

# Clinton County Department of Emergency Services



**EMA \* 9-1-1 \* HazMat**

311 Frederick Street, Lock Haven, PA 17745

Administrative Phone 570-893-4090 – Fax 570-893-4047

Communications Center Phone 570-748-2936 – Fax 570-893-4045



***Kevin D. Fanning Director***

## **CAD PAGING FOR FIELD USERS**

Through CCDES PSAP's Computer Aided Dispatch (CAD), an additional option for receiving incident dispatch information is available. This option is something known as CAD paging and affords the field user an opportunity to receive dispatch via SMS Text Message to a cellular phone or alpha numeric pager. CAD Paging is considered an additional means for the field user to be notified of an incident their respective organization has been dispatched to. Because the deliver of text message requires use of internet connectivity from the PSAP and the delivery of data to a cellular service provider, the possibility exists for service interruptions that will not always allow for the smooth transmission of data. Therefore, field users should not rely on CAD Paging as their primary means of incident notification.

In order for a field user to receive CAD Paging, there is a defined process to be followed which will include involvement from CCDES and the Clinton County Information Technology (IT) Department. Field users will need to request through their Fire Chief or highest ranking operations officer of their respective organization(s) to be added to CAD Paging. The Fire Chief of highest ranking operations officer will need to complete and submit the CAD Paging Request Form, the Director will review, and upon approval forward to the County IT Department for activation. Depending on the level of activity with the IT Department, it could possibly take seven (7) to ten (10) business days for the activation for CAD Paging to be completed.

In order to maintain integrity of the information in the software solution used for CAD Paging, annually Fire Chief's or the highest ranking operational official will be provided with a listing of individuals and the designated ten (10) digit phone numbers affiliated with the organization's CAD Paging profile. The list will need to be reviewed for accuracy and any potential changes. The approved list with any changes for the organization is to be returned to the CCDES Director within thirty (30) to forty-five (45) days of receipt. Failure to return the approved list will result in the deactivation of CAD Paging for the entire organization.

**Special Notice: Fees related to the receipt of text messaging are the responsibility of the individual requesting to receive CAD Paging**

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## CAD PAGING REQUEST FORM

Individuals Name: \_\_\_\_\_

Date: \_\_\_\_\_

Organization: \_\_\_\_\_

Station Number: \_\_\_\_\_

***\* LHFD Responders Only***

Indicate if you would like to receive CAD Paging for all city responses or if you would only prefer to receive CAD Paging for your specific station.

**Check One**

**All LHFD Dispatches**

**Station Specific Response Only**

Cellular Service Provider (Verizon, AT&T, Sprint, etc...): \_\_\_\_\_

Telephone Number for Device (including area code): (      ) \_\_\_\_\_

Requester's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Fire Chief's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

DES Director's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

IT Director's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(After Activation is complete)

Following Activation, a Text Message indicating CAD Paging has been activated will be sent to the requester. Fee's Related to the receipt of Text Messaging are the responsibility of the individual requesting to receive CAD Paging.