
ADMINISTRATIVE DIRECTIVE – 112.013
MOBILE DATA COMPUTER/RADIO PROCEDURES

EFFECTIVE DATE: June 26, 1992
AFFECTS: All Sworn Personnel

REVISION DATE: December 8, 2020

I. PURPOSE

This directive provides procedural guidelines for the operation of the police radios, mobile data computer (MDC) and its software. The guidelines are necessary to safeguard integrity of the system and ensure compliance with NCIC/TCIC rules.

II. POLICY

The department responds to all calls for police service as efficiently and safely as possible, regardless of the nature of the call. The MDC is used to complement information officers need to properly respond to calls for service.

III. DEFINITIONS

- A. Assist Officer – Term to be used by any officer who perceives himself/herself to be in imminent danger; an officer's request for immediate help.
- B. Back-up – Term to be used when the need exists for additional officers due to the nature or magnitude of the call. Back-up units are dispatched; officers will not dispatch themselves to assist.
- C. Emergency Calls – Calls for service in which endangerment to life or property is imminent or just occurred. There is a likelihood the suspect(s) may be apprehended if swift action is taken by police units.
- D. In-Progress Calls – Calls for service in which the offense is taking place as the complainant is talking with dispatch.
- E. Routine Calls – Calls for service which are delayed and the immediate apprehension of the suspect(s) is unlikely, or calls of a low enough priority the unit(s) dispatched should be able to successfully resolve the situation without the assistance of additional police units.

IV. PROCEDURES

A. General Guidelines and Limitations

- 1. Transmission of data via mobile data computers is limited to data described as "official" in nature. Official is defined as any act which is pertinent to a lawful police function.
- 2. Access to computer databases is limited to queries which are official in nature. There must be a right to know AND a need to know.
- 3. Violation of Sections IV.A.1 or 2 may result in termination of NCIC/TCIC service or other law enforcement telecommunications networks.
- 4. The content of transmissions on the MDC shall comply with the same requirements as radio transmissions.
- 5. Patrol riders are permitted to observe police operations but will not be permitted direct access or view of patient care or NCIC/TCIC information in order to protect the privacy of our customers.
- 6. MDC monitors will be deactivated when vehicles are unattended to avoid viewing of sensitive data by unauthorized individuals.

B. Message Restrictions/Inspections

- 1. Prohibited Transmissions
 - a. Instructions regarding procedural operation of MDCs such as, how to log on, how to run inquiries, or commands for operating the MDC, must not be broadcast by voice radio.

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This prevents unauthorized persons monitoring PPD voice frequencies from gaining a working knowledge of our digital system. This policy does not prohibit giving voice instructions on the appropriateness of using the MDC to communicate with dispatch or supervisors in a particular situation.

b. Obscene, derogatory, racial, demeaning, or sexual remarks shall not be transmitted.

2. Inspections

a. MDC messages are recorded and may be retained as official records of the department.

b. Inappropriate use of the MDC is prohibited. Periodic random audits of MDC messages are conducted by Public Safety Communications (PSC) or patrol supervisors to ensure compliance with this directive.

c. Due to the portable nature of laptop MDCs, these units are subject to inspection at anytime.

C. Use and Safety Issues

1. An officer's first priority is the safe operation of the police vehicle. For this reason, the driver of a police vehicle can use MDC only minimally, such as one button functions, when the vehicle is moving and only if it is safe to do so.

2. Once an officer logs onto an MDC, no other officer shall use that MDC without the first officer's knowledge.

3. MDCs must be left on during the unit's tour of duty.

4. Laptop MDC monitors must be closed and workstation MDC monitors shut off, or the MDC placed in a suspended mode, anytime the unit is unattended during an officer's tour of duty.

5. Unless prior approval has been obtained from a watch commander or above; MDCs may not be operated outside the police vehicle and should remain locked in the docking station at all times. This is necessary to remain compliant with FBI CJIS Security Policy and protect the confidentiality of law enforcement sensitive information.

6. Any queries on the MDC regarding the reassignment of a call, such as at shift change, shall be made through a first line supervisor.

D. Dispatching Calls When MDCs Are Not Operational

Note: See exceptions in 'Dispatching Exceptional Calls for Service'.

1. The unit(s) is contacted by radio and advised of the type of call.

2. Unit(s) verbally acknowledge(s) the dispatcher by their unit number.

3. Dispatch gives the address to the assigned unit(s) along with any additional information available.

4. The unit(s) verbally acknowledge(s) receipt of the call.

5. The unit(s) advise(s) the dispatcher when out on the scene. The dispatcher will "arrive" the unit(s).

6. The primary unit must advise the dispatcher of the proper clearance code. The dispatcher will give the appropriate numbers for that code.

7. The dispatcher must clear the primary unit and any back-up unit(s) at the time advised

E. Dispatching Calls Via MDC

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Officers shall not dispatch themselves as back-up units under any circumstances.

Note: See exceptions in 'Dispatching Exceptional Calls for Service'.

