

Computer Aided Dispatch (CAD)

Seattle Police Department (SPD)

What is the technology?

CAD (Computer Aided Dispatch) is software deployed in the 9-1-1 center, and as an application on mobile data computers (MDCs) in patrol cars and on officers' smart phones. When a 911 call is placed, a call taker creates a record in CAD, and a dispatcher communicates to police resources in the field to coordinate a response.

CAD assists 9-1-1 Center staff with receiving caller information, and informs them of officer location, allowing SPD to dispatch appropriate patrol resources. The system also provides real-time documentation of SPD's response to calls for police service.

Why do we use the technology?

CAD allows SPD to fulfill its mission of quickly responding to all requests for police services; to provide professional dispatch, notification, and communication services for the Department; and to provide information that allows SPD to allocate patrol resources effectively while reducing response times.

Collection

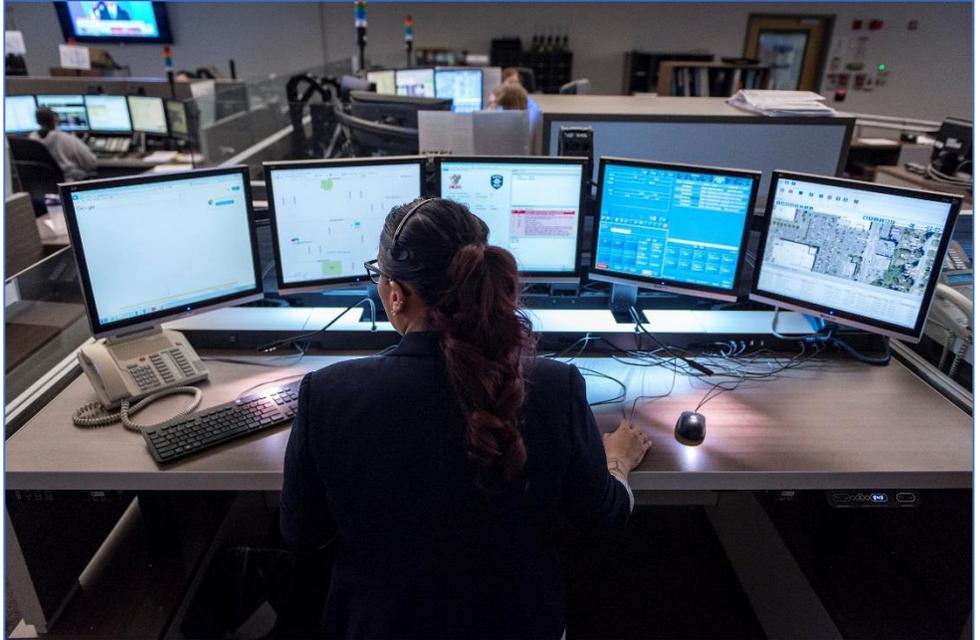
Data entered into CAD includes information provided by 9-1-1 callers, as well as caller information provided by the phone company, such as phone number, location, and name. Information about the police response to a call is entered into CAD by dispatchers and SPD officers responding to service events.

Use

The Seattle Police 9-1-1 Center, staffed 24 hours per day, 365 days per year, receives approximately 900,000 calls per year resulting in the creation of approximately 250,000 CAD events annually. Approximately 135,000 additional CAD events are initiated by police officers during their normal patrol activities each year.

Protections

Only authorized SPD users can access the system using password-protected login credentials. All users are Criminal Justice Information System (CJIS) certified. Logs of system functions and user actions are kept for auditing purposes, and to safeguard against potential unauthorized access to stored information. All data moving outside of the SPD network is encrypted.



The open comment period for this technology is currently underway. You can provide comments to [Seattle.gov/Privacy](https://seattle.gov/privacy).

All comments will be included in the Surveillance Impact Report on this technology and submitted to Council.

If you would like to provide feedback outside of the open comment period, please submit them directly to City Council.