

OAKLAND POLICE DEPARTMENT

Office of Inspector General



Mobile Data Terminal Review

December 14, 2012

CITY OF OAKLAND
Memorandum

To: Chief Howard Jordan
From: Office of Inspector General
Date: December 14, 2012
Subject: **Audit of Mobile Data Terminals**

On November 21, 2012, the Office of Inspector General initiated its ninth annual audit of the Department's use of Mobile Data Terminals (MDT). The purpose was to examine the content of car-to-car message transmissions and ensure that user-generated messages do not violate Department policy, local and/or federal laws.

The auditor reviewed the content of MDT data logs and user generated messages.

Steven Tull
Captain of Police
Office of the Inspector General

OFFICE OF INSPECTOR GENERAL
Audit and Inspections Unit



LEAD REVIEWER
Ms. Charlotte Hines

PURPOSE

On November 21, 2012 the Office of Inspector General (OIG) initiated its ninth annual audit of the Department's use of Mobile Data Terminals (MDT). The purpose was to examine the content of car-to-car message transmissions and ensure that user generated messages do not violate Department policy, local and/or federal laws.

BACKGROUND

The NSA requires the Department to conduct annual audits of MDT traffic, i.e., the in-car computers used for warrant checks, stolen vehicle inquiries and mobile messaging. The Department's policy on MDT usage is covered by Department General Order I-1, "Personal Computers and Electronic Messaging Devices" published July 1, 2009, Information Bulletin, "Use of Mobile Data Terminals" published on February 16, 2005 and Department General Order I-13, "Mobile Data Computer System," published on October 26, 2001. The Department also issued Special Order 8967 on December 3, 2008, directing the Information Technology Unit (ITU) to archive MDT transmissions for the duration of the Negotiated Settlement Agreement.

The Bureau of Field Operations assigned a sergeant in the administrative section as the Mobile Data System Manager (MDSM). The MDSM, with the assistance of ITU staff, is responsible for the monitoring and archiving of the MDT transmissions. The 2012 annual audit conducted by OIG found that none of the messages reviewed contained inappropriate language or language that violated policy.

METHODOLOGY

The OIG selected ten months of 2012 to review MDT transmissions. The months chosen were January thru October (all completed months at the time the audit was initiated); a total of 305 days were reviewed.

All car-to-car messages were sent via the MDT system and each message contained the officer's name, the date and the time. The messages were logged into the Radix server's database by sequential order and name; this enabled the OIG to confirm that no messages were lost during the audit. There were 115 individual messages transmitted in the 305 days. All 115 messages were reviewed. Messages were reviewed for inappropriate language (i.e., discriminatory or inflammatory words/ statements and profanity) and lengthy conversations not related to work.

FINDINGS

There were 115 individual messages transmitted in the 305 days covered by this audit, with an average of one message every 2.65 days. This year the number of messages transmitted per day was 0.38; this was an increase of 40% from last year. Last year there

were 0.27 messages per day, in 2010 there were 0.92 transmissions per day, and in 2009 there were 1.21 transmissions per day.

During this audit period, 31 members transmitted car-to-car messages. None of the messages reviewed were found to contain inappropriate language, wording that constitutes a policy violation, or lengthy conversations unrelated to work.

The MDSM, with the assistance of the ITU staff, is responsible for monitoring and archiving MDT transmissions. The ITU downloads MDT transmission reports monthly to the secure "MDT" shared drive, which can only be accessed by authorized personnel. The MDSM utilizes the "MDT" shared drive to review the monthly reports and takes appropriate action if necessary. On completion of the monthly review, the MDSM sends an email memorandum to the OIG documenting the date of review and findings. The ITU retains the reports on the "MDT" shared drive for a period of five years.

The audit team noted that at the time this audit was initiated, there was a delay in the review of the monthly reports. However, all reviews were completed prior to the close of this audit.