *Unit Assignment From Other Organizations*

When units are needed from another organization, the dispatcher may enter one or more of the following codes in the operation code field of the DSC06 display originally returned to the screen.

- T - Tactical Bureau
- I - Criminal Investigation Bureau
- V - Intelligence Vice Bureau
- S - Special Services Section
- ALL - If all Field Services Division units are requested.

The system responds to the transmission of this entry by again returning the DSC06 display. However, the field units belonging to the organization just specified are listed on the line associated with the header SPECIAL.

Normal assignment procedures are then initiated including those that apply if the TRP field contains a Y.

#### *Deferring the Assignment of a Unit to a Call*

The situation may arise occasionally where the assignment of units to a low priority call may reduce to an undesirable minimum the units

available for other calls that may occur. In this instance, the dispatcher may suspend the assignment activities for the current call by entering DFER (defer) in the operation code field. When transmitted, the current call is reentered in the queue where it will set idle for four minutes. When this time has elapsed, the deferred call will take priority over other calls of equal priority rating and be made available for unit assignment activities. However, the call can be retrieved regardless of time-in-queue if there are no other calls in the queue.

*NOTE:* The dispatcher may delay a call without causing it to sit in the queue for four minutes by erasing the display on the screen. This action temporarily suspends the call without disturbing its position in the queue. The dispatcher can then handle another call of higher priority by entering transaction code SC04. When completed, the entry of another Transaction SC04 will obtain the delayed call unless it has been bumped by a call of higher priority.

#### *Completing a Call Without Assigning a Unit*

To complete a call/assignment record when a unit is not dispatched, enter COMP in the operation code field, press the HOME button, and transmit. The call/assignment record is removed from the queue and converted to a history record status. The record is available only through use of Transaction SC14.

### 3.3.5 Update Unit Assignment Status — SC05

Transaction SC05 is used by the dispatcher to update the status of a field unit already assigned to a call. To accomplish this update, the operator must:

1. Enter transaction code SC05.
2. Enter a slash in the next column.
3. Enter in the next four columns the field unit identification number.
4. Enter a slash in the next column.
5. Enter in the next column one of the following status codes, as appropriate:
  - . C — Unit Clear
  - . J — Unit Enroute to Jail
  - . B — Unit at Jail for Booking
  - . E — Unit Enroute to Hospital
  - . H — Unit at Hospital
  - . A — Unit Arrived at Scene

If a C (Unit Clear) has been entered and the unit to be cleared is the last unit assigned to the call, the C is immediately followed by a dash (—) the two-character disposition code, a slash, and any required reports (to a maximum of two report codes) in the next two columns. A completed transaction entry (e.g., SC05/A112/C-TC/RM) is provided to illustrate this case.

Disposition and report codes are listed and identified in Appendix C. If the status code entered is A (Unit Arrived at Scene), one of the notification codes listed below may be entered with a preceding slash:

. NF — Fire Department Notified

. NS — Street Department Notified

. NA — Ambulance Requested

. NW — Wrecker Requested

The code SC05/A122/A/NF illustrates this case.

In some instances, the notification code may be required independently of the unit status (e.g., the unit arrives at the scene, calls in, and subsequently determines that an ambulance is needed). To handle this type of situation, the operator is not required to enter a status code as in the following example: SC05/A122/NA.

Transmission of the data discussed in the above paragraphs results in one of the following displays.

1. If the last unit assigned to the call has "cleared", the Call/Assignment History Data display (DSC06) is returned.
2. If the call is still in progress, the APCO acknowledgement "10-4" is returned to the screen.

### 3.3.6 Update Call/Assignment Active Data – SC06

Transaction SC06 is used to obtain a call/assignment active record for purposes of review, modification, or to quickly obtain information about the call in progress (e.g., identification of the officers riding the unit assigned to the call, call location, remarks, etc.). The basic operator actions associated with this transaction are accomplished with the Call/Assignment Active Data display (DSC06) on the screen. To obtain the display in this instance, the operator must enter transaction code SC06, and either the type and call sign of a unit assigned to the call (primary or backup) or the eight-character call/assignment identification number. The following are examples of each entry: SC06/UA113 and SC06/40001567C.

Transmission of either entry produces DSC06 for the specified call. However, if a unit identification number is entered and the unit was not assigned to the call, the message E056 UNIT UNASSIGNED appears in line 1 of an otherwise blank display. The message E004 RECORD NOT FOUND is returned if an invalid call/assignment identification number is entered. With the Call/Assignment Active Data display (DSC06) on the screen, the operator enters or changes any data in a field in which the cursor will go when the TAB key is pressed. This includes the ASSIST field where up to four additional units can be assigned to the call. As an example, the primary unit assigned to the call radios its arrival, assesses the situation, and requests support. DSC06 can be retrieved in this case by using the unit identification number entry (e.g., SC06/UA113). The call sign of the unit(s) assigned as backup can be entered in the display.

*NOTE:* The response area associated with the location involved in the call is provided in the LOCATION AREA CODE field of DSC06. The information can be used, in an emergency, to contact the appropriate team for backup purposes.

When the data entries of interest are completed, the operator must press the HOME key and transmit. Successful data entry is acknowledged upon transmission by the absence of an error message in line 1 of the updated DSC06 display returned to the screen.

### 3.3.7 Assign Additional Units – SC07

Transaction SC07 is used to assign additional units to a call in progress. This transaction must be used when more than five units are required for a call in progress.

To accomplish the assignment activity, the Call/Assignment identification number of the original call must be known. If the number is not readily available, the dispatcher obtains the number by entering transaction code SC06 followed by a slash, a U, and the identification number of any unit assigned to the call, (e.g., SC06/UA103). Transmission of this entry provided the Call/Assignment Active Data display (DSC06) for the original call. Included in this display is the call/assignment identification number. With this number now available, the dispatcher may initiate the following actions in line 1 of the display.

1. Enter transaction code SC07.
2. Enter a slash in the next column.
3. Enter the call/assignment identification number in the next eight columns.
4. Enter a slash in the next column followed by the four-character identification number of the additional unit to be assigned. If additional units are assigned, enter a comma, the unit ID, a comma, etc. An example of a completed transaction entry is provided as SC07/4005146C/A113, A114, A116.

Transmission of this information results in the Call/Assignment Active Data display (DSC06) being returned to the sending terminal for visual verification that the units have been assigned. Operator errors in the assignment activity can be corrected through use of the procedures discussed under Transaction SC06.

### 3.3.8 Generate Assignment Summary — SC08

Transaction SC08 is used to obtain a detail or summary display of call/assignment records for a field unit, street, or intersection by specified time interval. The basic display available through use of this transaction is obtained by entering transaction code SC08 followed by the date for which the information is desired, the beginning and ending time of the period to be covered, and the unit or location of concern. An entry format is as follows: SC08/date/begin time/end time/U (unit); S (street); I (intersection). An example of an entry is depicted as SC08/062474/1300/1500/U.

The following information is also required depending on whether the last character entered represents a unit, street, or intersection:

If U (unit), enter a slash and the four-character unit ID.

If S (street), enter a slash followed by the street number, direction, name (up to twenty characters), and street type. A slash is required between each field as in /125/S/JAMES/ST. If the street has no direction indicator as in 1000 MAIN ST., enter a slash to represent the missing field, (e.g., /1000//MAIN/ST). Street names exceeding twenty characters in length may be cut-off at the twentieth character. All entries are transmitted after the last character of the street name if a street type (AV, CT, BV, etc.) does not exist for the given street.

