

	STANDARD OPERATING PROCEDURE State Form 39870(R/S-06)	Reference Number CIS-004
	Subject Interact Mobile	
	Special Instructions Replaces CJD-004 dated March 1, 2015	Effective Date September 1, 2018

I. PURPOSE

Establish guidelines for utilization and operation of the Interact Mobile (Computer Aided Dispatch-CAD) for Department personnel.

II. POLICY

The Interact Mobile shall be utilized by all personnel assigned to field enforcement duties who have been trained in its use and assigned the equipment necessary to access it. Interact Mobile and its related devices and programs shall be operated and maintained as outlined in this procedure.

Field enforcement personnel who are on a temporary duty (TDY) assignment to a non-field enforcement position or on a limited duty assignment may be excluded from the daily requirements (10-41/10-42) of this procedure by their commanding officer.

III. CAD/INTERACT MOBILE PROCEDURES

A. Use of Interact Mobile

1. Unless excluded by their commanding officer due to a TDY or limited duty assignment, all users shall log into the Interact Mobile at the start of their shift and remain logged on until the end of their shift.

2. Once logged on, users shall indicate any special projects or details being worked, especially those details that will take the user away from the system for a long period of time, including but not limited to:

- a. Certain special projects,
- b. Special duty assignments,
- c. Special events, and
- d. Training details.

3. The GPS or Automatic Vehicle Locator (AVL).

a. The GPS/AVL device may only be disconnected under the following conditions:

- 1. The unit has gone 10-7 or 10-42 and removes the laptop from the commission's computer stand;
- 2. The unit is changing commissions or laptops; or
- 3. By authorized command personnel.

Note: Except as noted above, the GPS/AVL device shall be operational when the unit is 10-41 and shall not be disconnected for any other reason.

b. The GPS/AVL device is assigned to the individual unit and not to a commission; therefore, the GPS shall remain with the unit regardless of what commission they are assigned (pool commission, short term replacement, permanent reissue, or new commission).

4. Information obtained or used from the Interact Mobile is confidential and restricted to Law Enforcement use only.

5. Department personnel must be IDACS certified to operate the InterAct Mobile.

6. Interact Mobile shall not be used as the primary form of communications for “Hot” or immediate calls for service.

7. The Interact Mobile software shall not be altered, uninstalled or installed by anyone other than approved personnel.

8. Problems or issues with the Interact Mobile, AVL or mapping shall be immediately reported to the ISP/IOT Help Desk. Personnel will also notify their respective regional dispatch center (RDC) of the issue for documentation purposes prior to the beginning of each shift.

B. Originating CAD cards.

1. RDC personnel shall be responsible to “start/open” the CAD card and enter available information when a call:

a. Is received at and dispatched by the RDC. *Note: When practical, field users shall complete/close the card at the end of the detail;*

b. When personnel do not have the necessary equipment to access Interact Mobile; or

c. The call is of such a serious nature that the field user is unable to input data into the card in a timely or safe manner, regardless of whether the call or card was initiated by the RDC or the field user.

2. Field users shall be responsible to:

a. Complete/close cards started by the RDC, unless unusual circumstances exist that would prevent it;

b. Start/open cards for self-generated (non-emergency) incidents (e.g. abandoned vehicles, traffic hazards, motorist assist, etc.); and

c. Generate entries into the Interact Mobile (including status) such as but not limited to:

a. Notification of beginning and end of duty assignment.

b. Assigned Areas of Patrol.

c. Special Duty Projects.

d. Lunch, including location.

e. Physical Training (T-Code 1700), including location.

3. Department personnel shall not routinely ask regional dispatchers to perform functions on the Interact Mobile that can be accomplished by the user. This does not prevent the user from requesting assistance from the regional dispatchers as needed to facilitate timely completion of call cards or for safety purposes.

4. All interaction with the Interact Mobile shall be conducted in a professional, business-like manner. All transactions on the Interact Mobile are the property of the Indiana State Police and shall be recorded and stored in conjunction with all applicable state and Department rules and regulations.

C. These procedures are to be used in conjunction with all relevant Department regulations, rules, policies and procedures.