

4.40 USE OF MOBILE DATA TERMINAL/MOBILE DATA COMPUTER:

A. PURPOSE:

To establish policy and procedural guidelines for use of the Mobile Data Terminals (MDT's) and Mobile Data Computers (MDC's) and to define dispatcher and field unit responsibilities.

B. POLICY:

1. The MDT/MDC provides direct access to the Police Department's Computer-Aided Dispatch (CAD), Records Management System (RMS), and State and National criminal justice database systems. Security is of the utmost importance.
2. Terminals shall not be installed, removed, moved, or modified in any manner by anyone other than authorized Department or technical service personnel.
3. MDT/MDC's shall not be activated or used by anyone other than those personnel properly trained in their use. At no time shall an employee use another log-on I.D. number or password other than their own.
4. MDT/MDC's shall be used to transmit official messages. MDT/MDC's shall not be used to transmit any message of a defamatory, derogatory, inflammatory, racist, or sexual nature. All transmissions are recorded and subject to audit. There will be no expectations of confidentiality or privacy.
5. No member of the Department shall access, disclose, nor knowingly permit the access to or disclosure of information within the possession of the Department to any person or entity except as necessary in the performance of his/her official duties and in compliance with departmental policy and relevant civil and criminal statutes. This includes but is not limited to: California Law Enforcement Telecommunications System (CLETS), Criminal Justice Information System (CJIS), Department of Motor Vehicles (DMV), National Crime Information Center (NCIC), National Law Enforcement Telecommunications System (NLETS), Oregon Law Enforcement Data System (LEDS), Riverside Sheriff's Department Automated Name Index (RSD ANI), Riverside Police Department Computer-Aided Dispatch System (RPD CAD), and Records Management System (RPD RMS). When in doubt, a member of this Department shall consult with his/her Division Commander before releasing any information.
6. Field personnel shall use the MDT/MDC's for receiving and acknowledging routine dispatch assignments, updating unit status, and querying databases when practical to do so, with due regard to officer safety.
7. Any status change or acknowledgment that is broadcast by voice by a field unit shall be entered in the CAD system by the dispatcher to avoid errors and duplication of effort.
8. Field personnel signed onto MDT/MDC's shall be responsible for monitoring the terminal and maintaining correct unit status on the CAD system. Any field unit in the AVAILABLE or EN ROUTE status is presumed to be in the unit and monitoring the

MDT/MDC for assignments and messages.

9. When away from the unit and not monitoring the MDT/MDC, field personnel shall change their status accordingly using the appropriate CAD call type.
10. MDT/MDC's should be used whenever practical to reduce radio traffic. Obvious officer safety or urgent information will continue to be broadcast via voice. **The field unit has the ultimate decision over when they will transition to voice as situations in the field change.**
11. MDT/MDC's assigned to employees may be used in school and/or training projects, when the school or project is related to course work approved by the Department. All employee shall receive Division Commander approval prior to using MDT/MDC's for school/projects.
12. Employees shall not use MDT/MDC's, whether on or off duty, for the pursuit of any outside employment, personal business or profit making ventures. All records and information maintained in any MDT/MDC assigned to any employee are confidential, the property of the Department, and must be made available for inspection to any department supervisor or manager.
13. No criminal history information, personnel information or history, intelligence information, or other confidential information, may be maintained in MDT/MDC's unless authorized by a Division Commander as part of an ongoing investigation.
14. Members of the Department shall not use any unlicensed computer software. The Police Technology Unit Supervisor or his designee must approve any software not provided by the Department. No software should be installed except by a representative of the Police Technology Unit. In addition, no hardware or any type of computer peripheral devices may be used without the express approval of the Police Technology Unit Supervisor or his designee.

C. PROCEDURE:

1. Log-on and Unit Information:

When logging onto the MDT/MDC, field personnel are responsible for entering employee numbers, vehicle numbers, and starting mileage into the CAD system.

2. Dispatching Priority E, 1, 2, I/P, and/or J/O within 10 minutes with suspect information - (Category One):

Field units will remain in a voice mode while responding and will acknowledge the call via voice. Dispatch will voice broadcast any critical supplements and changes to the call while the units are responding. **MDT/MDC's do not receive updated information automatically.** MDT/MDCs can display current updated information by pressing the "RECALL" key. Field units will advise 1097 by voice to notify other responding units and allow dispatch to initiate 1033 if needed.

3. Dispatching Priority 2, 3, 4 and/or J/O within 10 minutes without suspect information - (Category Two):

Dispatch will utilize a "minimum voice" technique, voice dispatching only the heading and location of the call for service. Units will copy their MDT/MDC for further details. Field units will acknowledge the call by voice. For non-critical supplements and changes to the call, dispatch will advise the responding units to press their "RECALL"

key for their updates. Field units will voice acknowledge that instruction. Field units will press the "10-97" key when they arrive on scene. Priority 3 and 4 calls should not contain felony in-progress or just occurred information. Calls containing that type of information should be raised to an appropriate higher priority level. Units shall not dispatch themselves on a pending call for service.

