STANDARD OPERATING PROCEDURES

ADMINISTRATION DIVISION

COMMUNICATIONS

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

MASTER INDEX

COMMUNICATIONS
STANDARD OPERATING PROCEDURES

City of Miami

DANIEL J. ALFONSO
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

4246

_____
Section Commander

2/2/17
Date

Second Quarter
Inspection:

4246

_____
Section Commander

4/17/17
Date

Third Quarter
Inspection:

4246

_____
Section Commander

8/24/17
Date

Fourth Quarter
Inspection:

4246

_____
Section Commander

11/20/17
Date

Annual
Inspection:

_____
Section Commander

_____
Date

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

_____ #2771
Unit Commander

3/18/19
Date

Second Quarter
Inspection:

Lt. _____ #2771
Unit Commander

6/11/19
Date

Third Quarter
Inspection:

_____ 1630
Unit Commander

7/25/19.
Date

Fourth Quarter
Inspection:

_____ #2771
Unit Commander

9/24/19
Date

Annual
Inspection:

_____
Unit Commander

_____
Date

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

_____ #27571 _____
Unit Commander

3/18/19
Date

Second Quarter
Inspection:

_____ #27571 _____
Unit Commander

6/11/19
Date

Third Quarter
Inspection:

_____ 1630 _____
Unit Commander

7/25/16
Date

Fourth Quarter
Inspection:

_____ #27576 _____
Unit Commander

9/24/19
Date

Annual
Inspection:

_____ 1630 _____
Unit Commander

3/18/202~
Date

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

LETTER OF PROMULGATION

TO: ALL PERSONNEL, Communications Unit

These Standard Operating Procedures are established to provide guidelines for the operation and management of the City of Miami Police Department, Communications Unit.

Procedures incorporated into these Standard Operating Procedures are not meant to supersede, but will supplement published Departmental Orders and Administrative Directives. The Section Commander will resolve conflicts between documents.

Personnel assigned to the Communications Unit are required to read and abide by the procedures as set forth by the undersigned.

All personnel will read, sign, and abide by the unit's mission, vision, and core values. (**CALEA Standard 2.2.2**)

_____ 2757&

Commander
Communications Unit

4/11/19

Effective Date

City of Miami

ARTHUR NORIEGA, V
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES
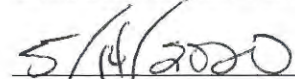
ORGANIZATIONAL STRUCTURE

Unit Commander
Communications Unit

5/14/2020

Effective Date

MIAMI POLICE DEPARTMENT/P.O. BOX 016777 / Miami, Florida 33101 / (305) 603-6100
E-Mail Address: chiefofpolice@miami-police.org

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

MISSION, GOALS AND OBJECTIVES

I. MISSION

Our Communications Center is a 24-hour, seven days a week, public safety answering and dispatch point for police service within our service area. Our mission is to:

- serve as the communications link between the citizens and public safety agencies;
- make accurate identification of the citizen's location and public safety response needs;
- quickly and accurately activate public safety services; and
- provide communications support and coordination of all public safety and support agencies.

_____ #2751

Section Commander
Communications Unit

_____05/13/19_____

Effective Date

In carrying out our mission, we recognize that service is our one and only product that we share a common, ongoing goal, to provide it at the most superior and professional level possible. We also recognize that our strength and success is tied directly to the individual and unique contributions of each of us working in a spirit of cooperation and teamwork with our public safety associates. Our actions help save lives, protect property and assist the public in their time of need.

II.   GOALS

A. To staff a 24-hour Unit capable of efficiently and effectively handling all requests from citizens and visitors for emergency and non-emergency police service.

B. Provide public safety field personnel with professional communication services with emphasis on safety, accuracy and cooperation.

C. To facilitate the Department's communications needs by providing and maintaining the necessary equipment.

D. Maintaining professional Standards.

III   OBJECTIVES

A. To receive and process emergency and non-emergency requests for services or assistance for police.

B. To answer all incoming 9-1-1 calls within 10 seconds of call initiation.

C. To determine the appropriate level of response and assign incidents within established time criteria per accepted departmental policy.