If I (intersection), enter a slash followed by the primary street direction, name, and type. Then enter a dash (—) followed by the secondary street direction, name, and type. The examples below represents typical entries and reflect the data entry requirements previously specified:

- /N/TRYONST-E/TRADE/ST
- /S/MCDOWELL/ST-//ELIZABETH/AV
- //THE PLAZA-//CENTRAL/AV
- /E/MOREHEAD/ST-//KILGORE

Transmission of the entries discussed above results in the Call/Assignment Summary display (DSC11). However, if call/assignment records do not exist for the specified date, time, and unit or location, the message E004 NO RECORD FOUND is returned to the screen and the transaction is terminated.

In some instances, the Call/Assignment Summary display will include the message ADDITIONAL RECORDS QUALIFY. This indicates that more records meet the time frames specified than can be displayed at one time on the screen (10).

When this situation occurs, the dispatcher has no choice but to reinitiate the entire transaction using a smaller time frame, (e.g., 1300-1400 hours rather than 1300-1700 hours).

#### *Selecting a Record for Further Detail*

The basic display (DSC11) obtained through use of Transaction SC08 provides a summary listing of call/assignment records for the specified date, time, and unit or location. The dispatcher now selects one of the records for subsequent display of detailed information by entering an X in the bracketed field associated with the record of interest. The system responds to the transmission of this indicator by providing the Call/Assignment History Data display (DSC06) for the specified record.

### 3.3.9 Generate Organization/Dispatcher Assignment Summary -- SC09

Transaction SC09 is used to obtain a status summary display of all units assigned to a dispatcher position, or of the units assigned to a specified organizational element. To obtain the desired display, the operator must:

1. Enter transaction code SC09.
2. Enter a slash in the next column.
3. Enter in the next three columns either the dispatcher's position number (e.g., CI-3) or the organizational element identifier (e.g., TA1).
4. Transmit.

Depending on the entry made in procedure 3 above, the Unit Assignment Summary display (DSC14) is produced for the specified dispatcher position or for the specified organizational element. No data entries can be made in this display. It is provided for review purposes only (e.g., to determine the assignment status of units, the location and type call to which units are assigned, and the time since last status update). The times presented are automatically and continually updated by the system (i.e., the lines presented will change each time the transaction is used).

### 3.3.10 Display/Update Dispatcher Position Status -- SC10

Transaction SC10 is used to obtain a summary display of all dispatcher positions in the Communications Center as relating to individual status, calls-in-queue, highest priority of calls-in-queue, and area of assigned responsibility. The transaction also provides the capability to modify selected data fields within the display.

The subject display is obtained by entering and transmitting transaction code SC10. The resulting display, identified as Dispatcher Position Status Data (DSC16) is now available for review, or for the modification procedures specified below:

If the status of a dispatcher position is to be changed, enter the new status code (A for active or I for inactive) in the STATUS field associated with the position of concern.

If the team assigned to a dispatcher is to be changed, enter the new four character team identification number separated by a comma and/or blank-out the team(s) to be deleted. The entry of CAA or CAB will assign all teams within the respective commands to the dispatcher position.

Enter the Police Department identification number of the dispatcher manning the position. Once entered, the system will automatically provide this number in DSC05 and DSC06 thereby eliminating the requirement for the dispatcher to enter his number each time a call/assignment record is generated from his position or a unit is dispatched from his position.

Successful data entry is acknowledged upon transmission by the return of a DSC16 display reflecting the changes as specified. Calls previously in the queue of a position placed in an inactive status are automatically transferred to another dispatcher position having the same command or individual team responsibility.

### 3.3.11 Review/Update Tactical Response Plan (TRP) - SC11

Transaction SC11 is used to add a new TRP to the data base, to modify existing TRP information for a specified location, or to delete a TRP from the data base. The transaction is also used to update information in the Call/Assignment Alert (CAA) field of the location record regardless of whether or not a TRP exists for the location. Information entered in the CAA field through use of this transaction is subsequently available whenever a Call/Assignment Active Data display (DSC06) is produced for the specified location.

To exercise the capabilities expressed above, the operator must first obtain the TRP display for a specified location by entering transaction code SC11 followed by a slash, the location type code S or P, and a slash:

If the location type is a street address, S, the slash is followed by the entry of street address, direction, name, and street type. The ground rules for this entry are specified in the description associated with Transaction SC08.

If the location type is a place name, P, the slash is followed by the entry of the place name, (e.g., Cameron Brown Center). A maximum of twenty characters have been allowed for the entry of place name, and Appendix C should be consulted for any required abbreviations.

Transmission of the above entry produces the Tactical Response Plan display (DSC18) for the specified location. The display will contain the location just entered and a blank format if a TRP or CAA does not exist for the specified location. Variable data will be displayed if a TRP and/or CAA exists. The following actions are now required depending on the intent of the operator.

#### *Updating TRP Data*

To add a new TRP for the specified location or to modify an existing TRP, enter MOD (or MODL as later described) and the desired additions or changes in the appropriate fields of the display.

The system allows for the creation of up to three TRP's for a given location. This capability permits the retrieval of multiple tactical plans based on the number of minutes since the occurrence of an event. Each plan is keyed to a time factor and is displayed on a single page of the terminal. To obtain the second or third page the operator need only transmit the data entered on the present page. However, if the

operator wishes to obtain a succeeding page without making an addition or change to the page presently displayed, an N must be entered in the first position of the operation code field before transmitting. MODL is required in the operation code field when the page currently displayed is the last to be updated. For example, a modification may be required for only the first of three TRP's available for the given location. In this case MODL is entered, rather than MOD, to signify that all required updating is complete when the data entered on this page is transmitted. The system responds in this case by displaying COMPLETE in line 1 of an otherwise blank display.

**NOTE:** If MODL is not entered on the last display to be updated, the previous modifications will be ignored by the system.

To delete *all* TRP's information for the specified location, the operator need only enter DEL in the operation code field and transmit. The system acknowledges this entry by displaying COMPLETE in line 1 of an otherwise blank display. Extreme caution must be exercised when using DEL since it will remove from the data base *all* TRP's for the specified location.

#### *Updating CAA Data*

To add or change call assignment alert information, the operator must enter M in the CAA indicator field and the required update in the bracketed field associated with the header. Fifty characters are allowed for the entry of CAA information, and multiple pages are not available. Therefore, brief but clear information must be entered. Successful data entry is acknowledged upon transmission by the appearance of COMPLETE in line 1 of an otherwise blank display.

To delete the entire call/assignment alert field, enter D in the CAA indicator field and transmit. The system will respond as indicated above.

**NOTE:** TRP and CAA information may be updated in the same display providing the appropriate entries are made in the operation code and CAA indicator fields. If an entry is made in just one of these fields, only the updating associated with that field will occur (i.e., TRP or CAA data but not both).

### 3.3.11 Review/Update Tactical Response Plan (TRP) — SC11

Transaction SC11 is used to add a new TRP to the data base, to modify existing TRP information for a specified location, or to delete a TRP from the data base. The transaction is also used to update information in the Call/Assignment Alert (CAA) field of the location record regardless of whether or not a TRP exists for the location. Information entered in the CAA field through use of this transaction is subsequently available whenever a Call/Assignment Active Data display (DSC06) is produced for the specified location.

