

SPECIAL ORDER



Subject	Handheld Ticket Writers
Number	14-11
Effective Date	November 3, 2014
Related to:	GO-SPT-303.02 (NOI Procedures)

DISTRICT OF COLUMBIA

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I. BACKGROUND

The purpose of this order is to outline procedures for the use of handheld ticket writers by members of the Metropolitan Police Department (MPD). Handheld ticket writers will be utilized to prepare Notices of Infraction (NOIs) and deployed to organizational elements at the discretion of the Chief of Police.

II. DEFINITIONS

1. Handheld ticket writer (HTW) – a portable electronic device, including the wireless printer, utilized to write and print NOIs.
2. MPD HTW Coordinator– the designee of the Program Manager of the Special Operations Division, Automated Traffic Enforcement Unit, responsible for oversight of the HTW program.
3. HTW Supervisor – a sworn member of the rank of sergeant or above, or civilian equivalent, at an organizational element who supervises the HTW deployment for that element.
4. NCIC file hit – alert from the HTW software that registration or licensing information entered may be in the National Crime Information Center

(NCIC) or other law enforcement database for a specific reason including, but not limited to, being related to a stolen car, wanted person, domestic violence protective order, or terrorist-related activity.

III. REGULATIONS

- A. HTWs shall be utilized for official law enforcement purposes only, including, but not limited to, preparing NOIs.
- B. Only members who have successfully completed the Metropolitan Police Academy HTW training shall operate an HTW.
- C. Commanding officers shall ensure HTWs are assigned to ensure maximum use during each shift. HTWs shall not be assigned to individual members and shall be made accessible to all authorized members for use on a shift-by-shift basis.
- D. Members appropriately trained to operate an HTW shall utilize it as necessary in lieu of the handwritten NOI booklet.
- E. An NCIC file hit from the HTW software does not establish probable cause. The information must be confirmed prior to taking any related law enforcement action.

IV. PROCEDURES

- A. Issuance
 - 1. Members who have successfully completed the HTW training and wish to utilize an HTW during their shift shall request one from an official.
 - 2. Officials shall:
 - a. Issue handheld ticket writers only to members who have successfully completed the training.
 - b. Collect the HTW upon its return at check-off.
 - c. Document the issuance and return on the HTW log noting the MPD asset tag number, date, time, and the member's name and CAD.
 - d. Ensure handheld batteries or units are charged when not in use.

B. Operation

Members shall:

1. Operate HTWs in accordance with the *DC Handheld Ticket Issuance Guide* which is available on the MPD intranet homepage.
2. Ensure that all tables are updated by synchronizing the unit prior to deployment, charged batteries are in the unit, and adequate supplies for the unit and paper are obtained prior to using the HTW.
3. Only log on and issue NOIs using their authorized user identification and Personal Identification Number (PIN). Once logged on, members shall secure access to their HTW to protect it from the possibility of unauthorized use.
4. Not share their assigned HTW PIN with anyone and shall keep it secure at all times.
5. Only use MPD issued accessories and supplies on or in an HTW.
6. Submit all NOIs stored in the HTW electronically by synchronizing the unit prior to the end of their shift in accordance with the instructions outlined in the *DC Handheld Ticket Issuance Guide*.

C. Preparing the NOI

1. Members shall prepare and complete the NOI in accordance with the *DC Handheld Ticket Issuance Guide*.
2. When preparing an NOI, members shall use the image-capturing feature for appropriate violations in accordance with the *DC Handheld Ticket Issuance Guide*. The HTW can take up to four images for each violation. When utilizing the image capture feature, members are encouraged to take images that best support the issuance of an NOI for a particular infraction in accordance with training. Examples specific to the most common violations are included in the *DC Handheld Ticket Issuance Guide*.
3. Members shall utilize the "Voice Notes" and "Internal Remarks" to record a statement of facts to ensure that all potential government evidence is included with NOI in the Department of Motor Vehicle system.

D. Damaged or Missing HTWs and Equipment

1. Members shall not attempt to repair defective or inoperable HTW equipment or alter the installed software.
2. Upon discovery of any HTW equipment that is inoperable, operating incorrectly, damaged, or missing, members shall notify an official.
3. Officials notified of equipment that is inoperable, operating incorrectly, damaged, or missing shall ensure that the HTW Supervisor is notified and ensure that a PD Form 43 is completed and submitted according to MPD policies and procedures, and provide the HTW Supervisor with a copy of the completed PD Form 43.
4. Upon notification or discovery of HTW equipment that is inoperable, operating incorrectly, damaged, or missing, the HTW Supervisor shall:
 - a. Notify his or her element Administrative Captain.
 - b. Complete a PD Form 43 if necessary.
 - c. Forward through the chain of command copies of the completed PD Form 43 to the MPD HTW Coordinator.
 - d. Ensure that the HTW is transported to the MPD HTW Coordinator for repair and that a replacement unit is obtained as soon as possible.
 - e. Document the status of the damaged or inoperable equipment on the HTW log noting the MPD asset tag number, date, time, and the member's name and Computer Aided Dispatch (CAD) number.
5. Upon receipt of HTW equipment that has been damaged or is inoperable, the HTW Coordinator shall document the receipt and issuance of replacement equipment noting the MPD asset tag number, date, time, and the member's name and CAD.

V. ROLES AND RESPONSIBILITIES**A. Commanding officers shall:**

1. Ensure control and accountability for all HTWs and accessories.

2. Designate an official from their command who is certified to operate an HTW to be the HTW Supervisor who will be responsible for the HTWs.
 3. Designate members to be trained to operate an HTW.
 4. Designate and maintain a safe and secure storage area for the HTWs.
- B. Administrative captains shall:
1. Oversee accountability for all of the HTWs assigned to their element.
 2. Ensure adequate supplies such as printer paper and spare batteries are obtained from the MPD HTW Coordinator and maintained for issuance to the members using the units.
 3. Ensure that damaged or malfunctioning HTWs and accessories are transported to the MPD HTW Coordinator for repair as soon as possible following discovery of the issue.
 4. Forward all requests for HTWs, accessories, and supplies to the MPD HTW Coordinator.
- C. HTW supervisors shall:
1. Ensure that only members certified to operate HTWs are utilizing them.
 2. Monitor the use of HTWs and ensure that there are sufficient operable HTWs and supplies available on each shift.
 3. Ensure that an HTW log is established and maintained. The HTW log shall be utilized to document each HTW and printer, the MPD asset tag number of each HTW and printer, the date, time, and the member's name and CAD when an HTW and printer are issued.
 4. Conduct monthly inspections to ensure:
 - a. Each HTW, printer, and charging station is operating properly;
 - b. Each HTW contains a stylus; and
 - c. Printers contain paper.
 5. Complete a monthly report as outlined in the *DC Handheld Ticket Issuance Guide* on the number of NOIs issued and usage of the units to ensure members who are writing NOIs are using the units and forward the report to the Administrative Captain.

D. Roll call and check-off officials shall:

1. Inspect and account for each HTW available for issuance at the beginning of the shift and at the end of the shift. Any discrepancies shall be noted on the log book and the HTW Supervisor and the watch commander shall be notified.
2. Encourage the use of the HTW during each shift.

VI. CROSS REFERENCES

- A. GO-SPT-903.02 (NOI Procedures)
- B. *DC Handheld Ticket Issuance Guide*



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CLL:PAB:MOC:AWS:BNB