D. To dispatch the appropriate resources necessary for proper incident handling.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

DUTY HOURS AND DRESS
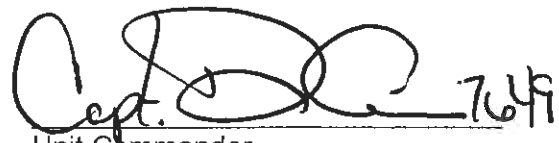
I. Work Day and Work Week

The normal workday will be determined by the exact position held within the unit. Due to the nature of business conducted within this unit, all employees are subject to 24-hour call. This is necessary to handle the various emergency situations that may arise.

Communications personnel work-day and work-week schedules are determined according to the specific shift involved as well as compliance with the Federal Labor Standards Act. Schedules may be subject to change without notice, if deemed necessary, in order to provide the required services.

II. Duty Hours

This policy establishes shift start/end times and procedures to ensure effective shift changes.

Unit Commander
Communications Unit

2/2/20
Effective Date

A. **Shifts**

The Communications Unit is divided into three (3) shifts.

1. Shift hours for Emergency Dispatchers, Emergency Dispatch Assistants and CIS Operators are:

   A-Shift: 0645 – 1445
   B-Shift: 1445 – 2245
   C-Shift: 2245 – 0645

2. Shift hours for Emergency Dispatch Supervisors are:

   A-Shift: 0600 – 1400
   B-Shift: 1400 – 2200
   C-Shift: 2200 – 0600

3. Shift hours for sworn personnel are:

   A-Shift: 0600 – 1600
   B-Shift: 1300 – 2300
   C-Shift: 2100 – 0700

Lieutenants will follow a modified schedule as designated by the Unit's Commander.

B. **Shift Assignments**

Shift assignment is at the discretion of the Unit Commander. The needs of the Unit are primary, but the following factors will generally be considered: Seniority, disciplinary problems, sick leave abusers, and personal hardships.

C. **Reporting for Duty**

1. Reporting for duty time refers to the time the employee is available to immediately take over the assignment of a workstation.

2. All employees will report for duty by the minimum reporting-for-duty time, which is five (5) minutes before the shift change time.

3. At shift change the shift supervisor will note who has not yet reported for duty. Anyone reporting for work after the shift change time will be in violation of city policies and procedures and Article 40 of the AFSCME Contract.

4. Employees will make any stops by the kitchen, lockers and restrooms before the reporting-for-duty time. Once assigned to a position, the

employee will report directly for briefing from the individual he/she is relieving.

D. **Reporting Late for Duty**

Every communications employee is expected to attend scheduled work on time. All employees are expected to be at their workstation ready to work at the beginning of their assigned shift. Late for duty is therefore defined as the individual not being at their assigned position, fully prepared for work, at the time specified (i.e. beginning of the individual's shift or returning from breaks). The operation of this department depends upon good work attendance by its employees. Leave is permitted during authorized absences. Unauthorized or repeated absenteeism by any employee cannot be tolerated since it jeopardizes the effectiveness of the department, places undue hardships on fellow employees and places the community and its citizens at greater risk.

1. Personnel reporting late for duty must advise a supervisor of this at least fifteen (15) minutes before the beginning of the shift.

2. For disciplinary and time accounting purposes, all occurrences of tardiness will be counted as an "instance" based on our most recent AFSCME Contract.

3. Each occurrence of tardiness will be documented on a Late for Work Report (RF#2019-13) by supervisory personnel and retained in the employee's unit file. The report will include the date, the degree of tardiness, whether the employee notified the supervisor ahead of time and the reason given.

4. When an employee reports late to work, and provides an excuse that is acceptable in the sole discretion of Management, which shall not be arbitrarily or capriciously applied, the employee may elect to utilize vacation, compensatory time or sick leave, and it shall be taken in fifteen (15) minute increments.

5. If an employee's reason for being late is unacceptable, he/she will be carried as leave without pay for that time. Late for Work Reports will NOT be purged from an employee(s) file.

Employees shall be disciplined for instances of tardiness in an annual period in accordance with the following schedule as per the AFSCME Contract.

Number of Tardy Instances	**Discipline**
3rd instance in an annual period	Written Warning
6th instance in an annual period	Written Reprimand

10th instance in an annual period	Reprimand and (3) days suspension
11th instance in an annual period	Reprimand and (14) days suspension
12th instance in an annual period	Dismissal

An annual period shall be defined as a twelve (12) month period beginning with the occurrence of the employee's first tardiness instance.

