

Cabra – DMR West

AN GARDA SÍOCHÁNA



Dublin Central Area Joint Policing Committee Meeting – Cabra Tuesday 30th April 2024

Presented by Chief Superintendent Murphy & Superintendent Burke

Computer Aided Dispatch – C.A.D.

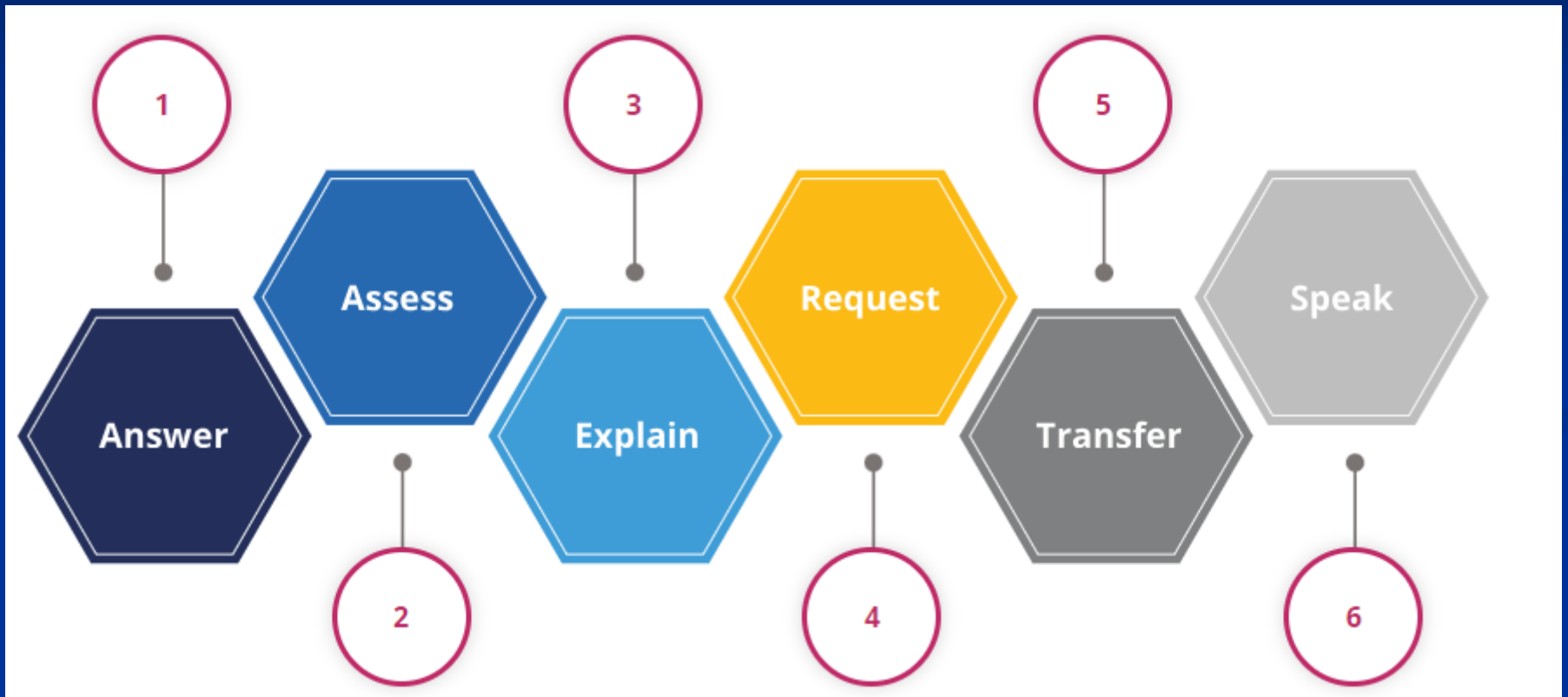


Changes

- Modernised Dispatch System
- More User Friendly
- 4 Centralised Call Centres (Regional Control Centres)
- All Calls Recorded
- Staff trained in call answering and dispatch
- Quality and Reporting



Call Answering



Exceptions:

- Emergency Calls
- Sensitive / Vulnerable Caller
- In Person

Call Taker

- Asks for Name and DOB
- Type of call
- Pro-Forma Questions

The screenshot shows the Proforma software interface. At the top, there is a title bar with the text 'Proforma'. Below this is a grid of buttons representing different incident types: Abduction, Aircraft Incident, Ambulance Escort, Autism, Bomb, COVID-19, Domestic Abuse, ETHANE (Seveso), Falling to Stop, Firearms & Weapons, Missing Person, Public Order Railway, Public Order, SARCALL, Silent Call, Theft, THRIVE, Traffic Accident, and Visual Impairment. The 'Public Order' button is selected, and the form below it is titled 'Public Order'. The form contains several sections: 'PUBLIC ORDER OFFENCES' with a dotted line separator, 'Description of exact Location? (public space, opens space, contained space)' with a text input field, 'A brief description of the public order behaviour?' with a text input field, 'How many involved?' with a text input field, 'Are bystanders involved?' with radio buttons for 'Yes' and 'No', 'Is there potential for this to escalate?' with radio buttons for 'Yes' and 'No', and 'Could environmental factors be an issue? (surroundings, roadworks, weather)' with radio buttons for 'Yes' and 'No'. At the bottom of the form, there are 'Add' and 'Cancel' buttons.

Benefits

- Early Identification of People and Locations
- Linked To PULSE
- Most appropriate unit to respond
- Risks identified early and communicated
- Call details available on Mobility Device
- High Quality Data Analysis and Reporting





Thank You.

