Ridgely Police Department
General Orders

Effective: July 28, 2014

3-15

Chief Gary M. Manos

CapWIN Usage

I. PURPOSE

The purpose of this General Order is to establish policy regarding the use of the Capital Wireless Integrated Network (CapWIN) software.

II. DEFINITIONS

CapWIN: Capital Wireless Integrated Network Software.

NCIC: National Crime Information Center.

MILES: Maryland Integrated Law Enforcement System.

MVA: Motor Vehicle Administration.

Positive Response: A response received from a CapWIN System query of law enforcement databases which would indicate that some type of law enforcement action is warranted or required.

False Positive Response: A response received from a CapWIN query which indicates that law enforcement action is necessary or warranted, but upon confirmation through radio communications, the response is determined to be in incorrect and no law enforcement action would normally be taken.

False Negative Response: A response received from a CapWIN query which indicates that no law enforcement action is necessary or warranted, but upon confirmation of the response through normal radio communications, it is determined that the response is incorrect and law enforcement action is indeed warranted.

Error Response: Any response received from a CapWIN query which does not match the response received via normal terminal response of MILES/NCIC.

System Administrator: Those person(s) who are designated by the Chief of Police of the Ridgely Police Department to maintain the computer system.

Instant Messaging (IM):A form of electronic communication between two users who are online simultaneously.

Chat Room: A virtual room where two or more can communicate electronically. Chat rooms are either public or private.

III. POLICY

A. The Ridgely Police Department has entered into an agreement with the University of Maryland for access to the Capital Wireless Integrated Network Software (CapWIN). This software has been designed for use by Officers as a tool to enhance communication for law enforcement activities including incident management, secure communications between Officers and agencies, and as a mobile gateway to the MILES/NCIC and MVA databases.

B. It shall be the policy of the Ridgely Police Department to use CapWIN only for legitimate law enforcement purposes in accordance with applicable laws and departmental policy.

C. Officers are to be reminded that all information in CapWIN is recorded and can be retrieved by the System Administrator for review. This includes, but is not limited to, communication between IM and chat rooms, and information queried in the MILES/NCIC/MVA.

D. The content of electronic communications may be monitored to support operational, maintenance, auditing, security, and investigative activities. Users should structure their electronic communications in recognition of this fact.

E. Neither the Ridgely Police Department, nor CapWIN, can guarantee that electronic communications will be private. Employees should be aware that electronic communications could, depending on the technology, be forwarded, intercepted, printed, and stored by others.

F. DOfficers are reminded that when operating a vehicle, the safe operation of the vehicle is the driver's primary responsibility. Use of a Mobile Data Terminal or any other equipment in the vehicle is always of secondary importance, and the driver should consider the need to safely stop the vehicle before using any equipment if the use is going to divert the driver's attention from the safe operation of the vehicle.

G. Officers are reminded that when on a call for service the use of the Mobile Data Terminal and CapWIN are secondary to Officer safety.

H. Officers are not to give away or allow anyone else to use their username or password.

IV. PROGRAM OBJECTIVES

A. This agency has adopted the use of the CapWIN software in order to accomplish several objectives including:

B. To provide Officers with a new line of mobile communication between Officers of the Ridgely Police Department and between allied agencies.

C. To provide Officers with real-time access to the MILES, NCIC, and MVA databases from their patrol vehicles.

3-15-5 OPERATIONAL PROCEDURES

Officers operating departmental vehicles with CapWIN software installed shall use the following procedures:

A. Only Officers who have been properly trained and have a valid username and password will use CapWIN.
B. Only Officers who have been properly trained and have a current log-on ID and password will access the MILES/NCIC/MVA system.
C. During use of the CapWIN's MILES/NCIC/MVA system, any Officer who receives a positive alert must confirm the information through Communications. Communications will then follow their set procedures on confirmation requests. Any Officer who finds that they received a false positive or false negative should report the information to their Supervisor who will report it to the administrators.
D. Officers are to report any problems (including error messages, login trouble, etc.) to their supervisor.
E. Officers are to be reminded that you may be in the plain view of the public and must take caution when having confidential information on the screen so that the public does not have view of that information.
F. Officers need to take note that the CapWIN software is constantly under development.   When the program first starts to load, it will automatically update the software. The program may ask you to reboot the MDT.

CapWIN Users will not:

A. Spend an unreasonable amount of time communicating via IM or Chat systems for non-business related communication.
B. Use IM or Chat for any illegal purpose.
C. Make or post fraudulent, obscene or harassing materials and/or messages. This includes, but is not limited to sexual harassment and intimidations, or any other activity prohibited by federal or state law.
D. Send communications containing discriminatory, racial, slanderous or libelous statements.
E. Send messages related to political campaigning or solicitations.
F. Reveal or publicize sensitive, confidential or proprietary information to users outside of the Ridgely Police Department without the express consent of the Administration. This includes but is not limited to: Financial Information; Internal Department business, strategies, or plans; Confidential personnel information; Computer/network access codes; Business/official relationships; Official orders, policies and procedures.

Officers are reminded that any information placed into a "public chat room" is available to any person logged into the CapWIN system.

VI. SUPERVISORY RESPONSIBILITIES

The Supervisor who oversees Officers assigned to utilize the CapWIN Software are responsible for the following:

A. Ensuring that all Officers are using the CapWIN software in accordance with the policies and procedures of the department.

B. Ensure that any problems with the CapWIN software is immediately reported to the System Administrators. If the problem requires immediate attention, the supervisor at their discretion may contact the CapWin Help Desk at 1-877-227-9461 or helpdesk@capwin.org.

VII. SYSTEM ADMINISTRATOR

The Administration of the Ridgely Police Department will be responsible for the selection of System Administrators for the CapWIN Software.

The System Administrator is responsible for the following:

A. Making sure CapWIN software remains up to date;
B. That Users have received the proper training;
C. That Users have the proper access level;
D. Reporting any suggestions to the Administration
E. Reporting any problems with the CapWIN network to the CapWIN help desk.
F. That CapWIN is being used as instructed.

3-15-8 MAINTENANCE PROCEDURES

A. The care and security of Mobile Data Terminal and its installed Software is the responsibility of the Officer assigned to that equipment and such equipment will be maintained and operated according to manufacturer's recommendations.

B. When maintenance or repairs are required to CapWIN the Officer will notify their supervisor. The supervisor will then in turn notify the System Administrator.