E. **Shift Change**

1. Off-going personnel are responsible for briefing the on-coming personnel of any special orders, activities, or incidents that may be underway or need attention. This exchange of information is vital for a smooth transition between shifts/personnel and to help ensure that critical, potentially life-threatening information is provided to all concerned parties.

2. Off-going personnel have been relieved when:

   a. The on-coming employee is physically in the Communications Center and has been briefed on any pertinent information or any activity currently underway.
   b. The on-coming employee is at the console and ready to begin handling calls.

3. Off-going personnel should not leave the Communications Center until properly relieved and their assigned shift is completed.

4. Should the scheduled on-coming employee fail to arrive on time, the shift supervisor will be notified for permission to leave.

5. Employees who are relieved from their workstation after the shift change time by on-coming personnel, will report the occurrence to the shift supervisor.

F. **Daily Assignments**

1. Daily personnel assignments will be posted on the Personnel Sheet (P-Sheet) fifteen (15) minutes before the beginning of the shift.

2. Every effort will be made by the shift supervisor to rotate the assignments daily.

3. Personnel shall not switch daily assignments without the specific permission of their shift supervisor.

G. **Breaks Policy**

1. Employees will be given a fifteen (15) minute break during each four (4) hour work period, as stated on Article 22 of the most current AFSCME Contract.

2. Employees who work more than a six (6) hour day may be allowed one (1) lunch break during their work period. Lunch breaks will not exceed thirty (30) minutes. This time is compensated and will be granted ONLY if the workload and circumstances permit.

3. All on-duty Communications employees will remain within the physical confines of the Communications Unit building. Employees leaving the building will need to obtain permission from the supervisor on-duty prior to doing so. All employees on a scheduled meal or break will be subject to returning to duty if the workload requires.

4. Breaks will be taken in the following order:

   1st Break: Fifteen (15) minutes
   Lunch: Thirty (30) minutes
   2nd Break: Fifteen (15) minutes

5. Each assigned position has an assigned break schedule. The break schedule is posted daily next to the P-Sheet. Employees are responsible for signing out and in for all breaks.

6. Employees should give attention to anticipated workload and staffing before leaving on breaks.

7. Employees who do not take breaks due to work conditions or by personal choice may not lengthen lunch periods, cover an employee's late or early departure, nor may it be regarded as cumulative.

8. Employees are to take their breaks and lunch periods away from the work area and avoid loitering around other employees who are still working.

9. Late for work from breaks and lunch are considered tardy instances and will follow the same procedures listed above under Reporting Late for Duty.

H. **Sick Leave**

1. Employees unable to report to work due to illness shall advise their shift supervisor of this fact a minimum of thirty (30) minutes before the beginning of the shift.

2. All call outs will be made on the Bridge recorded lines. Text messages and calls to personal cellphones will not be accepted for any call outs. Additionally, it is expressly forbidden to report an absence through other employees or the use of a third party.

3. Employees may be allowed to use accrued sick leave when needed due to the serious injury or acute illness of any member of the employee's immediate family. The immediate family shall be defined as father, mother, sister, brother, husband, wife, domestic partner, children, father-in-law, mother-in-law, grandparents, spouse's/domestic partner's parents, grandparents, stepfather and/or stepmother.

4. Employees unable to report to work due to illness shall remain confined in their homes.

5. It is the employee's responsibility to notify his/her supervisor each day they will be out ill within the time frame outlined above.

6. In instances where an employee has utilized all their sick leave, they will be allowed to utilize vacation and/or compensatory leave for this purpose. Employees will be required to provide a doctor's excuse in these instances. **It is the employee's responsibility to provide all documentation regarding any sick leave taken. Failure to provide the appropriate documentation will result in disciplinary action.**

7. A doctor's statement may be required for any sick leave usage, regardless of duration, by the employee's immediate supervisor. This may be required when sick leave is used on days immediately before or after scheduled days off or scheduled compensatory/vacation time usage.

8. Employees will be carried as "Leave Without Pay" for the time they are off on sick leave and fail to provide an appropriate medical statement upon returning for duty as directed. Should the employee return to duty without a medical statement, he/she will have twenty-four (24) hours to provide one to the supervisor. If an appropriate medical statement is given to the supervisor within the twenty-four (24) hours, the leave without pay may be reversed.

