



GENERAL ORDER ADM-38 MOBILE DATA COMPUTER PROCEDURES

EFFECTIVE MARCH 19, 2019

This General Order contains the following numbered sections:

- I. POLICY
- II. RESPONSIBILITIES
- III. PROCEDURES
- IV. CANCELLATION

I. **POLICY**

It shall be the policy of the Howard County Department of Police (HCPD) to utilize Mobile Data Computers (MDC's) to assist officers and appropriate civilian staff in the performance of their assigned duties. MDCs shall be utilized in a manner that provides maximum officer safety and the safekeeping of the MDC.

II. **RESPONSIBILITIES**

- A. The Administration Command is responsible for the operation of the MDC Program to include training, maintenance, and repair of all equipment, as well as communication and interaction between federal, state, and local agencies that support the MDC Program.
- B. The Deputy Chief of Police for the Administration Command shall appoint a coordinator for the MDC Program who shall report to the commander of the Information and Technology Management Bureau.
- C. The MDC Program Coordinator will:¹
 - 1. Be responsible for the daily administration of the MDC Program.
 - 2. Conduct random administrative security checks of the MDC system to ensure that all necessary security procedures are being followed.
- D. The Internal Affairs Division may review MDC activity to ensure compliance with General Order ADM-40, Computer Operations, and the Use of Communications Systems section of the Howard County Employee Handbook. MDC data requests for disciplinary use must be approved by the Chief of Police or a Deputy Chief of Police.²
- E. MDC users shall:
 - 1. Report by the end of their shift, via County e-mail, all MDC-related issues or problems to the Coordinator for review and/or resolution.
 - 2. Attend all scheduled MDC related training when notified. Should a conflict exist between scheduled training and another assignment, the MDC user shall inform his supervisor of the conflict. The supervisor shall ensure the MDC Coordinator is contacted and the conflict is resolved.
- F. MDC users are responsible for maintaining all certifications that allow access to MILES/NCIC and other databases retrievable by a MDC. The Validations Unit Coordinator will notify the MDC Coordinator and the member's supervisor of any member's lapse in MILES/NCIC certification.

¹ CALEA 41.3.7e

² CALEA 41.3.7e

III. PROCEDURES

- A. MDC usage is restricted to those members who have been trained by the MDC Program Coordinator or his designee.³
- B. MDC users shall only utilize the MDC for official business purposes consistent with HCPD training, regulations established by MILES/NCIC, and County and HCPD guidelines relating to the use of County communications equipment.⁴
- C. The temporary or permanent installation or usage of software, hardware, peripheral devices, screen savers, or the attachment of any object in or on an MDC or one of its component parts is prohibited without the prior approval of the MDC Program Coordinator.⁵
- D. Member passwords to access the MDC system and MILES/NCIC shall not be shared or made known to any other individual.
 - 1. Members who have reason to believe that their password has been compromised shall immediately notify the MDC Program Coordinator and change their password utilizing the procedures outlined during MDC training.
 - 2. Attempts by any member to utilize an MDC or gain access to MILES/NCIC with another member's password are strictly prohibited.
 - 3. All members utilizing an MDC to access MILES/NCIC shall have a current certification to access both the MILES and NCIC databases. Members who do not have current MILES/NCIC certification will not attempt to use the MILES/NCIC functions.
- E. Officers are not permitted to utilize electronic citation hardware or software until they have received training in its use and have been authorized to do so by the Computer Operations Section (COS).
 - 1. No one is permitted to tamper with, alter, remove, modify, attempt repairs, or in any way manipulate electronic citation equipment, hardware, or software without the authorization of the COS.⁶
 - 2. Any questions, problems, or issues regarding equipment, hardware, or software for electronic citations will be brought to the attention of the COS.
- F. Officers will utilize installed vehicle printers and scanners for official police business only. If utilizing thermal paper, only those documents necessary for immediate distribution at the scene shall be printed. Only printer paper authorized for use by the COS will be used in vehicle printers.
- G. The safe operation of a police vehicle shall always be the driver's primary responsibility. The use of the MDC shall always be secondary to the safe operation of the vehicle.
 - 1. Drivers shall carefully consider the need to safely stop the vehicle before using the MDC if such use is going to divert the officer's attention from the safe operation of the vehicle.
 - 2. In-motion MDC usage is only authorized when it will not impair the driver's ability to operate the vehicle and shall generally be limited to:
 - a. Acknowledging an emergency alert;
 - b. Making a call disposition;
 - c. Running a time-sensitive inquiry, i.e. 10-28, 10-29; and

³ CALEA 41.3.7a

⁴ CALEA 41.3.7b

⁵ CALEA 11.4.4 and 41.3.7c

⁶ CALEA 41.3.7d

- d. Acknowledging a message when a delay would be unreasonable.
 3. Collisions involving the use of the MDC in violation of this policy will be handled through the Department's disciplinary process.
- H. Security responsibilities for portable laptop computers:
1. The MDC may remain in a line car when an officer's shift is completed if the car is parked and locked at the Northern or Southern District police facility. The MDC must be locked in the docking station and the key removed from the lock.
 2. At the end of each shift, PVSP and SAV operators assigned laptop MDCs must remove the MDC from their car and secure it in their residence until their next tour of duty.
 3. The MDC must be locked in the vehicle mount or trunk of the patrol car when an officer will be away from the car for more than one (1) hour unless the member is on a call for service, at a police facility, or in court.
 4. When an MDC vehicle is delivered for maintenance or left parked at a maintenance/service facility for any reason, the MDC must be removed from the car prior to leaving the car at the facility. Officers assigned to line cars shall leave the MDC at their Deputy District Commander's office.
 5. If a vehicle is taken out of service due to an accident or prolonged maintenance, the MDC must be turned into COS for repairs, updates, and safekeeping until the vehicle is returned to service. The Traffic Enforcement Section or investigating supervisor should notify COS when investigating a Departmental collision with a MDC equipped vehicle.
 6. PVSP and SAV officers who have been placed on light duty status must turn in their MDCs to the COS for updates and safekeeping until they are released to full duty.
 7. For officer safety, the MDC should always be secured in the vehicle mount, if so equipped, and in line with the center console so it does not interfere with the operation of the passenger side air bag.
 - a. Prior to operating a Departmental vehicle, officers utilizing a MDC shall ensure that the MDC is properly secured in the dock by sliding the locking lever to the left. Officers shall inspect the dock to ensure that the MDC is properly secured both front and rear, preventing movement which would allow the MDC to become dislodged from the dock.
 - b. If the MDC cannot be secured in the dock, the vehicle will not be operated with a MDC in the dock until repairs have been made. If any problems are detected, officers shall notify the COS immediately for inspection/repair via email to the MDC coordinator.
- I. Members will only utilize approved automatic car wash facilities to wash MDC-equipped vehicles. The brushes at some car wash facilities will damage the roof-mounted antenna. Members will not unscrew the roof or glass mounted antenna as it will damage the internal contacts of the antenna.
- J. Damage to an MDC or any component part of an MDC, to include the processor, keyboard, monitor, modem, antennae, cables, light, or mount shall be reported in accordance with the procedures outlined in General Order ADM-48, Line Inspections and Equipment Protocols. Members shall send a Departmental email addressed to "HCPD Help". A copy of the damage report shall be forwarded to the MDC Program Coordinator within 24 hours of the incident.

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MARCH 19, 2019

IV. CANCELLATION

This General Order cancels and replaces General Order ADM-38, Mobile Data Computer Procedures, dated December 8, 2008.

AUTHORITY:



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