To exercise the capabilities expressed above, the operator must first obtain the TRP display for a specified location by entering transaction code SC11 followed by a slash, the location type code S or P, and a slash:

If the location type is a street address, S, the slash is followed by the entry of street address, direction, name, and street type. The ground rules for this entry are specified in the description associated with Transaction SC08.

If the location type is a place name, P, the slash is followed by the entry of the place name, (e.g., Cameron Brown Center). A maximum of twenty characters have been allowed for the entry of place name, and Appendix C should be consulted for any required abbreviations.

Transmission of the above entry produces the Tactical Response Plan display (DSC18) for the specified location. The display will contain the location just entered and a blank format if a TRP or CAA does not exist for the specified location. Variable data will be displayed if a TRP and/or CAA exists. The following actions are now required depending on the intent of the operator.

#### *Updating TRP Data*

To add a new TRP for the specified location or to modify an existing TRP, enter MOD (or MODL as later described) and the desired additions or changes in the appropriate fields of the display.

The system allows for the creation of up to three TRP's for a given location. This capability permits the retrieval of multiple tactical plans based on the number of minutes since the occurrence of an event. Each plan is keyed to a time factor and is displayed on a single page of the terminal. To obtain the second or third page the operator need only transmit the data entered on the present page. However, if the

operator wishes to obtain a succeeding page without making an addition or change to the page presently displayed, an N must be entered in the first position of the operation code field before transmitting. MODL is required in the operation code field when the page currently displayed is the last to be updated. For example, a modification may be required for only the first of three TRP's available for the given location. In this case MODL is entered, rather than MOD, to signify that all required updating is complete when the data entered on this page is transmitted. The system responds in this case by displaying COMPLETE in line 1 of an otherwise blank display.

**NOTE:** If MODL is not entered on the last display to be updated, the previous modifications will be ignored by the system.

To delete *all* TRP's information for the specified location, the operator need only enter DEL in the operation code field and transmit. The system acknowledges this entry by displaying COMPLETE in line 1 of an otherwise blank display. Extreme caution must be exercised when using DEL since it will remove from the data base *all* TRP's for the specified location.

#### *Updating CAA Data*

To add or change call assignment alert information, the operator must enter M in the CAA indicator field and the required update in the bracketed field associated with the header. Fifty characters are allowed for the entry of CAA information, and multiple pages are not available. Therefore, brief but clear information must be entered. Successful data entry is acknowledged upon transmission by the appearance of COMPLETE in line 1 of an otherwise blank display.

To delete the entire call/assignment alert field, enter D in the CAA indicator field and transmit. The system will respond as indicated above.

**NOTE:** TRP and CAA information may be deleted on the TRP display providing the appropriate entries are made in the operation code and CAA indicator fields. If an entry is made in the operation code fields, only the updating associated with that field will be deleted (TRP or CAA data but not both).

### 3.3.12 Update Police Computer -- SC12

Transaction SC12 is used to update the status of field units with changes that may have occurred during periods in which the police computer was inoperative. The status of a unit may be affected by either one of the following occurrences: a unit(s) which was available when the computer became inoperative has since been manually assigned to a call; and a unit(s) which was assigned before the computer became inoperative has since been manually "cleared" and is now available for another assignment. In either instance, the computer must be updated to reflect the current status of the field units involved. To accomplish this, the operator must:

1. Enter transaction code SC12 followed by a slash.
2. Enter one of the following codes in the next two columns.
  - . *RA* -- if the unit was available, but is now assigned (manually) to a call.
  - . *RC* -- if the unit was assigned, but has been manually "cleared" and is now available for another assignment.
3. Enter a slash in the next column followed by the four-character unit identification number of the field unit involved. If multiple units are involved (*RA* only), enter a comma between each unit. Up to fourteen units may be entered at one time. An example of a completed transaction entry is depicted as follows: SC12/RA/A113, B110, B112. Successful data entry is acknowledged upon transmission by one of the following:
  1. If *RA* was entered, the system responds by displaying COMPLETE in line 1 of an otherwise blank display.
  2. If *RC* was entered, the Call/Assignment History Data display (DSC06) is returned to the screen providing the unit identification number entered represents the only unit assigned (and cleared as denoted by the *RC* entry) to the call. If more than one unit was assigned to this call, the system responds to the *RC* entry by returning the Call/Assignment Active Data display (DSC06). The manual assignment log can be checked to determine if the other units have cleared. If "cleared", the record on the screen can be updated by blanking out the unit ID(s) in the fields associated with the header ASSIST.

### 3.3.13 Display/Update Call Assignment History Data -- SC14<sup>1</sup>

Transaction SC14 is used to create for computer storage a call/assignment history record for all calls handled in a manual mode of operation. The use of this transaction is occasioned not only by those calls *initiated* during periods in which the police computer is inoperative (and, according to established procedures, will continue to be processed in a manual mode until completion regardless of computer availability), but also by those calls recorded by county personnel in their manual dispatching operation. The transaction also provides the capability to add or change information in an existing call/assignment history record. The procedures to be followed when using the transaction are described in Steps A and B as follows.

#### Step A

The purpose of this step is to obtain a blank call/assignment history format and to subsequently create a new history record. The format is obtained by entering a transmitting transaction code SC14. With the format (DSC06) now on the screen, the operator must:

1. Enter NCAR in the operation code field.
2. Enter the data pertaining to the call in the appropriate fields of the display. The sources for this information are discussed in Section 4.
3. Press HOME button and transmit.

The system responds to this transmission by returning the display for visual verification by the operator. The absence of an error message in line 1 indicates that the record is accepted for computer storage.

#### Step B

The purpose of this step is to obtain an existing call/assignment history record for review or modification. To accomplish this activity, the operator must first obtain the record of interest by entering transaction code SC14 followed by a slash and the eight-character call/assignment identification number. This number may be obtained from the UNIT ASSIGNMENT STATUS LOG or through use of the procedures specified for Transaction SC06. Transmission of this entry results in the Call/Assignment History Data display (DSC06) for the specified record. The record is now available for review or the modification actions specified below:

<sup>1</sup>Transaction SC13 is deleted from the Police Field Assignments Users Manual.

1. Enter MOD in the operation code field.
2. Enter the desired additions or changes in the appropriate fields.
3. Transmit.

The system responds to this transmission by returning the display for visual verification by the operator. The absence of an error message in line 1 indicates that the record has been updated as specified.

If the operator wishes to review or modify supplemental history data (Call/Assignment History Data - Supplement - DSC06), the operation code SUPP must be entered in the operation code field of the history data display. The transmission of this entry produces the supplemental history display which may then be modified as specified above.

### 3.3.14 Update Call Assignment Counters - SC15

Transaction SC15 is used by the communications supervisor to update the call/assignment record counters in the police computer. This transaction can only be initiated from the supervisor's terminal and is normally executed to update the counters after a period of manual operations due to computer failure.

To obtain the counter values, the supervisor enters and transmits transaction code SC15. The resulting display provides the counter settings for the system up to the time the computer failure occurred. A check of the manual logs will indicate the number, if any, of manual call assignments initiated during the period of computer downtime. If no calls have occurred during this period, the display counter settings are correct; and the supervisor acknowledges this by entering SC15/OK in line 1 of the display. The transmission of this entry is acknowledged by the system with the message FIELD ASSIGNMENTS READY. The date and time are also provided.