9. Absences on account of trivial indispositions must be discouraged. To determine the extent or reasons for an employee's absence on sick leave, the employee's immediate supervisor or management designee may visit the home of the employee on sick leave with pay. Home checks are mandatory for the following: two (2) "I" call outs within a 30 day period, "I" call outs in conjunction with "E" days , or for "I" call outs in conjunction with any other time off previously approved. Supervisors may still conduct additional home checks at their discretion to ensure that "I" time is being used in accordance with the guidelines written in the Departmental Orders, (Labor Contract) AFCSME 1907, and APM's.

10. In cases where Management suspects that an employee is malingering, sick leave with pay shall not be granted.

11. Any employee absent on sick leave for more than three (3) consecutive work days must report to the Department of Human Resources at the MRC Building and obtain approval to return back to work.

12. Employees with "I" time patterns will be progressively disciplined and suspended from working Overtime.

13. Reporting of sick leave shall be handled in accordance with Departmental Orders and the collective bargaining agreement.

14. New employees are not able to utilize Sick Leave until ninety (90) days of employment, even though their time balances may reflect the time.

I. **Compensatory/Vacation Time Used**

1. Time off requests will be submitted to the assigned Shift Supervisor via the Workforce Telestaff and e-mail.

2. Time off requests will be submitted no more than thirty (30) days in advance and no less than 10 days from the date being requested.

3. On every shift, for each classification of either ED or EDA, up to two (2) persons may be off for each classification If one person is on Scheduled Vacation, then one additional person is allowed Compensatory ("EO") or Vacation ("V") time. If no one is on Scheduled Vacation, then one (1) person will be allowed Compensatory Time ("EO") and one (1) person Vacation ("V").

4. Compensatory ("EO") and Vacation ("V") time will be granted by seniority and on a rotation basis.

5. Time off requests can be denied for one of the following reasons:
    a. Insufficient Staffing
    b. Slot taken
    c. Request submitted under 10 days
    d. Insufficient Time Available

6. Time off will be granted at the supervisor's discretion in accordance with the Section's needs and guidelines.

7. Last minute time off requests, whether partial or full day will ONLY be approved by a Bridge Lieutenant or Sergeant.

8. Any time off, including "I" time, will only be granted if a positive time balance is posted on the most current direct deposit/paystub submitted at the time

the request for time off is processed. If a member calls out "I" and does not have a positive "I" balance, then they are to be carried "IW". All employees must be in compliance with illness usage requirement.

9. New employees are not able to utilize Vacation Leave until one-hundred-eighty (180) days of employment, even though their time balances may reflect the time.

J. **Overtime:**

When personnel shortages occur, and overtime must be utilized to fill any Communications positions, the overtime is authorized in accordance with the following procedures.

1. **Prescheduled Overtime:**

   a. All prescheduled overtime will be assigned by utilizing the Overtime sign up book first.

      1) The overtime will be distributed, as per the AFSCME contract Article 27.5, as equally as practical; first by seniority and then on a rotation basis.

      2) **Emergency Dispatch Assistants** overtime assignments will occur in the following order whenever a shortage arises.

         1st Choice: E.D.A.
         2nd Choice: E.D.
         3rd Choice: Out of Unit Trained Personnel

      3) **Emergency Dispatchers** overtime assignments will occur in the following manner whenever a shortage arises:

         1st Choice: E.D.
         2nd Choice: Out of Unit Trained Personnel

      4) Overtime preferences will not be given to employees for the shift they work.

      5) As per the AFSCME contract Article 27.5, if an employee refuses overtime, is sick, on vacation or on an excused absence, the Supervisor will move to the next employee.

   b. Additional personnel shortages will be filled by:

      1) Checking with personnel from the prior and following shifts to see if anyone is interested in the Overtime Slot.

    2) Checking with personnel that are scheduled "E".

    3) Cancelling any assigned time off.

    4) Drafting in advance the junior person who is "E".

c. If you are assigned overtime, and you cancel, it will count towards your rotation.

2. **Last Minute Overtime:**

a. The following procedures will be followed for last minute overtime scheduling:

    1) The overtime will be offered to the employees on the immediate shift who are signed up on the Overtime Book; by seniority and then on a rotation basis.

    2) The Supervisor will ask for volunteers from the immediate shift currently working.

    3) The Supervisor will call the employees signed up on the Overtime Book, by seniority and on a rotation basis, that are not currently working until the overtime vacancy is filled.

