

Procedural Directive

**California State University
Northridge
Department of Police Services**



To: All Sworn Personnel
Subject: Procedures in using RIMS and Mobile Data Computers
Directive Number: 2017-02
Date: December 18, 2019
Amends/Supersedes: August 17, 2017 version
Approved: Gregory L. Murphy, Chief of Police

I. Objective:

The Mobile Data Computer (MDC) allows mobile access to the department's Records Information Management System (also known as RIMS). Information within RIMS contains not only department data but that of confidential records obtained from the State of California, Department of Justice, Department of Motor Vehicles, and California State University, Northridge databases. This directive references procedures and policies currently in place for the proper use of an MDC and RIMS.

II. Procedures:

A. Mobile Data Computer Use

1. The MDC shall be used for official police communications and report writing via RIMS only.
2. At the start of watch, patrol officers are to be assigned a vehicle with an MDC. In the event the MDC is found to be inoperable, the patrol officer is to notify their shift supervisor. At no time should an officer or supervisor attempt to fix the MDC or other related hardware/software. This is the responsible of the department IT technicians. The shift supervisor in turn will assign another patrol vehicle containing an operable MDC. Should there not be a patrol vehicle available with a working MDC, the shift supervisor may assign any available patrol vehicle for use until such time one with a working MDC becomes available.

Upon learning of a technical problem involving an MDC (i.e., hardware

and/or software), the shift supervisor shall send an email and RIMS message to the Special Services Captain and department IT technician who will inspect the MDC and work to correct the inoperable equipment.

3. Department policy #03-P.A.-001: Standards of Conduct (Sworn) will be adhered to as it relates to use of the MDC. RIMS messages that are unprofessional (i.e., of a sexual, racist, or offensive nature, etc.) are strictly prohibited.
4. MDC use is subject to the responsible use and security policy statements provided within the Integrated California State University Administrative Manual (ICSUAM) Information Security Policy, Sections 8000-810; CSUN Department of Police Services Procedural Directive #2007-008: Responsible Use of University Computing Resources; and CSUN Campus Policies 500-14 through 500-8100 (located at www.csun.edu/afvp/university-policies-procedures/).
5. RIMS messages are considered official business communication and may be reviewed by command and supervisory staff at any time.
6. All calls dispatched to patrol units are to be communicated via the police radio unless prohibited by law (i.e., HIPPA, etc.). Information and meta-data related to the specific call for service are readily accessible and viewable by patrol and dispatch personnel via the MDC.

B. MDC Use While Driving

For officer and citizen safety, use of the MDC by the vehicle operator shall be limited to times when the vehicle is stopped.

C. Documentation of Activity

1. MDCs and voice transmissions are used to record the officer's daily activity. It shall be the responsibility of communication operators (i.e., dispatchers) to record all information received within RIMS, which will then be transmitted verbally over the police radio in accordance with Department Policy 07-S.O.-011: *Police Service Communications*. In summary, to ensure the most accurate recording of these activities the following are required:
 - a. All contacts or activity shall be documented at the time of the contact (Section VI.B.1.a – pages 23-24);
 - b. Information regarding the contact/activity shall be entered into the RIMS Computer Aided Dispatch (CAD) system by a communications dispatcher (Section VI.B.1.a – pages 23-24);
 - c. All changes in status (e.g., arrival at scene, meal periods, in service) will be transmitted verbally over the police radio (Section VI.C.2.c-d –

pages 27-28);

2. When working a patrol assignment in a vehicle that contains an MDC, incident log and case reports (as specified within Department Policy #07-O.A.-007: Filed Reporting and Management) should be completed and submitted from within the vehicle using the assigned MDC when the report is a radio log entry or a relatively short RIMS report (i.e. generally, a couple of paragraphs). Longer reports may be completed from within the vehicle or an officer may request a return to the station from his/her supervisor in order to complete the report from a desktop computer.

Reports that involve multiple officers, or large amounts of evidence that has been gathered and must be processed and booked into an evidence locker using resources within the police station; MDC or wireless connection is inoperable; or any unforeseen/exigent circumstance should be completed on a desktop computer from the station.

Note: if given permission to complete a report from a desktop computer, officers/dispatchers must remember that RIMS reports initiated on a desktop computer must be completed on a desktop computer. If not, data entered into the system will be lost in the wireless transfer between an MDC and the RIMS server. However, RIMS reports started on an MDC may be completed on a desktop computer at a later time without any data being lost after wireless transfer.