If calls have occurred during the period of computer downtime, the counter settings for the call and/or administrative counters must be updated to reflect the current number of calls. This is accomplished by entering into the appropriate field of the display the numbers determined to be the last issued during the manual mode of operation. The call/assignment and administrative assignment counters are identified with the suffix C and A, respectively. Each field must contain seven numeric/characters. Leading zeros are therefore required, if applicable.

The transmission of the new counter settings results in the return of the display with the new values as entered. The supervisor must now acknowledge this by entering and transmitting SC15/OK. This system responds to this transmission by displaying the message FIELD ASSIGNMENTS READY. The date and time are also provided.

*NOTE:* The supervisor reviews the current counter settings at any time by entering and transmitting transaction code SC00. However, no operator actions can be executed with the display obtained through use of this transaction.

### 3.4 Additional System Features

#### 3.4.1 System Phase-Down

In addition to the operational transactions previously discussed, the capability has been provided to phase-down the system to allow the computer engineers to perform scheduled preventive maintenance or to allow for the creation of back-up files. The latter procedure is routinely performed to provide a means of recovery in the event operational files are damaged or lost due to computer malfunction, fire, civil disturbance, etc.

To accomplish this phase-down, the communications supervisor (based on a pre-established schedule) enters and transmits transaction code SC98. The system responds by displaying the message SHUTDOWN IN PROGRESS in line 1 of the supervisor's terminal. All transactions currently in progress may continue to completion. However, once this message is displayed, Communications Center personnel cannot initiate a new transaction. For example, the dispatcher may continue to work with and subsequently transmit the Call/Assignment Active Data display (DSC06), but a new call/assignment record cannot be obtained. The message SHUTDOWN IN PROGRESS will be displayed at the requesting terminal if a new transaction code is entered.

When the supervisor is satisfied that all transaction activity has been completed, transaction code SC99 is entered and transmitted from the supervisor's terminal to shut-down the system. The message SHUTDOWN COMPLETED is returned to the terminal to indicate that no further transaction activity is possible. All call/assignment work must now be handled in the manual mode of operation.

The supervisor reinitiates the system upon completion of the preventive maintenance or back-up file creation work by entering transaction code SC00. If a check of the manual log reveals that the call and/or administrative counters require updating, the procedures specified for use with transaction code SC15 are to be followed. Transaction code SC15/OK must be entered before the system will accept any new calls.

#### 3.4.2 Training

The system also provides the capability to designate as a training terminal one or more of the operational terminals within the Communications Center. One of the following entry codes must be entered from the terminal to be used for training.

*SC91* — if the terminal is to be used for training in the position in which it is used in normal operations, (e.g., complaint clerk training at the complaint clerk position).

*SC91/D1* — if the terminal is to be used for dispatcher training from a non-dispatcher position terminal, (e.g., from a complaint clerk's terminal).

*SC91/S1* — if the terminal is to be used for supervisor training from a dispatcher or complaint clerk's terminal.

Upon completion of training, the terminal may be returned to operational use by entering and transmitting SC91/END.

#### 3.4.3 Checking Status of Terminal

The entry of STAT in line 1, columns 1-4, of a blank display will provide the system status (operational or non-operational) of the originating terminal. Also provided is the terminal identification number and the operational position of the terminal (e.g., complaint clerk 1, dispatcher 2, etc.).

#### 3.4.4 Terminal to Terminal Messages

To send a message from one terminal to another, the sending operator enters MSC/XX and the message to be sent. When transmitted, the message sounds the alarm at the terminal identified by XX. When the receiving operator presses the receive button (RCV), the message is displayed at that terminal together with the identification number of the sending terminal. Acknowledgement that the message has been received is provided to the sending terminal by the message OK.

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#### 4. BACK-UP PROCEDURES

The use of back-up procedures to support call/assignment activities is required whenever the police computer is unavailable because of equipment or program failure; the performance of preventive maintenance on the computing equipment; or a routine shutdown to allow for the creation of back-up files. The latter activity is performed once a day to provide a means of recovery in the event operational files are damaged or lost due to computer malfunction, fire, natural disaster, etc.

The procedures to be used in the event of computer unavailability do not represent a significant departure from existing manual operations in the Communications Center. However, they are necessarily modified to accommodate the transition from computer assisted to manual dispatching and return.

##### 4.1 Transition to Manual Operations

Hard-copy printouts containing information of importance to the dispatching function are provided by the system to facilitate the transition to a manual mode of operation. These printouts are described as follows.

###### *List of Operational Units By Organization Element*

This log is produced for each organizational element within which the status of units is upgraded to an active watch status through use of Transaction SCO2. The log is produced on the teletypewriter in the Communications Center and provides a listing of operational units by response area, team, and command.

**NOTE:** As a matter of policy, the information from the operational units log should be used to set-up the Unit Status Board each time the watch changes. If this procedure is followed, the Status Board will be ready for rapid updating should the occasion arise to initiate manual operations.

###### *Call Assignment Log*

The assignment log is also produced on the teletypewriter in the Communications Center. An item appears on the log each time a call/assignment record is generated, a unit is dispatched, or a status update is entered (i.e., "arrive" or "clear"). Each item appears on a

separate line and includes the call/assignment identification number; the unit identification number; the priority, location, and time of the call; the response area associated with the call location; and, if applicable, the unit status code (A for arrive at scene or C for clear).

#### *Delayed "10-42" Log*

A log entry is also produced on the teletypewriter in the Communications Center each time a field unit is carried into the next watch because it is currently assigned to a call. The entry provides the unit identification number, the identification number of the call to which the unit is assigned, and the message "Delayed 10-42".

The information provided in the above mentioned teletypewriter printouts serve as the basis for updating the Unit Status Board and for the initiation of Communications Center operations in the manual mode. The following procedures are now executed to accomplish the transition.

Determine the last call/assignment number provided by the automated system and use the next number in sequence as the starting point for the numbers to be used in manual operations. Pre-stamp a sequential series of identification numbers on a corresponding number of blank complaint cards and issue them to the complaint clerks for manual processing of incoming calls for service.

Determine the units assigned to a call in progress (in transit or at the scene) and update the Unit Status Board accordingly. The Board should reflect the current status of all units assigned to the active watch if the Board was originally set-up at the start of the watch as previously suggested. Otherwise, the Board must be established to present the operational status of all units assigned to the watch as well as their assignment status.

Check the appropriate log entry to determine what call/assignment records were in the queues when the system failure occurred. The absence of a unit identification number in the log entry specifies that a call has not been serviced and therefore requires dispatching. Transpose the log entry data, including the call/assignment identification number to a complaint card and initiate manual dispatching according to established procedures.

The system is now ready to accommodate call/assignment activities in the manual mode of operation.

#### 4.2 Manual Operations

The processing of calls for service in the manual mode of operations does not represent a significant departure from existing departmental procedures. The basic difference in the procedures called for by the Police Field Assignments System lies in the separation of the telephone processing function from the dispatching function. Complaint clerks use the pre-numbered complaint cards to record calls for service data and subsequently distribute the cards to the appropriate dispatcher. Dispatching activities are then initiated as in the past. Although the capabilities provided by the automated system are not available when a computer failure occurs, the attendant benefits relating to the separation of the telephone processing function from the dispatching function are still realized.