    4) As per the AFSCME contract Article 27.6, if the employee does not answer his/her phone, the Supervisor will move to the next employee.

    5) The Supervisor will call personnel from the next shift to come in early and/or personnel that are "E".

    6) If the overtime vacancy is not filled voluntarily, the Supervisor will draft the necessary personnel from the outgoing shift to maintain the operational effectiveness of the unit, meeting the minimum staffing requirements.

    7) According to the "Pilot Program Agreement" between AFSCME Local 1907 and the City of Miami signed on the 9th day of July 2018:

    The City shall continue to distribute overtime in accordance with Article 27, Sections 27.5-27.8 of the Collective Bargaining Agreement; provided, however, that EDs and EDAs within the Police Department shall only work a maximum of 56 hours per workweek, unless the ED or EDA agrees to work more hours.

In the event that every ED or EDA in the Police Department has already worked 56 hours in a workweek (Sunday through Saturday), and an overtime draft is necessary because no ED or EDA has agreed to accept the overtime, the Police Department may draft an ED or EDA in accordance with Article 27, Section 27.8 of the CBA, notwithstanding the fact that the ED and EDA has already worked the maximum hours set forth in paragraph 1 above.

8) Scheduled time off may be cancelled or junior person who is "E" may be drafted to come in, if the minimum staffing is still not met.

b. Scheduled overtime supersedes unscheduled overtimes created due to last minute call outs. A least senior operator who has been assigned a scheduled overtime within the next 12 hours, cannot be mandated to stay for last minute overtime. Their prescheduled overtime will not be cancelled. The next least senior operator, who has not already worked 16 hours or is not scheduled to work the following shift, will be mandated to stay.

c. Any employee cancelling a pre-scheduled overtime assignment less than forty-eight (48) hours from the date of the overtime will be responsible for finding their own replacement, the name, pin number, and signature of the replacement must be included on the cancellation notice to the Bridge. Failure to find a replacement will result in progressive discipline.

3. As per Departmental Order 12, Chapter 1, Section 1.6.8, "members are prohibited from working more than sixteen (16) hours during a twenty-four (24) hour period. The sixteen (16) hour maximum will include a combined total of extra duty and on duty working hours. The total extra hours worked during a given work week (Sunday through Saturday) shall not exceed thirty-six (36) hours."

4. Dispatcher Off-Duty Jobs

A Dispatcher is sometimes needed to work certain Off Duty Events throughout the City. In the case where a Dispatcher is needed, the following procedures will be followed:

1) All Off-Duty Event requests for a Dispatcher will be made to the Admin Supervisor and/or to the Communications Off-Duty Event Coordinator.

2) The Off-Duty Event will be posted on the Off-Duty Events Board with the slots and hours available.

3) The slots will be assigned to each shift on a rotation basis.

4) Like regular Overtime, Off Duty Events Overtime will be distributed by seniority and on a rotation basis.

5) Dispatcher Off-Duty Jobs will be available to the following classifications in the order specified:
1st: E.D.
2nd: Out of Unit Trained Personnel

6) If within 7 days (1 week) of the job being posted, no one from the assigned shift signs up for the Off-Duty Event, the slot will be open for anyone interested to sign up.

7) If within 14 days (2 weeks) of the job being posted, no one has signed up for the Off-Duty Event, then the employee with the least seniority who is "E" on the day of the event for the shift that was originally assigned the slot will be drafted to work the event.

8) Management reserves the right to authorize any deviations from this policy and settle any discrepancies that may arise.

5. Scheduled Vacations

1. Scheduled Vacation Requests will be submitted by the third week following the Unit's yearly Bid for Shift and "E" days. Employees wishing to be considered for Scheduled Vacation during the Holidays (Thanksgiving, Christmas and New Year's must submit the vacation request during this time.

2. Any employee not wishing to schedule a vacation will be required to submit a redline memo stating such.

3. Scheduled Vacations will be approved:
   a. First by Seniority in rank.
   b. Second by Seniority in the Department.
   c. Third by date/time submitted.

4. The number of employees on Scheduled Vacation at a time will be as followed:
   a. One (1) Emergency Dispatch Assistant and one (1) Emergency Dispatcher per shift.
   b. One (1) CIS Operator per shift.
   c. One (1) Emergency Dispatch Supervisor per shift.
   d. One (1) sworn supervisor per shift.