1. Routine calls

- a. Units will be contacted by radio, and advised of the type of call the address and intersecting cross street.
- b. Unit(s) is dispatched to the call via C.A.D.
- c. Unit(s) will verbally acknowledge receipt of the call.
- d. Unit(s) will check en route via MDC.
- e. Unit(s) will obtain additional information on the call via the MDC.
- f. Unit(s) will mark out at the scene via MDC.
- g. The primary unit will clear the call via MDC using the proper clearance code. The backup unit will also clear via MDC.
- h. Call notes on lower priority calls will be provided by radio if requested by the officer.

2. Emergency or in-progress calls

Assistance from other units or the receipt of information from other units is often crucial in emergency or in-progress calls. The procedure for dispatching emergency or in-progress calls is as follows:

- a. Unit(s) are contacted by radio and advised of the type of call, the address, and intersecting cross street.
- b. Units shall verbally acknowledge the dispatcher.
- c. By radio, the dispatcher shall repeat information to the assigned units including the type of call, the address and any additional information. The dispatcher will automatically provide call notes and updates on high priority or in progress calls. Broadcasting information about the call informs other units of the situation. Non-assigned units may offer assistance or information as necessary.
- d. Responding units must verbally acknowledge receipt of the call.
- e. Units must check en route via MDC or radio.
- f. Units will obtain additional information on the call via radio.
- g. Units must mark out at the scene via MDC or radio.
- h. The primary unit will clear the call via MDC using the proper clearance code. The back-up unit(s) must also clear via MDC.

F. Dispatching Exceptional Calls for Service

Exceptions to the above procedures occur when PSC must dispatch a call for service in which broadcasting the information might be hazardous, may lessen the likelihood of apprehending the suspect(s), or might release information to the public in an untimely manner. Listed below are the procedures for dispatching exceptional calls:

1. Bomb threats

- a. Initial assignment of the call is made via radio. The responding units are told to check the MDC for call assignment.

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- b. All subsequent communication with units in the area should take place via personal contact or telephone prior to arrival at the scene.
 - c. Cellular phones must not be used.
 - d. The radio is to be used only as a last resort.
 - e. Patrol units must recognize the fact that the MDC uses a radio to transmit and receive messages. The same precautions should be taken when using an MDC near a potential bomb site as are practiced with radio use.
 - f. Additional information regarding bomb threat procedures is contained in Administrative Directive 112.003.
- 2. Calls where the suspect(s) may be listening to the police radio frequencies, or calls that are to be kept confidential as long as possible.
 - a. MDCs operational
 - (1) Call the unit(s) on the radio and advise them to check their MDCs for a call.
 - (2) Dispatch the unit(s) to the call via the C.A.D.
 - (3) Unit(s) will acknowledge receipt of the call via radio
 - (4) Unit(s) will check en route via MDC.
 - (5) Unit(s) will review information on the call via MDC.
 - (6) Units must mark out at the scene via MDC prior to arrival.
 - (7) The primary unit will clear the call via MDC using the proper clearance code (See Appendix A). The back-up unit(s) will also clear via MDC.
 - b. MDCs not operational
 - (1) Unit(s) are contacted by radio and advised to public service dispatch for a call.
 - (2) Units must verbally acknowledge receipt of the message.
 - (3) The call is dispatched via C.A.D.
 - (4) Units must mark out in the area via radio.
 - (5) The primary unit will clear via radio by giving the proper clearance code. The back-up unit will also clear via radio.
- G. Warrant Confirmations from MDC Hits

MDCs allow the individual patrol officers to make computer inquiries for wanted persons or objects. When an outstanding warrant is indicated, the following procedure shall be used:

 - 1. The officer shall advise the NCIC dispatcher he/she has a possible wanted.
 - 2. The NCIC dispatcher must check the subject/article to see if there is indeed an outstanding warrant or want.
 - 3. The NCIC dispatcher must confirm the warrant with the originating agency.
 - 4. An arrest will be made for the warrant **only** upon confirmation by the NCIC Operator.
- H. Procedure for Giving Computer Returns on Wanted Persons

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In order to protect the units on the street and to provide for at least a minimal level of personal privacy for subjects being checked by officers, computer returns given over the radio will adhere to the following guidelines:

1. In the interest of safety to officers on the street, dispatchers will use the terms, "Code 9F" (felony), or "Code 9M" (misdemeanor) when advising an officer of possible warrants.
2. If possible, Dispatch will notify the officer of existing warrant charges by advising the issuing agency and the same appropriate code(s) listed below for criminal history returns. Charges may be given without using the code, if it is determined to be in the best interest of the officer's safety.
3. Stolen vehicles are also to be given a "Code 9" along with the identity of the reporting agency.
4. Criminal history returns

Subjects having criminal history records will be referred to as having "Code 10" along with the proper code for the offense on the record.

10-A Assault

10-B Burglary

10-C Caution

10-D Drunk/DWI

10-E Evading/Fleeing

10-F Forgery

10-I Intelligence (Known offender)

10-K Kidnapping

10-L Larceny/Theft

10-M Homicide

10-N Narcotics/Drugs

10-O Obstructing Police

10-P Public Order Crime

10-R Robbery

10-S Sex Offense

10-T Traffic

10-V Vehicle Theft

10-W Weapons

10-Z All other

I. Officer Initiated Emergencies

In the event an officer finds himself/herself in an emergency situation, the officer has the ability to notify PSC and other patrol units via radio or MDC. Either method of notification will result in immediate assistance being sent to the requesting officer.

