

# WEST PALM BEACH POLICE DEPARTMENT

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## II-16 MOBILE COMPUTER SYSTEM

**EFFECTIVE: 01/01/2005**

**CALEA Standards: 82.1.7**

**CFA Standards: N/A**

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**I. POLICY:** The West Palm Beach Police Department is determined to enhance the ability of our members to provide the highest quality of policing to our citizens by using the most advanced equipment available. It is the responsibility of all members to ensure that all computers are used responsibly, properly, and in adherence with the procedures set forth in this policy.

### **II. DEFINITIONS:**

A. Mobile Computer System: A system for providing real-time data communications for members in the field. Such communications include, but are not limited to, administrative messages between units, Florida Criminal Information Center (FCIC), National Criminal Information Center (NCIC), Department of Highway Safety Motor Vehicle (DHSMV) inquiries, and an interface to the CAD system and its related functions using Mobile Computer Units (MCUs) or networked desktop computers.

B. Mobile Computer Units (MCU): MCUs will include, but are not limited to, laptop/notebook computers, personal digital assistants (PDAs), or two-way pager devices.

### **III. RESPONSIBILITIES:**

A. The Support Services Division Commander or designee shall be responsible for the overall implementation, control, and maintenance of the mobile laptop computer system.

B. Supervisors shall ensure their personnel are properly trained in the use of any MCU assigned. Supervisors will conduct inspections of the MCU=s assigned to their personnel at least once each month to assure the units are being cared for consistent with departmental policy.

C. Members shall be solely responsible for the care and safekeeping of the assigned mobile computers, related documentation and accessories, whether assigned on a permanent or temporary basis.

1. Loss of or damage to the computer or problems with the programs shall be reported immediately to the on-duty shift commander and documented on a MCU Support Request form. (Appendix A)

2. An offense incident report shall be submitted when any MCU is lost or damaged.

D. Software which enables user access to restricted systems, such as FCIC/NCIC, CAD, RMS, or any interface to the City or Department network, will be restricted to authorized users through a software password, hardware password, or both.

1. Members will not disclose assigned confidential passwords except:

a. to authorized maintenance personnel when necessary to upgrade, diagnose or repair software or hardware problems or

b. upon direction of a supervisor when necessary to meet supervisory review needs.

### **IV. USE OF THE MCU:**

A. All report writing will be conducted using the MCU, unless precluded by circumstances and only when authorized by a supervisor.

1. Reports will be generated in accordance with Department policy.

B. All MCU=s are designed to interface with (FCIC), (NCIC), DHSMV and the Palm Beach County Automated

Law Enforcement Management System (PALMS).

1. Florida state statutes and the Florida Department of Law Enforcement (FDLE) regulate access to FCIC/NCIC.

- a. Use of the FCIC/NCIC network is restricted to those personnel who have been trained by FDLE or an authorized trainer.

2. Information obtained from the system is to be used for Law Enforcement purposes only and is not to be disseminated for any other reason.

3. Under no circumstances will any restricted law enforcement system or the West Palm Beach Police Records Management System be accessed for personal use.

C. The MCU's are capable of electronic messaging either unit to unit or unit to station.

1. These communications are regulated by FCIC.

2. All communications via the MCU are logged onto the network server for routine storage.

- a. These records are subject to disclosure under public record laws.

3. The MCU system shall be used for work-related purposes only. All members will restrict communications to official business.

4. Messages that contain profanity; text or images of a sexually explicit nature; or racial, ethnic, or any other degrading or insulting personal remarks or innuendoes are strictly prohibited.

5. All members shall secure their vehicles to preclude the theft of, unauthorized use of, or tampering with the MCU.

6. Members will Alogoff@ from department applications at the end of each shift or whenever the MCU will be left unattended for an extended period of time.

D. There may be circumstances where members will need specific computer software applications to facilitate their assigned duties. All such requests will be reviewed by the member=s shift commander, who will sign the MCU Support Request form.

1. The loading of all software must be approved in writing by the Support Services Commander and the MIS/Public Safety Division.

2. All software must be fully licensed for use and free from viruses.

3. Software will only be loaded by designated personnel.

## **V. UNAUTHORIZED SOFTWARE:**

A. Departmental personnel shall not modify, add or delete any settings, components or files on the laptop computers unless authorized to do so by the Support Services commander and the MIS Department.

1. Members are strictly prohibited from altering or modifying the system files and settings. Personnel shall not allow any other person to modify, add or delete any settings, components or files, other than when authorized as above.

