

CAD (Computer Aided Dispatch) Incident review – 29July21

CAD Incident Lifecycle

CAD incidents are generated from a number of sources including 999-call system, phone calls to Garda Stations and referrals from external 3rd party emergency partners.

The Garda 'call taker' (Control Room or Garda Station) assesses the information received, makes an early determination on the classification of the incident, and completes a summary narrative of the occurrence-taking place. Depending on the scale and nature of the incident, duplicate calls may be received at multiple locations resulting in duplicate CAD incidents or supplementary information being recorded.

The classification of the CAD incident by default determines the priority of the Garda response.

The CAD system automatically transfers the call to the appropriate geographical dispatcher who makes a further assessment of the call and dispatches the appropriate resources.

Following attendance and completion of the incident, the attending members update the dispatcher as to the result/ outcome of the incident, which results in the incident closed on the CAD.

Depending on the closed disposition of the CAD Incident the incident automatically transfer to the PULSE Incident Management Investigation system.

CAD Incidents are closed using a number of Closure dispositions including 'cancel'. The disposition 'cancel' can be appropriate in many circumstances including

- duplicate calls
- attendance by another primary response agency
- re-classification to appropriate incident type
- False alarm or
- call back by individual originally requesting service

The disposition 'cancel' does not transfer the CAD Incident to PULSE.

Inappropriate Early closure, including the disposition 'cancel' is not appropriate to any DVSA Incident, nor should a DVSA CAD incident be cancelled if/ when the original caller requests to do so.

The CAD Process Fix now requires a supervisor approval for re-classification of DVSA incident.

CAD I, system currently in place was developed in the 1980s and consist of 4 independent Regional dispatch-recording systems. CAD I facilitates basic incident classification and narrative recording with limited instrumentation and supervisory capacity. Whilst reliable there is limited database or analytics capability.

CAD II, currently being developed with a view to be operational in 2022, will be a modern Customer Relationship Management (CRM) system with Incident Recording capacity similar to PULSE. It will entail advanced (real time) line of sight of resources, monitoring, supervisory capabilities, implement codified rules and designed for data analytics.