

# JUNEAU POLICE DEPARTMENT



## PROCEDURES

**Title: MDT Information Security**

**Chapter: 5.750**

**Date Issued: June 3, 2015**

**Revised: March 18, 2022**

**Reviewed: March 18, 2022**

### I. PURPOSE

The purpose of this policy is to establish guidelines governing the access, use, and security of information in CAD, as well as, security of information transmitted to mobile data terminals (MDTs) for use by field personnel within the Juneau Police Department and Capital City Fire/Rescue.

### II. POLICY

JPD's policy is to protect sensitive and confidential information in compliance with APSIN and NCIC regulations. MDTs are deployed for use in JPD vehicles to provide field units with immediate access to the CAD, RMS, APSIN, Nlets, and NCIC systems, as well as, standard forms and maps utilized by the department. MDTs deployed for use by CCF/R will provide details on current CCF/R calls. Dispatch staff will take precautions to insure CJI is not visible to CCF/R personnel.

### III. DEFINITIONS

*CAD* – Computer-Aided Dispatch system utilized by JPD.

*CCF/R Calls* – All calls of a fire or medical nature (e.g., FIRE, FIREMISC, MED, MEDEVAC, MEDTRANS) **AND** all calls to which CCF/R (including CARES or Mobile Integrated Health) units are assigned (regardless of complaint type)

*CJI (Criminal Justice Information)* – Information regarding a person's criminal history, non-conviction information, correctional treatment information, or information relating to a person to be located. This information is obtained

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from APSIN (Alaska Public Safety Information Network), Nlets (International Justice and Public Safety Network), and NCIC (National Crime Information Center).

*MDT (Mobile Data Terminal)* – a tablet or laptop computer in the vehicle of response units that is connected to the CAD system and enables the real-time transfer of data between the responder and the Communications Center.

*RMS* – Records Management System used by JPD.

### IV. BACKGROUND

The technological backbone of the Communications Center is the computer-aided dispatch (CAD) system. Dispatchers use CAD to track incidents and resources. CAD also shares data with response personnel through the mobile message switch. Dispatchers and field supervisors use the CAD data to make decisions for responses based on incident location, severity, and resource availability.

### V. PROCEDURES

#### A. ACCESS

1. MDT equipment is assigned to CBJ personnel authorized to access and use the system.
2. Different security levels limit access to specific interfaces, such as APSIN/NCIC and RMS.
  - a. JPD IT staff will provide access to the APSIN / NCIC features of CAD only to users who have been approved by DPS to receive CJI data.
3. JPD responders are authorized to access historical incidents, Subject and Vehicle fields, and want/warrant information pasted from APSIN/NCIC into narratives of a call.
4. CCF/R personnel are not authorized to access the following information:
  - a. Subject or Vehicle field in CAD or Mobile CAD

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- b. Historical incidents at landmarks or addresses
  - c. Any CJI data, including want/warrant information
  - d. Any other confidential information commonly entered into CAD narratives for law enforcement calls for service.
5. Protection of confidential information
- a. The MDT and CAD security settings prohibit CCF/R access to the Subject and Vehicle fields, as well as, to historical calls.
  - b. CCF/R has access to the narrative of all CCF/R calls.
    - 1) Dispatchers will not paste or otherwise document any information from APSIN, NCIC, or Nlets, or any other confidential law enforcement information into CAD narratives of CCF/R calls.
    - 2) To protect the privacy of a subject, protect confidentiality of an investigation, and prevent CJI from being accidentally transmitted in CCF/R calls, any incident that requires both agencies to respond will have a separate call to document the CJI information.
      - (a) Dispatch will create a separate call (either by new call or the Clone function) to document the CJI.
      - (b) The call with the police response should have a complaint type other than a CCF/R complaint type.

## B. SECURITY

- 1. MDTs installed in JPD vehicles are secured with locking mounts, which secure the terminal to the vehicle.
  - a. Any personnel who are assigned a removable MDT are responsible for securing it when not in use.
  - b. Per policy 4.609, sessions will be locked or screens closed when MDTs will be unattended in view of people not authorized to view CJI.
- 2. JPD's IT staff maintains a two-factor authentication process to help secure logon access to the MDTs for both JPD and CCF/R personnel.
  - a. The authentication process includes logging into the MDT itself and a separate login for the Mobile CAD program.
- 3. Each user is responsible for logging off and securing the system when they are no longer using it.

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### C. TRAINING

1. Training of new staff in the use of the MDT equipment will be performed during the mini-academy or by FTOs and completed in coordination with JPD's IT staff.
2. Training of new staff in the use of the APSIN/NCIC interface will be in coordination with JPD's APSIN Terminal Agency Coordinator.

JPD

Ed Mercer

A handwritten signature in dark ink, appearing to read "Ed Mercer".

Chief of Police