



GENERAL POLICE ORDER CLEVELAND DIVISION OF POLICE



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SUBJECT: <p style="text-align: center;">USE OF MOBILE DATA COMPUTERS (MDC) AND DETECTIVE TABLETS (DT)</p>			
ASSOCIATED MANUAL: <p style="text-align: center;">MDC INSTRUCTION MANUAL</p>		RELATED ORDERS: <p style="text-align: center;">1.3.02, 9.1.09</p>	
CHIEF OF POLICE: <p style="text-align: center;"><i>Michael McGrath, Chief</i></p>			

PURPOSE: To establish guidelines and standards of conduct for members of the Division of Police using Mobile Data Computers (MDC) and Detective Tablets (DT).

POLICY: The MDC/DT, and accessing CRIS, NCIC, NLETS, LEADS, the Internet, the Intranet, RMS, and car-to-car text messages are for law enforcement purposes only. Using these tools falls under the “Use of Division Computers” General Police Order 1.3.02. Officers using the MDC/DT shall adhere to the policies and guidelines published in the NCIC Operating Manual, LEADS Operating Manual, newsletters, teletypes, CRIS and CJIS Security Policy, General Police Orders, Division Notices and the Rules and Regulations of the Cleveland Division of Police. The City of Cleveland may examine any files on Division computers for violations of this policy. Section 2913.04B of the Ohio Revised Code, Unauthorized Use of Computer Property, is a fifth degree felony.

PROCEDURES:

- I. Members who use MDC shall:
 - A. Be LEADS certified to run LEADS, BMV, or NCIC transactions. During training, an officer may use the MDC under the supervision and guidance of a trained LEADS operator.
 - B. Use the MDC and attached devices for law enforcement purposes only.
 - C. Access only those computer programs or functions that have been authorized or approved by the Division of Police.
 - D. Power on the MDC at the beginning of the tour of duty and sign on to the wireless service provider.

- E. Check the MDC at the beginning of the tour of duty for proper functionality and any damage.
- F. Notify the OIC if the MDC is not functioning properly, if the MDC is damaged or missing, or if MDC related equipment e.g., dock, stylus, screws, cables, is damaged or missing.
- G. Notify the Communication Control Section (CCS), that the vehicle is “*MDC equipped*” at the beginning of the tour of duty, if the vehicle contains a functioning MDC.
- H. Notify the OIC if an MDC is found unlocked in the vehicle dock.
- I. Use only the stylus pen provided or finger to activate the touch screen operations on the MDC. Using other objects will cause damage to the screen.
- J. Lock MDC equipped vehicles at all times when practical, i.e., lunch, reports, court, assignments, hospital detail.
- K. Power down the MDC if they will be out of the vehicle longer than 45 minutes.
- L. Note the MDC Terminal Number on their Daily Duty report.
- M. Always shut down the MDC at the end of their tour of duty.

II. Members using an MDC shall not

- A. Leave LEADS/NCIC messages visible on the MDC screen when away from the vehicle. Users shall make every effort to avoid public viewing of output from these sources. The black-out button may be used for this purpose. LEADS operators are accountable for all transactions that occur while their assigned password is logged onto a MDC.
- B. Disseminate, transmit, or share any LEADS message to any non-law enforcement agency or personnel.
- C. Make any changes to the MDC hardware, including adding, moving or reconfiguring the physical set up of the screen, display, mounts, modem or any other device attached to any part of the MDC.

- D. Make any changes to the MDC software, the software settings, icons, properties, screen savers, desktop backgrounds, etc.
- E. Add any software or other material to a MDC, including any documents or programs unless prior authorization is granted from the OIC of the Mobile Support Unit.
- F. Uninstall any software or icons from a MDC.
- G. Share their CRIS, or LEADS passwords with any other individual.

III. Members who use DT shall

- A. Be personally responsible for the DT and all equipment assigned with it.
- B. Use the DT and attached devices for law enforcement purposes only.
- C. Adhere to applicable rules and procedures pertaining to the use of the MDC.
- D. Power down and secure the DT in the trunk of the police vehicle when out of the vehicle for extended periods of time; e.g. court, lunch and not utilizing the DT outside the vehicle.
- E. Secure the DT at the end of the tour of duty, i.e. desk, locker, residence.
- F. Notify the OIC of their unit of any missing or damaged DT.
- G. Use only Division issued and approved power cables, adapters, and peripherals to operate the DT and related DT equipment.
- H. Turn in the DT to the unit OIC and notify the Mobile Support Unit upon reassignment to another unit or district.

IV. Vehicle Operation

- A. Safe operation of the police vehicle is the operator's primary concern. Use of the MDC/DT is secondary. The vehicle operator, especially single officer units, shall consider the need to stop the vehicle safely before using the MDC/DT, if using it will interfere with safe vehicle operation.

