



## Law Enforcement Technology Shared Services

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<b>POLICY/PROCEDURE #:</b> LETSS 12-04	<b>TITLE:</b>  ReOpening CAD Calls – Spillman System
<b>EFFECTIVE DATE:</b> 01/01/2013 00:00	
<b>NEXT SCHEDULED REVIEW:</b> 12/2017	<b>REFERENCES:</b> Tompkins County Resolution #R248-08 LETSS By Laws, Adopted 7/8/2009 LETSS Agreement, Adopted 7/7/2009, modified 2/13/2012 LETSS policy 12-02 Enforcement and Sanction
<b>MODIFIED/REVIEWED DATE:</b> 11/2016	

### Objective:

The purpose of this policy is to define the criteria and procedures for reopening CAD calls within the Spillman system.

### Policy Statement:

For data integrity, and to promote officer safety, CAD calls should only be “re-opened” under circumstances as defined in the procedures of this policy.

### General Information:

To promote officer safety in instances where an officer is onsite or out of their vehicle for a follow-up, communicating via MDT and radio to alert Dispatch to your status and then creating a supplemental report to your existing incident should suffice.

### Definitions:

**Policy** - A statement of intention to guide political, management, financial, or administrative decisions and achieve rational outcome(s). LETSS approval is required for new policies or modifications to existing policies.

**Procedure** - A prescribed and documented set of steps, actions, or activities generally needed to obtain consistent results as documented within a defined and approved LETSS policy.

**LEA** – Law Enforcement Agency.

**On-Duty** – An active duty status within the Spillman System.

**MDT**– Mobile Data Terminal.

### Policy:

CAD calls can be requested to be reopened for the following circumstances;

1. A CAD call has been closed in error by either the unit or dispatcher, or
2. The CAD call information needs to be attached to a law enforcement officer's body-worn camera video footage, which is accomplished by the call being reopened and the officer/unit being assigned to it.

**Procedure:**

When an officer needs a call to be reopened, they will notify the dispatcher either by telephone and/or radio. The officer must be already signed onto CAD as a unit, and will provide the dispatcher with either the incident case number or the long-term CAD ID number, the identifier of the unit to be assigned, and the name of the officer who is requesting the call be reopened. Once all the information is provided, the dispatcher will reopen the call, assign the unit, and document in the CAD Call Comments "Reopened per (name of officer)." If the call was closed in error, the dispatcher will also document in the CAD Call Comments.