5. The Section's Commander will have full discretion in granting scheduled vacation in accordance with the Section's needs and guidelines.

6. Employees may only utilize Vacation ("V") time accrued for Scheduled Vacations. If the employee does not have sufficient Vacation ("V") time, the Scheduled Vacation dates will be modified and/or cancelled. No other time balances can be used to cover Scheduled Vacations.

7. Scheduled Vacation requests may not exceed 4 weeks.

8. Once the Scheduled Vacations have been approved and the Scheduled Vacations Calendar has been put out, employees wishing to submit a second (2nd) Vacation request may do so by submitting the request to the Administrative Supervisor.

10. **E-Day and Shift Exchanges**

   1. An E-Day Exchange is when two employees switch their "E" days (days off).

   2. A Shift Exchange is when two employees switch shifts.

   3. Employees wishing to do an E-Day or Shift Exchange must complete the E-Day/Swift Exchange form and submit it to the floor supervisor a minimum of 7 days in advance.

   4. The E-Day Exchanges must fall within the same week (from Sunday to Saturday).

   5. An employee participating in an E-Day or Shift Exchange who does not report to work as agreed will not be allowed to participate in any other E-Day or Shift Exchanges for a three (3) month period.

11. **Seniority List/Yearly Bid**

   1. A Seniority List by classification will be generated on the first week of every October and will run from October 1st of the prior year until September 30th of the current year.

   2. Bids for Shift and Days Off will be conducted once a year in October after the Seniority List has been completed.

   3. Bid results will be posted no later than the first week in November.

III. **Dress**

   A. The Dress Code of the Communications Unit shall conform to the guidelines as specified in Police Departmental Orders for both civilian and uniform attire.

   B. There shall be strict adherence to the dress code.

C. If an employee has not been issued uniforms, professional attire will be worn at all times.

D. The Unit commander must authorize any deviation from the Department's dress code.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

DUTIES AND RESPONSIBILITIES OF MEMBERS

Chain-of-Command

I.   Commander

The Section Commander commands the Communications Unit, which includes responsibility for the following:

A. Managing the 9-1-1 Emergency Telephone System, to include the West Viper 911 System/Mapping System, KOVA and NICE recording systems, Motorola Premier C.A.D., and the Motorola Gold Elite Radio Dispatch System.

B. Coordinating all activities between the City of Miami Police Department and the Communications Division of the Department of General Services Administration.

C. Replying to all correspondence relating to the Communications Unit and preparing responses for the Chief of Police's signature. Maintaining Section files of all correspondence.

_____ #27516
Commander
Communications Unit

_____ 05/13/19
Effective Date

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

D. Preparing the budget for the Communications Unit, 9-1-1 Budget and General Operating Budget and maintaining accurate budget files.

E. Processing personnel matters of the employees in the Communications Unit.

F. Directing the organization of in-service training programs for all Communications Unit personnel.

G. Attendance at meetings or conferences regarding Communications, as a representative of the City of Miami Police Department.

H. Reviewing all Communications Unit monthly shift rosters, ensuring that an adequate allocation of manpower is scheduled daily to meet the workload demands.

I. Performing other duties as are deemed necessary by the Chief of Administration.

J. Conducts quarterly reviews of the performance measurements required by the unit. The review will address policy, training, and remedial actions. **(CALEA 2.5.3)**

K. Prepares an annual memorandum to the Chief of Police, thru channels, the results of the performance measurements. **(CALEA 2.5.4)**

II. **Administrative Emergency Dispatch Supervisor/Training Specialist**

A. Assigned directly to the Section Commander.

B. Responsible with conducting annual testing of the Communications equipment and documenting their findings to the Unit Commander noting any deficiencies found. **(CALEA 6.6.3 e)**

C. Responsible for distributing all analytical reports to the Unit Commander. **(CALEA 1.2.8)**

D. Serves as the liaison between Information Technology and the Communications Unit. Oversees the 9-1-1 Emergency Telephone System, to include the West Viper 911 System, Mapping System, KOVA and NICE recording systems, Motorola Premier C.A.D., and the Motorola Gold Elite Radio Dispatch System.

E. Coordinates all activities between the City of Miami Police Department and the Communications Division of the Department of General Services Administration.

F. Prepares the budget for the Communications Unit, 9-1-1 Budget and General Operating Budget and maintaining accurate budget files.

