Computer Aided Dispatch (CAD)

Seattle Fire Department

What is the technology?

The Seattle Fire Department uses Computer Aided Dispatch (CAD) to initiate and manage responses for hundreds of thousands of calls in the City of Seattle each year. CAD is a suite of software packages that help manage the right responses to 911 calls based on the reported problem and location of a caller in need of assistance.

Why do we use the technology?

During an emergency, quick and effective decision-making by dispatchers and first responders

The open comment period for this technology is currently underway. You can provide comments to **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.

can be the difference between life and death. CAD is a tool that allows dispatchers and first responders to work more efficiently and effectively in assessing emergency situations and events to determine the appropriate response and resources.

Collection

CAD receives information from callers to properly respond to emergency situations, often including their name, phone number, address from which they are calling, medical conditions, and potentially other personally identifiable information. Most of this information is consciously volunteered by callers. Some of the information may be stored for future reference in emergency situations or for quality assurance purposes.

Use

Seattle's Computer Aided Dispatch (CAD) solution was developed exclusively for first responders to manage emergency and non-emergency call taking and dispatching operations. This solution captures information for each call in order and provide it in real-time for personnel to make efficient and effective decisions during emergency responses.

Protections

Uniformed Seattle Fire Department personnel assigned to emergency response are involved with the use of the CAD system. This includes but is not limited to dispatchers, departmental operations, and mobile apparatus operators. All access to CAD information is role-based and updated daily to ensure that only appropriate responders have access. Only SFD personnel have access to critical infrastructure and personal information stored in CAD.

City of Seattle