



WRITTEN DIRECTIVE	No. PD14-2020	Page: 1 of 8
Subject: Mobile Digital Technology and Limited Voice Dispatch	Effective Date:	08-08-14
	Supersedes/ Amends:	PD10-2020
	Reference:	41.3.7



I. Purpose

The purpose of this directive is to establish the policies and procedures for the use and maintenance of mobile digital devices and the proper use of the Visual Mobile Computer Terminal (MCT) dispatch software.

II. Policy

It is the policy of the Lynchburg Police Department to provide and maintain mobile digital devices, and the communication network they utilize. The use of the Visual MCT software will reduce redundant radio traffic, decrease the amount of resources required for departmental electronic communications, and enhance officer safety.

III. Procedure

A. Dispatch Protocol

1. The Department will use limited voice dispatch in which LynComm will utilize the radio to provide only that information necessary to dispatch officers, keep supervisors informed, and to provide officer safety information.
2. The Visual MCT software provides the ability to monitor and perform functions on the Department's live computer aided dispatch system. Dispatcher instructions will *always* take precedence over the information displayed using the Visual MCT program.
3. Calls for Service
 - a. All priority 1 calls for service will be dispatched by global positioning system (GPS) aided dispatch, with the closest unit(s) being dispatched in order to provide the quickest response time.
 - 1) If available, the beat officer for the origin of the call will still respond as the primary officer.

- b. All priority 2 through 9 calls for service will be dispatched by computer aided dispatch (CAD) according to preset recommendations.
 - c. When dispatching police calls for service (except for drug-related calls and warrant service calls), LynComm will provide the location of the call, the nature of the call, and any officer safety information via radio to the assigned unit(s).
 - d. When dispatching drug-related and warrant service calls, LynComm will provide only the nature of the call and any officer safety information via radio to the assigned units.
 - e. When dispatching animal warden calls for service, LynComm will advise the animal warden of a call holding. No information will be provided via radio unless the call is of an emergency nature and the animal warden does not have immediate access to the MCT.
 - f. Officers will obtain all other information not provided by radio related to calls for service via the MCT or, if they do not have access to an MCT, via talk group PD2.
 - g. Only additional information of an emergency nature or information related to officer safety will be transmitted by LynComm via radio. In all other cases, LynComm will notify the involved officers to check their MCT for additional information.
4. Be on the Lookout (BOL) Broadcasts
- a. LynComm will not broadcast BOLs via radio unless there is substantial information regarding officer safety.
 - b. All other BOLs will be made available to officers via the MCT. Officers are not to call LynComm via phone for additional information; if an officer needs additional information and cannot gain timely access to an MCT, they are to request the information on talk group PD2.
 - c. When canceling a BOL previously broadcast by radio, LynComm will only provide the nature of the BOL. The cancellation will also be sent via the MCT with all the information from the original BOL.

5. Extra checks

- a. LynComm will not broadcast extra checks via radio. Officers in the affected division(s) will be notified of the extra check via MCT messaging. The extra check will be a pending call for service with the nature code of PINFO.
- b. Once officers receive a message for an extra check, they will read the extra check by opening the call for service.
- c. Once officers have checked the message, they will add a note to the call and the phrase "received".

6. Street Closures

- a. LynComm will only broadcast street closures via radio when emergency vehicles will not be able to pass through the closure.
- b. Officers will not be responsible for replying to street closure messages.

B. Use of the MCT – Calls for Service

1. Self-dispatching

- a. Officers may self-dispatch to calls for service that do not require a backup unit.
 - 1) Officers may only self-dispatch themselves for calls originating from their assigned patrol beat.
 - 2) In most cases, officers will self-dispatch to the highest priority call holding in their patrol beat prior to self-dispatching to lower priority calls for service.
- b. Supervisors may dispatch themselves to any call for service.

2. Self-initiating

- a. Officers will be able to self-initiate calls for service utilizing the MCT, with the exception of:
 - 1) traffic stops.
 - 2) calls that require a backup unit (per directive FO-0706).

- 3) calls for which an officer wants the assistance of a backup unit, (i.e. a follow-up where an officer will require a backup unit.)
 - 4) any call involving known officer safety concerns.
 - b. The correct nature code will be carefully selected when self-initiating a call via MCT.
 - 1) A list and description of available nature codes will be maintained in an *Addendum* to this directive.
3. Arriving on the scene
 - a. Officers responding to single officer calls for service shall arrive on the scene utilizing the MCT.
 - b. Officers responding to multiple officer calls for service may not arrive on the scene utilizing the MCT.
4. Adding notes
 - a. Prior to clearing, officers will add notes for any information relevant to the call for service.
 - 1) Officers will not relay this information over the radio to LynComm via talk group PD1.
 - 2) In the event that an officer's MCT is not operational, the officer will use talk group PD2 unless confidential or personal information would be disclosed over the radio.
 - b. When conducting traffic stops or pedestrian stops, officers will add notes prior to clearing from the call, including:
 - 1) the names of the involved parties.
 - 2) the observed violation(s).
5. Clearing from calls
 - a. Officers and supervisors will utilize the MCT to clear from calls for service when only one officer is involved.
 - 1) The correct disposition code will be carefully selected when clearing from a call via MCT.

