

# JUNEAU POLICE DEPARTMENT PROCEDURES



<b>Title:</b>	<b>Mobile Data Terminals</b>	<b>Chapter: 4.609</b>
<b>Date Issued:</b>	<b>December 17, 2008</b>	<b>Reviewed:</b>
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## I. PURPOSE

The purpose of this policy is to establish guidelines and regulations for the safe and efficient use of mobile data computers in JPD vehicles.

## II. POLICY

The policy of the Juneau Police Department is that all employees who access mobile data computer terminals in police vehicles will be trained in their use and will be certified as users before using the Alaska Public Safety Information Network (APSIN). Employees will only use mobile data computers and any information accessed by them for business purposes and will adhere to Rule 147 Confidentiality and Rule 148 Electronic Systems Security in the operation of all Department computer systems. In order to ensure maximum information transfer, dispatchers will dispatch all calls by voice, as well as, by sending call information to mobile data computers.

## III. DEFINITIONS

*Alaska Public Safety Information Network (APSIN)* – Alaska's computerized central repository for criminal information system that provides information to law enforcement agencies on arrests, criminal histories (convictions, pending charges, acquittals, and dismissed charges), court orders (warrants, summonses, protective orders), sex offender registry, and DMV, and is the gateway to NCIC and Nlets.

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*MobileCAD* – Computer software that provides information regarding calls for service and unit locations. The system may be used to communicate with other field units or dispatch.

*Mobile Data Terminal (MDT)* – A portable or vehicle-based computer which may be mounted in a police vehicle capable of connecting to the JPD computer network. The MDT is used to access MobileCAD, RMS, APSIN, email, internet services, and other criminal justice programs.

*National Crime Information Center (NCIC)* – The FBI's computerized index of criminal justice information including files on criminal record histories, fugitives, stolen or missing property, and missing persons.

*National Law Enforcement Telecommunications System (Nlets)* – The International Justice and Public Safety Information Sharing Network which is a secure information sharing system that provides electronic messaging and allows information exchange between state, local, and federal agencies and support services to justice-related computer programs.

## IV. PROCEDURES

### A. Training and Security

1. Before accessing computerized criminal history systems, all JPD users will undergo training and certification by the JPD APSIN Terminal Agency Coordinator (TAC) or designee.
2. Before using the mobile computer aided dispatch (CAD) system, all JPD users will undergo training and certification by the Database Specialist or designee.
3. Messages transmitted and received on MDTs are intended for law enforcement purposes.
  - a. Users shall guard against unintentional and/or improper dissemination of information and messages.
    - 1) Officers should take extra precaution by turning the MDT screen when transporting a prisoner in the back seat of the patrol vehicle.
  - b. Federal and state law, as well as, Department policies prohibit the release of certain information obtained from the MDTs to the general public.

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- c. While information transmitted and received on MDTs is often confidential, messages and other communications may be covered by open records laws and may be available to the public.
- 4. To ensure the security of JPD's mobile CAD system, login access requires two-factor authentication. In addition to their userID, system users are required to enter a unique password and perform a secondary authentication with a hard token (key fob or card) or with biometric access control based on individual physical attributes (such as fingerprint, iris, geometrics or voice pattern).
- 5. MDTs are secured to a docking station in the vehicle by means of a keyed lock.
  - a. Users will not leave an MDT unattended without having it locked to the docking station and the session locked or screen closed so that no confidential information can be viewed.

## **B. Use of the Mobile CAD System by MDT**

- 1. Vehicle operators shall use extreme caution when operating an MDT while the vehicle is in motion.
  - a. Simple inquiries and viewing the nature of an incoming message may be performed while driving.
  - b. Message response and complex or multiple inquiries are not to be conducted while driving.
- 2. Users have no expectation of privacy in the use of MDTs.
  - a. Using profanity, inflammatory terms, sexual comments or innuendo, derogatory racial references, and other inappropriate comments is prohibited.
  - b. Supervisors will routinely review messages to ensure professional use of the MDT system.
- 3. Users shall log onto the system at the beginning of their shift.
- 4. When receiving a call for service from the Dispatch Center, users may view call details and narrative in MobileCAD.
  - a. Users may query subjects, vehicles, and property using the MDT.
  - b. When calls have sensitive or complex information, the voice dispatch may only be a prompt to read details in MobileCAD narratives.

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- c. When disposing of a call that does not involve an arrest or case report, officers will enter information pertinent to the call in the comments section of the incident screen.
5. Officers will relay all status information via the radio.
6. Upon logging out of the system at the end of a shift, officers must ensure that the computer is removed and stored inside a secure building, such as, the station or a residence.

### **C. Care, Maintenance, and Repair of MDTs**

1. Users shall avoid having external contaminants, such as, liquids and food in the proximity of the computer.
2. Carefully remove and/or install the MDT into the docking station.
3. Do not put the MDT in the trunk.
4. Do not personalize the interior settings or perform any type of maintenance on the MDT without authorization from IT staff.
5. Do not attempt to load any software on an MDT without assistance from IT staff.
6. Do not use pens, pencils, or metal objects on the touch-screen of the MDT.
7. Only use cloths approved by the Information Technology unit for cleaning the MDT screen.
8. Malfunctioning and/or damaged MDTs shall be reported to the information technology unit telephonically or by emailing *JPDHelp* if after hours. Notification will be made as soon as possible.

Ed Mercer

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

Chief of Police