

A. PURPOSE. To outline the requirements for operating Mobile Data Computers (MDC).

B. GOALS

1. Provide less congested voice radio frequencies.
2. Allow direct access to Computer Aided Dispatch (CAD) and automated Law Enforcement Information Systems, i.e., National Crime Information Network (NCIC), Law Enforcement Information Network (LEIN), Michigan Secretary of State Office System (SOS).
3. Provide police units with more knowledge about assignments, addresses, or location of requests for police services, suspects, etc.
4. Provide a more secure method of police communications.

C. MDC OPERATORS shall:

1. Operate MDCs solely for the purpose of conducting business according to department procedures.
2. At the beginning of a shift or vehicle usage, immediately “log on” the MDC.
3. Check their assigned email accounts at the beginning of every shift.
4. Transmit all MDC unit status messages by depressing the proper key or command. MDC operators will verify that the transmitted message has been received/accepted by observing the status indicator in CAD (i.e., clear button highlighted when clear or the status indicator showing the desired status). If the confirmation message is not received, the operator will advise their dispatcher via radio.
5. Promptly notify a supervisor and dispatcher if an MDC fails to operate properly. Additionally, the assigned operator will report the problem pursuant to department procedure, i.e., Vehicle Service Request Procedure.

D. MDC OPERATORS shall not:

1. Perform multiple key stroke activities for an extended length of time while operating a moving police vehicle.

2. Send personal or unprofessional entries via MDC.
 3. Misuse MDC equipment.
 4. Violate the Electronic Communications, Computer Resources and Related Equipment Policy ([City of Grand Rapids Policy 84-02](#)).
- E. ALL MESSAGES REGARDING the following incidents shall be transmitted by both MDC and the voice communication system in a manner that is compliant with department call management procedures and general radio communications procedures:
1. Priority 1, 2, 3, 4, and 5 incidents.
 2. Other reported incidents if there is a need for general voice broadcast to locate or apprehend a subject or vehicle.
- F. ALL MESSAGES REGARDING priority 6–9 incidents shall be transmitted by MDC and abbreviated voice communication, i.e., assigned unit(s), location of the incident, and a summary regarding the type of incident. The details of the incident shall be transmitted by MDC only pursuant to call management procedures.
- G. CONFIDENTIAL POLICE MATTERS shall be transmitted to units by MDC only.
- H. ALL POLICE UNITS assigned to respond to a reported incident by the MDC shall:
1. Promptly change their CAD status to “enroute” at the point of initiating the response by function key or touchscreen of the MDC.
 2. Change their status to “on scene” directly after arriving at the scene of the reported incident by function key or touchscreen of the MDC.
 3. Change their status to “clear” after completing the response to a request for police service by function key or touchscreen of the MDC.
- I. VOICE RADIO ZONES AND TALKGROUPS shall be utilized for all:
1. Emergency messages.
 2. Change of status reports (MDCs can be used when officers are on single unit non-emergency calls for service.)

3. Breaks (meal, bathroom, etc.)
4. Requests for additional police units.
5. Other urgent messages. Additionally, a voice radio frequency shall be used:
 - a. To announce arrival at the scene of an incident (“on scene”).
 - b. To report vehicle or person stops.
 - c. To report transfers of persons to a custodial facility, i.e., Kent County Correctional Facility.
 - d. To request a wrecker service.
 - e. Whenever an employee exits their patrol unit.

J. ACCESS TO NATIONAL CRIME INFORMATION CENTER (NCIC), LAW ENFORCEMENT INFORMATION NETWORK (LEIN), MICHIGAN SECRETARY OF STATE OFFICE SYSTEM (SOS)

1. NCIC, LEIN, and SOS may be accessed via the MDC per instruction. See the reference section for further details.
2. A MDC operator shall promptly notify the LEIN operator if:
 - a. There is a positive or “hit” response to the inquiries.
 - b. Other information or assistance is necessary, pursuant to an inquiry that is not available from the MDC.
3. The MDC operator shall request and receive confirmation of all apparent arrest warrants or “wants” regarding subjects or vehicles before initiating further police activity. Until the confirming process is completed, information conveyed to the MDC operator is unconfirmed and not procedurally valid.
4. Information provided by these systems may be confidential, and use is restricted to official business only. All rules governing LEIN apply to the MDC operator, including taking all reasonable precautions to protect LEIN and CJIS records to prevent the unintentional release of information. This includes ensuring that LEIN and CJIS information does

not remain displayed on monitors in view of unauthorized persons or when the user is away from the vehicle/ MDC.