4. Cancellations and Exchanges:

Any cancellation of unit response to a call by dispatch shall be broadcast by voice. Field units shall acknowledge by voice. Field units will be responsible for a voice "code four" and/or cancellations when other units are still responding and no further assistance is needed. When preempting a unit from a currently assigned call, dispatch shall voice broadcast the cancellation of the first call before assigning the new call. Exchanges will be done by voice and dispatch will be responsible for the immediate CAD updates.

5. Changing Unit Location/Transport/Status:

Field units will use the MDT/MDC to change locations whenever practical, if the unit chooses to voice the update, dispatch will be responsible for changing status in CAD. Terminal to terminal messages shall not be used to change location or status.

6. Premise History:

Premise history information is automatically sent to the MDT/MDC. On any category one dispatch, it is dispatch's responsibility to give the premise history by voice. On any category two dispatch, it will be the field unit's responsibility to read the premise history. Any officer safety premise history is to be given by voice.

7. Emergency Messages:

If the dispatch center receives an MDT/MDC request for emergency assistance, (11-99, 11-11, or 11-10) the procedure will be as follows:

- a. If the unit is on a call, dispatch will immediately send a backup unit and then attempt to raise the unit on all channels to confirm status.
- b. If the unit is not currently on a call, dispatch will immediately attempt to raise the unit on all channels and confirm location and status.
- c. As soon as practical, the unit declaring the emergency shall contact dispatch via voice to confirm the nature of the situation.

The MDT/MDC does not have to be logged on to send an emergency message.

8. Clearing Calls:

All calls, except Traffic Stops, Shakedown, C-6, 10-10, Supps, and C-7's, whether initiated from the Communications center or self-initiated, need either a file or PN (no report) number assigned. It will be the assigned/handling unit's responsibility to assign the file and clear themselves with a valid disposition code and correct heading. Units shall contact dispatch to either verify or change location of occurrence.

9. Teletype Entry/Updates:

Field requests to enter/update information in C.L.E.T.S. and N.C.I.C. systems will be accepted via MDT/MDC message using "REQ" command format sent to either position

PD02 or PD04. The message will be acknowledged by dispatch using the "REQ" command format.

10. MDT/MDC CLETS Inquiries:

Personnel are encouraged to use the MDT/MDC for D.O.J. and D.M.V. inquiries on persons, vehicles, and property. Personnel shall notify Channel 2 of a HIT. Dispatch shall initiate a confirmation and notify the officer of the results as soon as it is confirmed.

11. Message Acknowledgment:

Do not assume that messages or information sent via the MDT/MDC to dispatch, other CAD terminals, or MDT/MDC's have been read or that action has been taken without receiving acknowledgment.

12. Log off:

It is the field unit's responsibility to properly log off the MDT/MDC at the end of watch by using the LOGOFF command and filling in the unit mileage information. The MDT/MDC should not be logged off during the shift as it removes the unit from the CAD systems active unit list and signifies "off-duty" status. The MDT/MDC should not be powered off while it is still logged on. This causes the system to continuously attempt to reach the terminal and can dramatically slow responses to other system users.

13. Security:

The MDT/MDC may be disabled for security reasons by using the "LOCK" function as needed whenever the user is away from the unit. To reactivate the MDT/MDC, use the "UNLCK" function.

14. MDT/MDC Operation Failure:

If an MDT/MDC fails to operate properly the officer assigned to the unit will notify dispatch immediately via voice that the unit no longer has MDT/MDC capability. It will be the officer's responsibility to fill out an "MDT/MDC Service" form and to forward it to the Communications Equipment Supervisor.

15. Novell Network Log On:

All employees shall log onto the Department Novell Network at least twice during their assigned shift. The first occasion within the first hour and the second occasion within the last hour of the shift. This will allow employees to receive automated computer updates and to check GroupWise email.

D. CARE, CLEANING, AND SERVICE OF MOBILE DATA TERMINALS/MOBILE DATA COMPUTERS:

1. All requests for installation, removal, or modification shall be forwarded in writing to the Communications Bureau.
2. All requests for installation, removal, repair or modification of MDC's shall be forwarded to the Police Technology Unit Supervisor.
3. No equipment or items may be attached to MDT/MDC's other than those specifically

designed to be a part of the MDT/MDC by the manufacturer.

4. MDT/MDC display screens shall be cleaned with commercial glass cleaner and a soft cloth only.
5. MDT/MDC keyboards shall be cleaned using alcohol and a soft cloth or with commercial alcohol soaked cotton pads only. **DO NOT** use abrasives, solvents, or acetone to clean MDT/MDC's.
6. Spillage of any type shall be removed from the MDT/MDC surface as quickly as possible using a soft clean cloth. Any incident of spillage shall be reported on the "MDT/MDC Service" form and forwarded to the Communications Equipment Supervisor.
7. Required repair or service of MDT/MDC's shall be properly documented on the designated MDT/MDC repair form. Completed forms shall be turned in to service personnel as quickly as possible after the failure is noted.