#### 4.3 Transition to Automated Operations (Start-up)

Verbal notification will be provided from the police computer room when the automated system is available for use. When this notification is received, the supervisor checks with the complaint clerks to determine the last call/assignment identification number issued in the manual mode. Transaction code SC15 is then entered to receive a display of the call/assignment counter values at the time of system failure. The counter values are reset to a number equal to the last identification number used in the manual mode of operation. When transmitted, the updated display is returned to the supervisor for visual verification. The supervisor *must* provide acknowledgement to the system by entering and transmitting SC15/OK. The system responds by displaying FIELD ASSIGNMENTS READY. The date and time are also provided. The system is now ready to accommodate calls for service processing by the complaint clerks.

#### 4.4 Updating Unit Status Data

Once the system has been activated by the supervisor, the dispatchers must enter transaction code SC09 for their respective positions to obtain the Unit Assignment Summary display (DSC14). The resulting information provides the assignment status of each unit committed to a call at the time of system failure. The complaint cards used in the manual mode are reviewed to determine which cards correspond to the call/assignment data presented in DSC14. Units which were assigned at the time of system failure but were "cleared" from the call in the manual mode of operation, are updated through use of the procedures specified for transaction code SC12. The recovery update option (RC) is used

in this case, and the reader is referred to paragraph 3.3.12 for an explanation of its proper use.

Transaction code SC12 is also used to update the status of units that were "available" at the time of system failure but are now assigned to a call as the result of manual dispatching. Accordingly, the recovery assigned option (RA) is used with Transaction SC12 to update the computer with the fact that the unit(s) is not available for assignment. When the subject unit "clears", the complaint card is time-stamped to capture the clearance time. Transaction code SC12 is now used again with the recovery clear option (RC) to specify that the unit is available for assignment.

**NOTE:** A call/assignment initiated in the manual mode of operation will continue to be processed in this mode regardless of computer availability. A unit may be assigned to and complete several call/assignments during the period of computer unavailability. The information relating to such calls can be entered into the system when time permits through use of the procedures specified for Transaction SC14 - Display Update Call Assignment History Data. However, Transaction SC12 is required to specify the current assignment status of each unit at the time the system becomes available. It is also required to update the computer when a unit "clears" a call to which it was manually assigned.

#### 4.4.1 Summary of the Procedures to be Used in the Transition to Automated Operations

1. Determine last call/assignment number issued in the manual mode of operation and reset call/assignment counters - SC15.
2. Activate system - SC15/OK.
3. Obtain Unit Assignment Summary display (DSC14) to determine the assignment status of each field unit at the time of system failure. Correlate with the complaint cards issued during manual operations.
4. Update unit status data - SC12.

Unit assigned at time of system failure, but "cleared" manually - SC12 (RC)

Unit "available" at time of system failure, but assigned manually - SC12 (RA)

Unit "clears" a manually assigned call after the system becomes available for use - SC12 (RC)

The above procedures may be necessarily modified as the result of the experience gained during operational test or through the everyday use of the system in support of Communications Center operations. Required changes will be documented and subsequently incorporated into standard operating procedures.

#### 4.5 Scheduled System Shutdown

The use of back-up procedures to support call/assignment activities will also be required for purposes of preventive maintenance on the computing equipment, and to allow for the creation of back-up files. A schedule will be prepared and submitted to the communications supervisor so that he can anticipate the scheduled shutdown and prepare the system accordingly. The schedule is established to take advantage of times when, historically, call/assignment activities are relatively light. However, if activity within the Communications Center dictates otherwise, the shutdown can be deferred until a more appropriate time. The supervisor has complete control over this situation, because it is the supervisor who actually initiates the system shutdown.

The first step in the scheduled system shutdown calls for the initiation of the procedures discussed under paragraph 4.1. Once these procedures are executed to the satisfaction of the supervisor, the transaction code SC98 is entered from the supervisor's terminal. The system responds by returning the message SHUTDOWN IN PROGRESS. All transactions currently in progress can continue to completion. However, once this message is displayed at the supervisor's terminal, Communications Center personnel cannot initiate a new transaction. For example, the dispatcher may continue current assignment activities; but a new call/assignment record cannot be retrieved from the queue. SHUTDOWN IN PROGRESS will be displayed at the requesting terminal if a new transaction code is entered.

When the supervisor is satisfied that all current transactions have been completed, transaction code SC99 is entered and transmitted from the supervisor's terminal. The message SHUTDOWN COMPLETED is returned to the terminal to indicate that no further transaction activity is possible. All call/assignment work must now be handled in the manual mode of operation.

The supervisor reinitiates the automated system upon completion of the preventive maintenance or file creation task by executing the start-up procedures previously discussed.

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5. SYSTEM CHANGES

Changes to the Police Field Assignments System will be required as the system expands through informational linkages with other agencies, as the equipment of the system changes, and as the operational procedures of the Police Department are revised to accommodate the needs of a growing community. Changes will also be required in the documentation which supports the system. Documentation changes are those necessitated by revisions to the system as well as those required to correct discrepancies or improve instructional value.

The need for a change may be identified or proposed by any departmental user. However, any change in which the services provided by the Municipal Information System (MIS) Department are involved must be formally processed through the subject department. In general, this includes any change which significantly affects the performance of the city's computing equipment or requires the assistance of MIS programmers, system analysts, or documentation personnel.

5.1 Initiating a Change Request

A single form is used to initiate a request for services provided by the MIS Department. This form, identified as Request for Data Processing Services (RFDPS), must be submitted to the MIS Department Head for authorization of any service that may impact the performance of the city's computing system, or may require the current or future allocation of MIS Department resources.

The RFDPS (Figure 5-1) contains various information fields to be completed by the person requesting the change. Most of these fields require no explanation regarding their proper content. Those which may require further explanation are discussed below.

*Authorization*

Though the request may be initiated by anyone within the municipal organization, it must be reviewed and signed by the head of the department (or authorized delegate) to which the person making the request is assigned.

*New Requirement/Change to Existing Services/Problem with Present Services*

Only one category of request is to be designated on a single RFDPS.

February 7, 1975

5-2

MIS-7601/016/01

CITY OF CHARLOTTE

REQUEST FOR DATA PROCESSING SERVICES

TO: MIS DEPARTMENT MANAGER

REQUEST DATE \_\_\_\_\_

FROM: \_\_\_\_\_

AUTHORIZATION \_\_\_\_\_

Department/Division Name

Signature

NEW REQUIREMENT

CHANGE TO EXISTING SERVICES

PROBLEM WITH PRESENT SERVICES

STATEMENT OF REQUIREMENT OR PROBLEM:

OBJECTIVES/ADVANTAGES OF REQUESTED SERVICE

FIGURE 5-1

DURATION OF SERVICE (As Explained Above):

ONE TIME

CONTINUING

EARLIEST DATE WHEN SERVICE OR INFORMATION IS NEEDED \_\_\_\_\_

DIRECT RECIPIENT OF SERVICES OR INFORMATION \_\_\_\_\_

DESCRIPTION OF PRESENT (IF ANY) MEANS OF OBTAINING THIS INFORMATION: \_\_\_\_\_

HAS THIS REQUEST BEEN SUBMITTED BEFORE?  NO  YES - ASSIGNED REQUEST CONTROL NO. \_\_\_\_\_

TO BE COMPLETED BY MIS DEPARTMENT MANAGER

TYPE REQUEST:  CLASS I

CLASS II

RELATED IMIS MODULE DESIGN NUMBER \_\_\_\_\_

REQUEST CONTROL NO. \_\_\_\_\_

IF ADDITIONAL SPACE IS REQUIRED ATTACH SEPARATE SHEET

February 7, 1975

5-3

MIS-7601/016/01

The selection should reflect the opinion of the requester.