- B. If a MDC equipped vehicle has to be jump-started, officers shall ensure that the MDC is powered off. Failure to power off the MDC, when the vehicle is being jump-started, will cause fuses to break and render the MDC or attached equipment inoperable. Prior to a jump start a detective shall remove their DT if it is plugged into the vehicle's cigarette lighter port.
- C. If a MDC equipped vehicle is in need of simple maintenance, e.g., fluid replacement, wiper blades, air, officers shall power off the MDC prior to arrival at a maintenance facility.

V. Officer Safety

- A. Officers who stop a person or vehicle, as a result of a MDC/DT inquiry, shall notify CCS of their car number and the location of the stop.
- B. Officers shall notify CCS with a brief description of the individual being stopped or the license plate number of the vehicle.
- C. Officers shall notify CCS of the disposition of the stop and complete a log entry in the Daily Duty report relating to the stop.

VI. Hit Verification

- A. All MDC/DT inquiries returning a "hit" require verification through CCS before taking arrest action.
- B. Officers shall not arrest any individual solely on a MDC/DT "hit". An officer shall arrest **after** verification through CCS or with fresh arrest charges on the individual.
- C. Officers shall not contact any police agency seeking verification on a MDC or DT "hit". This information shall be forwarded to CCS who will make all proper notifications and verifications through formatted screens.
- D. A "hit" confirmation request to the entering agency will not be made by CCS unless the "hit" is within the designated pick up radius.
- E. A "hit" confirmation request, to the entering agency, will not be made by CCS unless the individual or suspect is physically with the officer.
- F. Officers shall not stop, detain or arrest any individual solely as a result of a Taylor Alert or COP (Caution Ohio Police) Alert. A displayed Taylor Alert

does not mean the owner of a vehicle is the subject of the alert. It only means that the owner's name is the same or similar to the Taylor Alert subject name. The Taylor Alert is a tool, a caution indicator, to assist officers stopping vehicles whose owner or operator may pose a serious threat of physical harm to police officers.

VII. Internet Usage

- A. Officers requesting unrestricted Internet use for a MDC/DT shall obtain written permission from the Chief detailing why full access is needed.
- B. Officers shall use only accounts provided by the City of Cleveland.
- C. Officers shall give direct supervisors their e-mail address and password. Division e-mail addresses and e-mail contents are the property of the City of Cleveland.
- D. Officers shall use the Internet for purposes supportive of the Division's mission. Personal use of Division Internet accounts is prohibited and shall not be accessed from non-division computers, without permission from the Deputy Chief of Administrative Operations.

VIII. Car-to-Car Text Messaging

- A. Officers using car-to-car text messaging shall use the messaging function for police related activities only.
- B. Officers shall communicate all messages professionally. Profane, obscene, offensive, inappropriate or non-work related language or conversations are strictly prohibited.
- C. The Division of Police and CRIS monitor car-to-car text messaging. Violations are subject to the loss of CRIS and Division MDC privileges, and may include Divisional disciplinary charges.

IX. Bad Ordering a MDC Equipped Vehicle

- A. When bad ordering a MDC equipped vehicle, officers or district maintenance personnel shall remove the MDC from the vehicle and return it to the OIC.

- B. Officers or District maintenance personnel shall not convey a bad ordered MDC vehicle to any service facility unless specifically instructed to do so by MDC Support personnel. If a bad ordered MDC vehicle is damaged in such a way as to prevent removal of the MDC, the Mobile Support Unit shall be contacted to respond to the repair facility at the earliest opportunity and remove the MDC.

X. Bad Ordering a MDC/DT

- A. When bad ordering a MDC/DT, officers shall remove it from the vehicle and return it to the OIC. (See Attached)
- B. Officers shall make an original and one copy of the MDC/DT Bad Order Form.
 - 1. Fax the MDC Bad Order Form to the Mobile Support Unit.
 - 2. Attach the original Bad Order Form to the MDC, and give the bad ordered MDC to the OIC to be secured.
 - 3. Send the copy of the MDC Bad Order Form, via Divisional Mail, to the Mobile Support Unit.
 - 4. Complete a Form-1 and RMS report (i.e. Damage to City Property; Property Lost/City Property; Theft/City Property) if a MDC/DT is bad ordered due to theft, missing equipment, or damage. A copy of the Form-1 and RMS report shall be sent to the Mobile Support Unit, via Division mail.

XI. Maintaining the MDC/DT

- A. Officers using a MDC/DT, shall keep the screen clean by periodically wiping it down with a lint free, soft cloth and plain water, or a solution of 90% concentration or higher of Isopropyl alcohol. Using napkins, wet naps, Kleenex, Windex or other non-approved items will damage the MDC screen.
- B. Officers using a MDC/DT shall keep the keyboard clean by using a soft cloth and water.
 - 1. Cans of compressed air, specifically designed and sold for the use of cleaning computer equipment, may be used to remove any dirt or

debris lodged underneath the keyboard keys.

