

Computer Aided Dispatch System Failure

Supersedes: 01-01-13

Effective: 06-17-14

1. If advance notice is given that the Computer Aided Dispatch (CAD) System will be inaccessible/inoperable (“down”), the dispatcher shall print a copy of all active incidents. If no notice is given prior to the system becoming unusable, the dispatcher shall attempt to retrieve as much information as possible from the monitor.
 - 1.1. The TAC-1 Dispatcher will transmit an alert tone on all BEMS channels and broadcast a message advising field units that the CAD system is “down”.
 - 1.2. The Dispatch Operations Supervisor will notify Technical Services and the Commander of Dispatch Operations via the EMS paging system whenever the CAD System is out of service.
2. Telecommunicators shall use the same callhandling procedures, regardless of the status of the CAD system. Relevant information for each request for service or initiated activity (e.g. onsite) that would normally be recorded via the CAD system will be recorded on “Green Cards” (EMS Form AM 5201) or whatever form is developed in the future for this purpose.
 - 2.1. Relevant information includes: date and time of request; location of incident reported; call-back number to reporting party; name and address of complainant (if possible); type of incident reported; identification of unit(s) assigned; ancillary agencies notified; time of each status changes (dispatch, on scene, en route hospital, at hospital, return to service); and the disposition or status of reported incident.
 - 2.2. For calls requiring a Boston Police response, a separate card will be created and forwarded to the appropriate police dispatcher. For calls requiring a Boston Fire Department, MassPort Fire, Massachusetts State Police or other ancillary agency response, the Telecommunicator handling the call entry shall be responsible for notifying the appropriate agency by landline.
 - 2.3. The Dispatch Operations Supervisor shall designate one member to act as “runner” to facilitate the delivery of “green cards” from EMS calltakers to EMS and BPD Dispatchers.
3. Once the CAD system has been restored, the dispatcher shall confirm that the equipment is operating properly and log on, assume control of the appropriate dispatch group(s) and reconfigure the monitor as necessary. Incidents that began before CAD went down and are still active can be updated using the normal CAD commands.

4. All "green cards" shall then be forwarded to the Dispatch Operations Supervisor for further processing. The Dispatch Operations Supervisor, or his/her designee, shall enter incidents that began and were completed while CAD was down and for incidents that began before CAD went down and were completed while CAD was down.