*Statement or Requirement*

The contents of this field provide the basic nature of the request. This information should be presented in a clear and concise manner. A description of processing requirements such as input volume, data storage life, report frequency, etc., should be furnished whenever applicable.

*Objectives/Advantages*

This field should contain whatever information seems appropriate (e.g., cost savings, new state reporting requirements, and operational convenience) to justify the commitment of MIS Department resources implied by the request.

Upon completion by the requester, the RFDPS should be sent directly to the MIS Department where it is assigned a control number and categorized as either a Class I or Class II change. Each request is answered with a memorandum notifying the requester of the disposition and status of the RFDPS (see Figure 5-2).

February 7, 1975

5-4  
MEMORANDUM

MIS-7601/016/01  
DATED  
MEMO NO.:

TO: \_\_\_\_\_ LOCATION: \_\_\_\_\_  
DEPARTMENT/DIVISION NAME

FROM: MIS DEPARTMENT MANAGER

SUBJECT: YOUR REQUEST FOR DATA PROCESSING SERVICES DATED \_\_\_\_\_

REFERENCE REQUEST CONTROL NUMBER \_\_\_\_\_

REQUEST TITLE \_\_\_\_\_

REFERENCE MY LAST CORRESPONDENCE DATED \_\_\_\_\_ MEMO NO. \_\_\_\_\_

YOUR REQUEST IS:  NOT APPROVED  DEFERRED - REVIEW DATE \_\_\_\_\_

APPROVED - ANTICIPATED IMPLEMENTATION DATE \_\_\_\_\_

EXPLANATION OF REQUEST DISPOSITION:

APPENDICES

FIGURE 5-2

\_\_\_\_\_  
MIS AUTHORIZING SIGNATURE

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**CONTINUED**

**1 OF 2**

February 7, 1975

A-1

MIS-7601/016/01

APPENDIX A

Terminal Displays

Police Field Assignments System

February 7, 1975

A-2

MIS-7601/016/01

APPENDIX A

Terminal Displays

Display Headers

| Header | Meaning                         |
|--------|---------------------------------|
| ADR    | Address                         |
| AS     | Assignment Status               |
| CAA    | Call Assignment Alert           |
| C/A NO | Call/Assignment Number          |
| DIR    | Direction of Street             |
| DFIS   | Distance From Intersection      |
| DOW    | Day of Week                     |
| D/POSN | Dispatcher Position             |
| JURIS  | Jurisdiction                    |
| ORG    | Organization                    |
| OS     | Operational Status              |
| PT     | Point Entry Indicator           |
| RA     | Response Area                   |
| RM/APT | Room/Apartment                  |
| STRT   | Time Street Department Notified |
| TAJ    | Time Arrived at Jail            |

February 7, 1975

A-3

MIS-7601/016/01

| Header | Meaning                     |
|--------|-----------------------------|
| TAMB   | Time Ambulance Called       |
| TCR    | Time Call Received          |
| TTD    | Time to Dispatcher          |
| TTJ    | Time Departed For Jail      |
| TUA    | Time Unit Arrived           |
| TUC    | Time Unit Cleared           |
| TUD    | Time Unit Dispatched        |
| TRP    | Tactical Response Plan      |
| UCR    | Uniform Crime Report        |
| W/A    | Watch Assignment            |
| WRKR   | Time Wrecker Service Called |







February 7, 1975

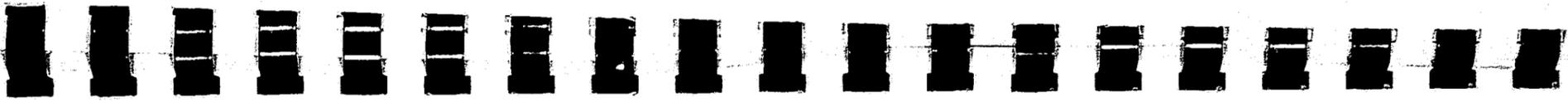
A-10

MIS-7601/016/01

DSC16 DISPATCHER POSITION STATUS

| DISPATCHER | STATUS | QUEUE  | AREA(S) OF RESPONSIBILITY----- |
|------------|--------|--------|--------------------------------|
| CITY 1     | [ ]    | [ ]    | [ ]                            |
| 2          | [ ]    | [ ]    | [ ]                            |
| 3          | [ ]    | [ ]    | [ ]                            |
| 4          | [ ]    | -- [ ] | [ ]                            |
| 5          | [ ]    | -- [ ] | [ ]                            |
| 6          | [ ]    | [ ]    | [ ]                            |
| COUNTY 7   | [ ]    | -- [ ] | [ ]                            |
| 8          | [ ]    | -- [ ] | [ ]                            |
| 9          | [ ]    | -- [ ] | [ ]                            |

DISPATCHER POSITION STATUS (DSC16)



February 7, 1975

A-11

MIS-7601/016/01

PAGE 01  
10/15/74

[ ] DSC18 TACTICAL RESPONSE PLAN

TRP TIME [ ] CAA [ ] [ ]

-----LOCATION-----

PREMISE DESCRIPTION [ ]

UNIT DISPATCH POSITION POINTS

| PT | NO  | LOCATION | RA  |
|----|-----|----------|-----|
| 1  | [ ] | [ ]      | [ ] |
| 2  | [ ] | [ ]      | [ ] |
| 3  | [ ] | [ ]      | [ ] |
| 4  | [ ] | [ ]      | [ ] |
| 5  | [ ] | [ ]      | [ ] |
| 6  | [ ] | [ ]      | [ ] |
| 7  | [ ] | [ ]      | [ ] |
| 8  | [ ] | [ ]      | [ ] |
| 9  | [ ] | [ ]      | [ ] |

REMARKS [ ]

TACTICAL RESPONSE PLAN (DSC18)

February 7, 1975

A-12

MIS-7601/016/01

DSC14 UNIT ASSIGNMENT SUMMARY FOR 01

| AVAILABLE / | TYPE | LAST     | -----LOCATION----- |  |  |
|-------------|------|----------|--------------------|--|--|
| UNITS /     | UNIT | CALL TUD | UPDATE             |  |  |
| /           |      |          |                    |  |  |
| /           |      |          |                    |  |  |
| /           |      |          |                    |  |  |
| /           |      |          |                    |  |  |
| /           |      |          |                    |  |  |
| /           |      |          |                    |  |  |
| /           |      |          |                    |  |  |

UNIT ASSIGNMENT SUMMARY (DSC14)

February 7, 1975

B-1

MIS-7601/016/01

APPENDIX B

Terminal Messages



**E001 INVALID ENTRY**

Cause: One or more input fields contains illegal characters or does not contain the proper values (e.g., an alphabetic character in a street number field or the use of a location type code other than S, I, or P).

Action: A chevron, >, will normally appear in the space immediately to the left of each field in error (the chevron will appear to the right if a space is not available). Correct the field(s) in error and retransmit.

**E002 SYSTEM ERROR ABORTED**

Cause: The system is unable to continue because of an internal processing problem.

Action: Notify the police computer room and proceed according to the instructions that will be provided.