G. Attendance at meetings or conferences regarding Communications, as a representative of the City of Miami Police Department.

H. Reviewing all Communications Unit monthly shift rosters, ensuring that an adequate allocation of manpower is scheduled daily to meet the workload demands.

I. Directs the organization of and is responsible for the preparation, development, implementation, training, and evaluation of initial and in-service communications training within the Communications Unit.

J. Planning, coordinating and implementing training programs, internally with the Department and externally with the Police Academy to ensure that Federal, State and Local laws and procedures pertaining to communications are being taught.

K. Develop, schedule, and provide training for sworn and civilian personnel as well as recommending necessary remedial training.

L. Conducting all facets of communications training for newly hired communications personnel including classroom training and appearing in front of pertinent boards and committees (such as the Civil Service Board), to request probationary extensions as needed, performing related work as required.

M. Oversees the quality assurance program, identifying specific training needs and implementing them with input from citizen representatives, those involved in internal investigations and conferences with supervisors. **(CALEA 2.6.1 f)**

N. Improves agency practices by community interaction and input from the annual community relations survey. **(CALEA 2.6.1 e)**

O. Performs miscellaneous duties as required.

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

III. **Communications Quality Assurance Supervisor**

    A. The Communications Quality Assurance Supervisor is responsible for ensuring that Emergency Dispatch Assistants, Emergency Dispatchers and Emergency Dispatch Supervisors are in compliance with the Communications Unit Standard Operating Procedures. The Quality Assurance Supervisor must complete an on the job quality assurance training. **(CALEA 2.5.1 b)**

    B. Each employee will be reviewed by the Quality Assurance Supervisor on a quarterly basis. **(CALEA 6.1.5 a, b)**

    C. The QA Supervisor will meet with the employee on the same day the incident is reviewed or as soon as possible upon completion of the Quality Assurance Form. **(CALEA 6.1.5 c)**

    D. The Quality Assurance Form will be saved under the employee's folder on the Communications Supervisor Shared Network Drive (U-Drive). A copy will be placed in the employee's personnel file which is held by the Administrative Supervisor.

    E. Submits documentation to the employee's chain of command in cases where gross negligence and/or improper behavior are noted. If the employee displays performance deficiencies remedial training may be requested. **(CALEA 6.1.5 d)**

    F. The QA Supervisor will be responsible for ensuring that the Communications Command Staff is apprised of the effectiveness of the Quality Assurance Process.

    G. The Quality Assurance Supervisor will also be responsible for investigating: **(CALEA 1.4.1 a)**
        1. Citizen Complaints
        2. Field Supervisor request
        3. In-house request
        4. Outside agency request
        5. Critical Incidents

    H. Performs audits on each employee to verify that they are meeting the average compliance scores required to maintain a satisfactory rating.

    I. Refers documentation of cases where gross negligence and/or improper behavior are noted, to the employee's supervisor for appropriate discipline.

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

        J.   Perform miscellaneous duties as required.

IV.   **Lieutenant**

    A. The Lieutenant serves as the Deputy Commander of a Communications Unit C.A.D. shift.

    B. The Lieutenant will coordinate all activities of a C.A.D. shift through staff or functional supervision. The Lieutenant shall also perform any other duties deemed necessary as well as attending any meeting or conferences as directed.

    C. To ensure the highest level of operational effectiveness, all Communications Deputy Commanders will be required to adhere to the following during their tours of duty:

        1. The Lieutenant will meet with the previous shift Lieutenant to be briefed on major events in progress and existing operational conditions.

        2. Upon request, the Lieutenant will debrief the on-duty Deputy NET Commander and provide him/her with a verbal **situational awareness** report of City-wide issues.

        3. At the beginning of each shift the Lieutenant will be required to check his/her e-mail and in-basket.

        4. At the beginning of each shift, the Lieutenant will be required to check the P- Sheets to ensure proper distribution of personnel with the established minimum staffing allocations for Communications Unit.

        5. At the beginning of each shift, the Lieutenant will be required to conduct a visual inspection of the section to ensure operational readiness for the shift. He/she will also ensure that the Check-list is properly filled out.

        6. At the beginning of each shift, the Lieutenant or his designee will debrief all supervisors on all major events in progress and existing operational conditions.