2. Officers shall not place items on the keyboard e.g. radios, microphones, clipboards, ticket books. They may damage the keys.
3. Officers shall not perform any other maintenance to any MDC or equipment, unless instructed to by Mobile Support personnel.
4. Contact the Mobile Support Unit for assistance in keeping the MDC/DT clean and to verify acceptable cleaning solutions/techniques.

XII. Sector Supervisors

- A. Ensure officers follow established procedures for the use and care of the MDC.
- B. Carry with them a MDC dock key for removal of the MDC in the field. A police vehicle involved in a MVA where the police vehicle will be towed to a maintenance facility or other situations may require the removal of the MDC. Obtain additional keys by contacting the Mobile Support Unit.
- C. Notify the district commander when a MDC or DT has been damaged, lost, or stolen.
- D. Complete an investigative package, forwarded through the chain of command, when damage to or theft of a MDC or MDC equipment occurs.

XIII. In Regard to the MDC, the Officer In Charge shall

- A. Ensure the MDC log book is up-to-date and maintained.
- B. Keep the MDC storage area in their office locked.
- C. Ensure MDC's are accounted for on a daily basis. The first shift OIC shall fax the MDC Daily Accountability Log Report to the Mobile Support Unit by 0900 hours daily. (See Attached).
- D. Ensure all MDC Bad Order Forms are properly completed and forwarded to the Mobile Support Unit.
- E. Ensure all bad ordered MDCs are returned to the OIC's office, properly

updated in the MDC log book, and secured.

- F. Record the vehicle used, not the radio call sign, on the MDC Daily Accountability Log Report, under the section “Present Location”.
- G. Notify the sector supervisor and the Mobile Support Unit when damage or theft occurs to any MDC or any corresponding MDC equipment brought to their attention.

XIV. In Regard to the DT the Officer In Charge shall:

- A. Notify the sector supervisor if a DT has been damaged, lost, or stolen.
- B. Complete an investigative package, forwarded through the chain of command, when damage to or theft of a DT or DT equipment occurs.

XV. The Vehicle Transport Unit shall: Notify the Mobile Support Unit when a damaged police vehicle is received at East 55 or East 49 Street Garages requiring the vehicle to be out of service for an extended period. Mobile Support personnel shall espond to and remove applicable MDC equipment storing the equipment at their unit until the vehicle is repaired and back in service.

- A. Notify the Mobile Support Unit when a MDC vehicle is renumbered.
- B. Notify the Mobile Support Unit when any damage to MDC equipment is discovered during preventative maintenance or service to a MDC equipped vehicle.
- C. Notify the Mobile Support Unit when any MDC vehicle will be scrapped. Mobile Support personnel shall coordinate all de-installation procedures with the contracted service facility.
- D. Notify the Mobile Support Unit when the need arises to uninstall a MDC equipped vehicle.
- E. Ensure no bad ordered MDC vehicle that contains a MDC terminal in the dock is parked at the East 55 Street Garage. Conveying personnel shall immediately be notified to respond to the garage, remove the terminal screen and return the screen to the appropriate district OIC.

- F. Coordinate all new police vehicle purchases with the Mobile Support Unit to ascertain which vehicles will receive MDC equipment.
- G. Refer all MDC repair issues including docks, modems and related MDC equipment to the Mobile Support Unit.

XVI. The Mobile Support Unit shall:

- A. Maintain a daily inventory of all MDC/DT equipment utilized by members of the Division of Police.
- B. Notify the district/unit OIC when any MDC/DT is found unaccounted for or is shown in a vehicle or location unequipped to receive a MDC/DT.
- C. Notify the Deputy Chief of Administrative Operations when a MDC/DT is found unaccounted for and attempts to locate the MDC/DT by the district/unit OIC produce negative results.
- D. Deactivate and shutdown the IP address of any MDC/DT found missing or unaccounted for from any district or unit.
- E. Ensure all MDC/DT comply with current anti-virus and firewall software and that they are programmed to automatically receive updates regularly.
- F. Maintain purchase and maintenance records, warranty information, and serial numbers for all MDC/DT equipment purchased by the City.
- G. Notify the district/unit commander of any MDC/DT reported damaged and request an investigation regarding the cause of the damage.
- H. As needed, reimage MDC/DT with Division authorized software.
- I. Conduct quarterly reviews of car-to-car text messages; reporting discrepancies or inappropriate messages to the Deputy Chief of Administrative Operations.
- J. Maintain and update mobile user files in accordance with the Division's LEADS database.
- K. In a timely manner, respond to and perform routine maintenance in the field when notified of an inoperable MDC/DT.

- L. Respond to all requests from the Vehicle Transport Unit for the deinstallation of MDC equipped police vehicles.
- M. Refer and schedule warranty related maintenance issues to the contracted service facility.
- N. Conduct training, as needed, for Division assigned personnel using MDC/DT and related software.