**E004 RECORD NOT FOUND**

Cause: No record can be found in the data base that corresponds to the identifying information entered (field unit ID, street name, and call/assignment record ID, are examples).

Action: Check the data entered for accuracy. If the data is in error, correct as necessary and retransmit. If the information originally entered is correct as displayed, the record does not exist in the data base. If there is some question as to whether or not the data should be in the data base, computer room personnel should be contacted.

**E005 INCOMPLETE TEXT ENTERED**

Cause: The complete text required for this transaction was not entered (e.g., the entry of less than eight characters for the call/assignment ID number in Transaction SC06).

Action: Enter the missing text and retransmit.

**E007 OPTION REQUIRED**

Cause: An option input required on this display was not entered (e.g., the M or S status indicator required for each unit on DSC01).

Action: Enter the required input and retransmit.

**E008 ILLEGAL SOURCE**

Cause: An attempt was made to perform an operation from this terminal that is illegal (e.g., the attempt to assign a unit to a call from a complaint clerk's terminal).

Action: Reinitiate the desired operation from a terminal authorized for its use.

**E019 ILLEGAL TRANSACTION**

Cause: A transaction code was entered that is not authorized for use through any terminal within the Police Field Assignments System.

Action: Enter the appropriate Police Field Assignments transaction and retransmit. However, if the terminal is supposedly authorized for use of a transaction outside of the system (e.g., one of the transactions used by the Fire Department), contact the computer room.

**E024 TRANSACTION NOT ACCEPTED**

Cause: The transaction entered is not accepted, because its utilization depends on the initiation of a previous transaction. An example of this is best provided by referring the reader to paragraph 3.3.13.

Action: Insure that the required transaction is initiated before attempting to execute the transaction which cause the E024 message.

**E036 STREET NOT DETERMINED  
INTERSECTION NOT DETERMINED  
PLACE NOT DETERMINED**

Cause: One of the above messages will appear if the system was unable to find a unique location that matches the one entered. Any of the following may be the reason:

- a. The location was misspelled, and there are sound-alike names in the data base.
- b. The street type or direction was incorrect or left out when the formal identification of the location in the data base specifies a street type or

direction.

c. The location occurs in more than one city.

Action: A list of candidate locations will be returned with the E038 message. Select the most likely candidate by entering in the operation code field the two-digit identifier that appears to the left of the corresponding candidate.

**E038 POSSIBLE DUP CALL**

Cause: A record is found on an active assignment (i.e., one in progress, which has a location that matches the location entry input).

Action: Check the display and/or interact with the complainant to determine whether the situation being reported has been reported before or is a first time occurrence. Exercise appropriate procedures as specified in paragraph 3.3.3 of this manual.

**E050 JURISDICTION CONFLICT**

Cause: The location of a call entered into the Call/Assignment Entry Format (DSC05) is outside the city limits of Charlotte.

Action: The operator may:

. Accept the call and initiate the required processing using the LO-O option.

. Transfer the call to the proper agency.

. Request the caller to notify the proper agency.

**E051 D9 QUEUE FULL**

Cause: The call/assignment queue for the dispatcher position identified by the 9 is full. This message appears on the complaint clerk's terminal when the Call/Assignment Entry format (DSC05) is transmitted and the queue-full condition exists.

Action: The operator may:

. Reenter the call after the dispatcher has responded to a call in his queue.

. Manually transfer the call to another dispatcher.

**E052 D9CIQ=99**

Cause: The dispatcher's terminal identified by the 9 has been placed in an inoperative status and the calls in the queue transferred to one or more other dispatchers. However, insufficient room was available in the new dispatcher's queue. The left-over calls (identified by 99) were returned to the inoperative dispatcher's queue.

Action: Assign an additional dispatcher to cover the overloaded areas.

**E056 UNIT UNASSIGNED**

Cause: The operator has attempted to obtain or update an active call/assignment record through use of a field unit ID number, but the unit is not assigned to any call.

Action: Verify that the unit ID is correct: If *correct*, first assign the unit to the call and then resubmit the rejected transaction. If *incorrect*, select the correct unit ID and resubmit the rejected transaction.

**E057 UNIT 9999 ASIGN XXXXXXXX**

Cause: The operator has attempted to assign the field unit identified by the 9999 to another call/assignment under conditions which are illegal. For example, the unit has not cleared from its current assignment. The number of the current call/assignment record is identified by the X's.

Action: Select another unit for assignment or assign the unit from its current call and resubmit the rejected transaction.

**E058 UNIT 9999 PREV ASIGN XXXXXXXX**

Cause: The field unit identified by the 9999 has been removed from its current call (XXXXXXX) and has been reassigned to a new call.

Action: None required. This message is provided for informational purposes only.

February 7, 1975

B-6

MIS-7601/016/01

**E059 UNITS PREVIOUSLY ASSIGNED**

Cause: One or more of the field units entered for purposes of assignment have already been assigned to a call.

Action: Verify that the calls to which the rejected units have been assigned are correct. If correct, assign other units to the call. If incorrect, clear the units and resubmit the rejected transaction.

**E060 RESPN-AREA NOT ASGND**

Cause: When assigning response areas to dispatcher positions, one or more response areas were overlooked.

Action: Ensure that all response areas are assigned.

**E061 OVER 2 DSPATCHRS ASGN**

Cause: When assigning response areas to dispatcher positions, one or more response areas were assigned to more than two dispatchers.

Action: Ensure that a response area is assigned to a maximum of two dispatcher positions.

**E062 NO PENDING DATA ESTABLISHED**

Cause: An attempt has been made to review or update unit status data for the pending (upcoming watch), but status data for the watch has not as yet been established.

Action: Establish the pending watch through use of the procedures specified in paragraph 3.1.1 of this manual.

**E063 QUEUE EMPTY-ALL CALLS ASGND**

Cause: An attempt has been made to obtain the next call in the dispatchers' queue, but the queue is empty.

Action: None required. This message is provided for informational purposes only.

**E064 NO INTERSECTION**

Cause: The pair of streets entered do not intersect.

February 7, 1975

B-7

MIS-7601/016/01

Action: Enter the correct streets and retransmit.

**E065 XXXXXXXX DUPLICATED**

Cause: The police computer has attempted to assign the next call/assignment or administrative number in sequence but has found the number identified by X already in use.

Action: The transaction may be reentered. This will cause the number appearing in the message to be skipped and the next one selected. The Communications Center supervisor should also be notified so that the cause of the duplication may be ascertained and corrected through use of Transaction SC15.

**E066 \*WARNING\* N DEFERRALS**

Cause: A dispatcher has previously deferred this call-for-service "n" times. The message appears at the top of a DSC06 display after the call has been deferred four times and the dispatcher defers it again.

Action: None. The message is provided for informational purposes only.

**E068 UNIT ASSIGNMENT UNKNOWN**

Cause: The operator has requested that the call to which a field unit is assigned be displayed. The unit has been assigned, but the call/assignment number is unknown.

Action: None. This condition can occur as the result of an SC12/RA transaction.

**E071 PRIMARY UNIT NOT ASSIGNED**

Cause: The dispatcher has attempted to assign an assisting unit to a new call without having assigned a primary unit.

Action: Assign a primary unit before assigning the assisting unit(s).

**E072 DISPOSITION REQUIRED**

Cause: A "clear" (Transaction SC05) was entered for the primary unit assigned to a call, but a call disposition code was not entered.