- b. Officers and supervisors will clear from a call via the radio when multiple officers are involved in an incident, providing only the disposition code.
- c. Officers will add notes to the call for service as required in III.B.4 prior to clearing via radio.
- d. A list and description of available disposition codes will be maintained in an *Addendum* to this directive.

6. Marking Out of Service (OOS)

- a. Officers will mark themselves out of service via the MCT. This includes but is not limited to Meal Breaks (ML), Vehicle Maintenance (VM), Paperwork (PW), Miscellaneous (MISC), etc.
- b. When marking out of service, officers will indicate:
 - 1) whether or not they are available for calls.
 - 2) the location where they will be located while OOS.
- c. Officers will return themselves to service via the MCT by using the "Available" function.

C. Use of MCT Data

1. Officers will utilize the MCT to run driver's license checks, driver transcripts, local and NCIC/VCIN wanted checks and RMS/CAD inquiries, unless
 - a. there is an officer safety concern based on the circumstances of the event they are handling, or
 - b. they are operating a vehicle and utilizing the MCT would pose a hazard to the safe operation of the vehicle.
2. Officers will utilize the MCT to obtain the criminal complaint number (CC#) and/or the time of the call unless there is an officer safety concern based on the circumstances of the event they are handling.
3. Officers needing assistance in locating an address within the city will utilize the MCT (i.e. the cross streets listed on a call for service and/or the mapping function) unless responding to an emergency call for service.

D. MCT Messaging

1. All chat sessions and messages are saved in the computer aided dispatch system. As the content of messages and chats may be subpoenaed by the courts or otherwise become public under the Virginia Freedom of Information Act (FOIA), users will utilize this feature in a professional manner.
2. Any computer transmission initiated from departmentally owned computers (stationary terminals or laptop computers) by employees of this department will:
 - a. be for police related business only,
 - b. not be used for personal business chat lines, inappropriate language or pictures, or any other misuse,
 - c. be held to the same standards as radio transmissions, and
 - d. will be reviewed on a regular basis to ensure appropriate use.

E. Global Positioning System (GPS)

1. All GPS related information is saved in the CAD system. This information may be subpoenaed by the courts or otherwise become public under the Virginia FOIA.
2. The integration of GPS into the CAD system requires that the GPS antenna in the patrol vehicle maintains a continuous connection to the mobile laptop computer. Officers will ensure that the GPS antenna is connected to their mobile computer and functioning at all times.

F. MCT Updates

1. Each mobile laptop computer will be updated to ensure the latest versions of software and directives, codes, mug shots, etc. are available and in use.
2. The Mobile Update procedure will be performed minimally on a weekly basis and recorded on the weekly vehicle inspection sheet.

G. Administrative Issues

1. In the event that an officer's laptop and/or MCT becomes inoperable, and no employees from computer operations are available, a spare laptop will be obtained through the following procedure:

- a. the affected officer will bring the malfunctioning laptop to their supervisor and request a temporary spare laptop.
- b. the supervisor will obtain a spare laptop and sign the laptop out to the officer's vehicle via the Spare Laptop Log Book.
 - 1) Spare Laptops will be maintained and stored by LPD Computer Operations.
- c. The supervisor will then change the vehicle number stored in the laptop by running the Spare Laptop Transfer program located on the desktop of the spare laptop.

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2. To help ensure the proper operation of the device and licensure, no software shall be loaded or installed on the mobile computer devices without prior written approval from the Computer Operations Unit.
3. The mobile computer device storage media will be completely wiped clean and reloaded quarterly to ensure its proper operation. To avoid data loss, any personal files should be kept on removable media.

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4. The hardware and software configuration settings, including display colors, will only be changed by members of the Computer Operations Unit.
5. No music or movie CDs or DVDs will be played using the mobile computer device. Such use will interfere with the device's ability to perform dispatch operations.
6. Use of the Internet through any wireless connection will be in strict compliance with the City's Internet Policy.

H. Training

1. Newly sworn officers will receive laptop and MCT training:
 - a. formally during the post-academy training period prior to being transferred to their Police Training Officer.
 - b. daily while assigned to their Police Training Officer.
2. Sworn personnel will receive periodic training to facilitate uniform MCT usage and practices, thereby limiting unnecessary radio traffic.

- I. Officers are to make sure that the use of the MCT is accomplished in a manner that in no way interferes with the safe operation of the police vehicle.
- J. Nothing in this directive is intended to mandate any action(s) that would place an officer at risk. Officers should never allow the use of this technology to override sound officer safety practices.

Original Signed

Parks H. Snead
Chief of Police

August 8, 2014

Date