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1. Notification by MDC

- a. The officer shall depress the "Emergency" button.
- b. An announce message is sent to all MDCs indicating an officer needs assistance. An alarm tone will sound on all dispatcher consoles and a map will appear with the unit's last known location.
- c. The dispatcher will immediately sound the alarm tone and send two (2) backup officers to the requesting unit's last known location.
- d. The dispatcher will send a message to Dispatch 1 and Dispatch 2 advising which unit's emergency button has been activated, along with the last known location and call type. The dispatcher will attempt to raise the officer on the radio and all units will hold their radio traffic, until contact is made.
- e. The dispatcher will notify the requesting unit's supervisor of the emergency situation.

2. Notification by radio

- a. Units will use the term, "Priority Traffic", after their call numbers to indicate the need for immediate assistance.
- b. The dispatcher will immediately notify the requesting officer's supervisor.
- c. All other units will hold their radio traffic until the dispatcher is able to contact the requesting unit by radio.
- d. The dispatcher shall ascertain, if possible, the help needed.
- e. The dispatcher will send backup officers to the requesting officer's last known location.
- f. Portable radio "emergency" button activations shall be handled the same as an MDC "emergency" button activation.

J. Units Checking Out and Clearing from Non-Incident mark outs

With the current MDC system, all units may use the following procedures when checking out and clearing from all types of mark outs other than calls for service:

1. Out of Service Request (OOS) "Busy"

- a. Enter an address or common place name with cross streets. (E.g., simply putting "IHOP" will not suffice. IHOP 933 Central Expwy is preferred. Physical location included with the name is required.)
- b. Enter "Y" or "N" to indicate if the location is in or outside the city limits. If the address is outside of Plano, place the city name in the address line. (Example: 311 W. Main, Richardson, 1600 5th St, Garland, etc)
- c. Select the appropriate status code and press the enter key.

2. Clear OOS

This button command enables the user to remove any previously selected "OOS" status and return to an in service status. Make sure the "Do you want to remove..." is highlighted. If not press the "CLBSy" button again.

3. The approved command procedure is optional at this time and will only be used when MDCs are operational.

K. Primary Units Clearing from Calls for Service

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Primary units on calls for service require certain information when they clear the call. The following guidelines should be used to ensure the officers get the information they need:

1. MDCs operational
 - a. The unit will get the information from his/her ticket via MDC.
 - b. The unit will clear the call by using the "Primary Clear" function on the MDC and entering the appropriate clearance code (See Appendix A).
 - c. The unit will enter the name(s) of the responding officer(s) on the ticket when clearing.
 2. MDCs not operational
 - a. The dispatcher will give the requested information to the primary unit by radio.
 - b. The dispatcher will clear the call using the appropriate clearance code.
 - c. The dispatcher will enter the name(s) of the responding officer(s) on the ticket when clearing.
- L. Reference Materials for General Use Information
1. Each officer is issued and will maintain the Mobile Data Computer Operation Manual for reference and basic operation procedures.
 2. An electronic version of the current MDC user's manual is available on the MDCs desktop.
 3. All sworn departmental personnel will maintain a copy of the MDC TLETS Training Manual issued with the Operation Manual.
 4. Officers will attend an eight hour training program on TLETS and NCIC usage and restrictions.

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Appendix A
Call Disposition Codes

AC	Alarm-Cancel/By Alarm Co
AN	Alarm-No Permit
AP	Alarm-Permit
AW	Alarm-Weather/No Dispatch
BC	Broadcast
CF	Field Contact
CI	Clear Self Init. Investig
CT	Clear Traffic Stop
HCF	Homeless Field Contact
HCI	Homeless Self Init. Invest
HN4	Homeless No Violation
HN5	Homeless Civil Matter
HN7	Homeless Refer Other Agency
HN8	Homeless No Rprt/Comp NoCn
HN9	Homeless No Rprt/Comp Cont
MN8	Mental No Rprt/Comp NoCn
MN9	Mental No Rprt/Comp Cont
MR2	Mental Offense
MR3	Mental Arrest
MR4	Mental Information
MR5	Mental Supplement
MR6	Mental Arrest/Offense

N1	Disregarded by Dispatch
N2	Duplication of Call
N3	Unabl to Cntct Complainant
N4	No Violation
N5	Civil Matter
N6	No Rprt at Complainant Rqst
N7	Referred to Other Agency
N8	No Rprt/Compl not Cntacted
N9	No Report/ Compl Contacted
ND	Not Dispatched
PCU	Police Closer Unit
PDUP	Duplicate PD
R1	Crash Report
R2	Offense Report
R3	Arrest Report
R4	Information Report
R5	Supplement Report
R6	Arrest/Offense Report
R7	Arrest/Crash Report
R8	Offense/Crash Report
T	Test