B. In the event unauthorized software is installed on the MCU in violation of the above, the following actions will occur:

1. A **minimum suspension of 8 hours** will be mandated for the first substantiated offense.

2. If the unauthorized software affects the performance of the MCU, the mobile data software, or any portion of the system, a **minimum suspension of 24 hours** will be mandated for the first substantiated offense.

a. Subsequent unauthorized modifications to the MCU will result in progressive disciplinary action against the offending member.

C. MCU's are subject to inspection by supervisory personnel. No individual files may be hidden or password protected by members.

D. Use of Departmental MCU's is restricted to authorized Department members, MIS personnel, and contract vendors.

E. Members are to maintain a copy of all reports generated on the MCU for a minimum of one month following the report submission and acceptance date. At the end of the one-month period, members may delete the reports at their own discretion.

#### **VI. REPAIRS AND MAINTENANCE OF THE MCU:**

A. In the event that an MCU sustains damage, the following procedure will be followed:

1. Supervisors will forward a report to the Support Services Commander and MIS Department or designee documenting the damage and the circumstances under which it occurred.

2. If the MCU is not operable, it will be turned in to the Administrative sergeant or designee, along with a copy of the written report and an MCU Support Request. The Administrative Sergeant or designee will ensure the MCU is repaired or replaced.

B. Members experiencing problems with the routine functioning of the MCU should first contact their immediate supervisor or an MCU trainer for assistance. If the problem can't be corrected, a MCU Support Request form (Appendix A) will be completed and the MCU will be turned over to the Administrative Sergeant or designee.

#### **VII. INTERNET ACCESS:**

A. Use of the MCU to access the Internet thru third party gateways (AOL, Earthlink, etc...) is strictly prohibited. Access to FDLE and CJNET may be granted to users who are authorized.

#### **VIII. COMPUTER AIDED DISPATCH:**

A. All calls for service will be dispatched simultaneously by voice transmission and the MCU.

1. Officers will acknowledge all calls with voice transmissions regardless of the acknowledgment by MCU.

a. Officers will use the MCU for information pertaining to the call unless circumstances necessitate voice transmission for clarification.

B. Any call in which officer safety is an issue will be initiated and cleared by voice transmission.

C. All traffic and field stops will be conducted by voice transmission.

1. All traffic stop information will be entered completely by the initiating officer within the Field Stop screen of the MCU.

2. Officer initiated field stops, including disposition, will be entered within the Officer Initiated Field Stop screen of the MCU.

D. Personnel will conduct traffic inquiries or other related investigations by using their MCU unless this would affect officer safety.

#### **IX. MCU VEHICLE MOUNTS:**

A. An MCU vehicle mount has been provided in most vehicles. Each member will be issued a mount key to lock and unlock the MCU device in the vehicle mount.

1. While driving, the MCU will be in the mount provided and the mount will be locked.

B. Each mount will be inspected prior to and upon completion of the member=s shift for damage and to ensure the mount is functioning properly.

1. If damage to the mount is detected or the mount is damaged during the officer=s tour, a written report outlining the damage and its origin shall be completed by the officer and submitted to the supervisor, along with a completed MCU Support Request form. (Appendix A)

**X. REFERENCE:**

- SOP # I-9 Disciplinary Procedures
- SOP # II-14 Communications Systems Protocol
- SOP # IV-20 Communications
- SOP # IV-21 Radio Procedures and Identification

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**Delsa R. Bush, Chief of Police**

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Old SOP: 33.06  
Revision Dates: 05/19/2002, 01/01/2005

Job Title Task Files: All Supervisory Personnel

APPENDIX A
MCU SUPPORT REQUEST FORM

MCU SERIAL# Asset#

Modem EID# OFC NAME: ID:

Describe the Problem with the MCU:

Four horizontal lines for describing the problem.

MCU Mounting repair request: Vehicle number:

Describe the problem: Three horizontal lines.

SOFTWARE INSTALLATION REQUEST

SOFTWARE REQUESTED: \_\_\_\_\_

JUSTIFICATION: \_\_\_\_\_

\* If more space is needed, please use the back of this sheet. \*\*NOTE: Requests for installation of software are submitted to Supervisor and then routed through the proper chain of command.

REQUESTOR=S SIGNATURE/ID: DATE:

AUTHORIZATION

SUPERVISOR=S SIGNATURE: DATE:

AUTHORIZATION SIGNATURE: DATE:

Captain Support Services Division or Designee

INTERNAL TRACKING

INFORMATION BELOW TO BE COMPLETED BY MIS

SOFTWARE LICENCE SERIAL NUMBER:

MCU SHIPPED ON DATE:

RETURN DATE:

Comments: Three horizontal lines.

MIS Date Received/ By Whom Date Returned/ By Whom