February 7, 1975

B-8

MIS-7601/016/01

Action: Request the disposition code from the unit and reinitiate the transaction.

February 7, 1975

C-1

MIS-7601/016/01

APPENDIX C

System Codes

February 7, 1975

C-2

MIS-7601/016/01

APPENDIX C - SYSTEM CODES

Call Priority (PRIORITY)

These codes identify the priority assigned to a call/assignment record as entered into the system through use of Transaction SC03.

| Code | Definition |
|------|------------|
| E    | Emergency  |
| R    | Routine    |
| L    | Low        |

Call Disposition Codes

These codes specify the final disposition of a call for service to identify the nature of the call as determined by the officer responding. These codes are entered by the dispatcher through use of Transaction SC05.

Miscellaneous Incidents (MI)

--Non Reportable--

| Code | Definition          |
|------|---------------------|
| UC   | Unserviceable calls |
| UN   | Unfounded           |
| UG   | Gone on arrival     |
| UA   | No such address     |
| UW   | Wrong address       |
| UU   | Unable to locate    |
| UF   | False arrest        |

February 7, 1975

C-3

MIS-7601/016/01

|    |  |
|----|--|
| CC | Civil Case - No Police Action                    |
| PC | Premise Check                                    |
| OA | Assist other Law Enforcement Agencies            |
| MV | Minor Criminal Violations - Verbally Warned      |
| AC | Assist Citizens                                  |
| ES | Escorts  |
| TC | Traffic and Crowd Control                        |
| VD | Vehicle Accident - Minor Property Damage         |
| IN | Investigations                                   |
| RE | Recoveries                                       |
| BK | Arrest Bookings                                  |
| HQ | Report to Station                                |
| RI | Reportable Incidents                             |
| OR | Offense - Incident Report Only                   |
| OA | Offense - Incident and Arrest Reports            |
| VA | Vehicle Accident - No violation                  |
| VC | Vehicle Accident - Citation Issued               |
| VB | Vehicle Accident - Arrest Booking Made           |
| VH | Vehicle Accident - Hit and Run                   |
| AR | Arrest for Observed Offense - Arrest Report Only |

February 7, 1975

C-4

MIS-7601/016/01

Day of Week (DOW)

The DOW code is automatically provided by the system. The code identifies the day of the week beginning with 1 for Sunday and continuing through the week.

Jurisdiction (JURIS)

The JURIS code is automatically provided by the system to indicate the jurisdiction in which a street, intersection, or named place is located.

| Code | Definition         |
|------|--------------------|
| CH   | Charlotte          |
| CR   | Cornelius          |
| DA   | Davidson           |
| HU   | Huntersville       |
| MA   | Matthews           |
| ME   | Mecklenburg County |
| PI   | Pineville          |

Location Type (LOC TYPE)

The LOC TYPE code indicates the type of location involved in a police call/assignment record as entered in DSC05.

| Code | Definition     |
|------|----------------|
| I    | Intersection   |
| P    | Place Name     |
| S    | Street Address |

February 7, 1975

C-5

MIS-7601/016/01

Organizational Element Codes

These codes are used with Transaction SC01 to identify the organization to which operational units are assigned.

| Code | Definition                  |
|------|-----------------------------|
| ADM  | Administrative Division     |
| ASD  | Auxiliary Services Division |
| CAA  | Command A                   |
| CAB  | Command B                   |
| CIB  | Investigative Bureau        |
| FOD  | Field Operations Division   |
| FSD  | Field Services Division     |
| TOB  | Tactical Operations Bureau  |
| TA1  | Team Adam 1                 |
| TA2  | Team Adam 2                 |
| TA3  | Team Adam 3                 |
| TA4  | Team Adam 4                 |
| TA5  | Team Adam 5                 |
| TB1  | Team Baker 1                |
| TB2  | Team Baker 2                |
| TB3  | Team Baker 3                |
| TB4  | Team Baker 4                |
| TB5  | Team Baker 5                |

February 7, 1975

C-6

MIS-7601/016/01

### Overrides (OVERRIDE)

The OVERRIDE codes instruct the system to by-pass normal call/assignment procedures (e.g., address verification and/or unit availability selection). These codes are entered in DSC05.

| Code | Definition                |
|------|---------------------------|
| AA   | Administrative Assignment |
| SA   | Self Assignment           |
| CN   | Complaint Number Override |

### Unit Assignment Status

These codes specify the assignment status of a field unit as entered through use of Transaction SC05.

| Code | Definition               |
|------|--------------------------|
| A    | Unit Arrived at Scene    |
| C    | Unit Clear               |
| J    | Unit Enroute to Jail     |
| B    | Unit at Jail for Booking |
| E    | Unit Enroute to Hospital |
| H    | Unit at Hospital         |

### Unit Notifications

Notification codes specify that agencies external to the Police Department have been requested or notified. These codes are entered through use of Transaction SC05.

| Code | Definition               |
|------|--------------------------|
| NF   | Fire Department Notified |

February 7, 1975

C-7

MIS-7601/016/01

| Code | Definition                 |
|------|----------------------------|
| NS   | Street Department Notified |
| NA   | Ambulance Requested        |
| NW   | Wrecker Requested          |

### Unit Operational Status (OS)

The OS code specifies the operational status (versus assignment status) of a police unit. These codes are entered through use of Transaction SC01.

| Code | Definition  |
|------|---|
| N    | Non-operational   |
| O    | Operational   |
| P    | Operational, but not assignable unless no other units are available within a given organizational element.  |
| D    | Delayed ending tour of duty. The unit will continue into the next watch until it completes its current assignment. The unit will not be available when the call is completed. |

### Report Codes

The report codes indicate the type of report to be submitted for a call/assignment. The codes are entered as part of Transaction SC05 when a unit "clears" and are displayed in the Call/Assignment History Data display (DSC06).

| Code | Definition      |
|------|-----------------|
| 1    | Offense         |
| 2    | Suspect Vehicle |

### Street Direction (DIR)

The DIR code indicates the primary direction given to a street as part of its official identification as entered in DSC05.

February 7, 1975

C-8

MIS-7601/016/01

| Code    | Definition   |
|---------|--------------|
| N       | North        |
| S       | South        |
| E       | East         |
| W       | West         |
| (Blank) | No direction |
| NE      | Northeast    |
| NW      | Northwest    |
| SE      | Southeast    |
| SW      | Southwest    |

**Street Type (TYPE)**

The TYPE code is associated with street name and appears as part of the official street identification as entered in DSC05.

| Code | Definition |
|------|------------|
| AL   | Alley      |
| AV   | Avenue     |
| BV   | Boulevard  |
| CR   | Circle     |
| CT   | Court      |
| CV   | Cove       |
| DR   | Drive      |

February 7, 1975

C-9

MIS-7601/016/01

| Code  | Definition     |
|-------|----------------|
| EP    | Expressway     |
| EX    | Extension      |
| HY    | Highway        |
| LN    | Lane           |
| LP    | Loop           |
| PL    | Place          |
| RA    | Ramp           |
| RD    | Road           |
| RN    | Run            |
| RW    | Row            |
| ST    | Street         |
| TL    | Trail          |
| TR    | Terrace        |
| WY    | Way            |
| Blank | No Street Type |

February 7, 1975

D-1

MIS-7601/016/01

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APPENDIX D

REPORT EXHIBITS





**END**