        7. At the beginning of each shift, the Lieutenant will ensure that all proper documentations related to the Communications Unit are addressed and/or completed (i.e. 24-Hour Log, P-Sheets, Accident Log, etc...).

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

8. During his/her shift, the Lieutenant or his/her designated Sergeant will ensure the following:

   a. Monitor radio transmissions
   b. Take command of the Bridge during all major incidents
   c. Personally, contact the Chief, Deputy Chief, and Assistant Chiefs on major events that require notifications
   d. Monitor special events, tactical operations and other projects of departmental interest.
   e. Monitor the incoming 9-1-1 calls, ensuring compliance with guidelines

9. During his/her shift, the Lieutenant will monitor routinely the CAD Live View to ensure that all pending calls are dispatched in a timely manner. He/she will disseminate the information to subordinates as needed.

10. During his/her shift, the Lieutenant will de-brief the incoming Lieutenant on major events in progress and existing operational conditions.

11. At the end of each shift, the Lieutenant will check his/her e-mail and in-basket. He/she will check the P-Sheets to ensure proper staffing for the following day and take appropriate action as needed.

12. Lieutenants are expected to be thoroughly knowledgeable with all Departmental Orders and FOD Standard Operating Procedures and to understand and apply them at an advanced level of proficiency.

13. The Lieutenant is part of the Bridge personnel minimum staffing.

14. Performing other duties as are deemed necessary by the Communications Unit's Commander.

V.   Sergeant (Complaint Sergeant)

A. The Sergeant is the lead supervisor for each Communications Unit C.A.D. shift. The duties of the Sergeant of Police, as shift supervisor, are to coordinate the daily activities of a shift to include the following specific responsibilities:

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

1. The shift Sergeant shall schedule and assign shift personnel to the various functions for the efficient completion of the section's mission.

2. The shift Sergeant will ensure the distribution of the daily duty roster of all personnel to the appropriate Communications personnel.

3. The shift Sergeant ensures that the clerical tasks relating to all personnel actions are completed and turned in on time, i.e., payroll, performance evaluations, etc.

4. The shift Sergeant maintains employee performance profiles to include sick time, disciplinary actions, commendations, tardiness, and/or absenteeism, training and counseling.

5. The shift Sergeant shall conceptualize and endeavor to have implemented new methods and/or procedures that will improve the operation of the shift and Communications Unit.

6. The shift Sergeant shall conduct quality investigations of complaints against the shift's personnel and submit the results in a timely manner to the chain-of-command.

7. The shift Sergeant will supplement Bridge personnel as necessary.

8. Each Sergeant will be responsible for the appearance of the Communications Unit.

9. Each shift Sergeant shall, by the third week following the Section's yearly shift and "E" day bid, submit a vacation schedule of all personnel assigned to his/her shift.

10. Each Sergeant shall maintain a notebook containing pertinent information, commendations, reprimands, etc., on each employee under his supervision.

11. Each Sergeant shall prepare a weekly seating chart detailing the schedules positions that shift personnel have been assigned to. This chart will also ensure a record of the rotated position assignments by employee.

12. Sergeants shall ensure emergency dispatchers assistants are adhering to the State requirement of a minimum of 90% of voice calls are answered within 10 seconds of call arrival and 20 seconds for TTY device calls. **(CALEA 2.5.2)**

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

13. Each Sergeant will complete a documented inspection of all equipment to ensure operational readiness at the beginning of each shift. **(CALEA 7.1.4)**

14. Perform other duties as are deemed necessary by the Deputy Commander or the Communications Unit Commander.

VI. Police Officer (Complaint Officer)

A. A Police Officer may, by assignment, serve as an "Acting Sergeant." The Police Officer's primary responsibility is to supervise the initiated response to requests for police service. The Police Officer will be knowledgeable in city geography, topography, and police and communications procedures.

B. The Police Officer, in the absence of the shift supervisor (Complaint Sergeant), is designated as acting sergeant and shall possess all the authority and responsibilities for the Communications Unit as vested in the Sergeant.

VII. Emergency Dispatch Supervisor

A. The Commander assigns the Emergency Dispatch Supervisor (E.D.S.) within the Communications Unit. An Emergency Dispatch Supervisor is a civilian classification, which is immediately subordinate to the Police Sergeant regarding administrative shift and personnel decisions and is superior to the other civilian positions within the section. An E.D.S. is subordinate to all sworn positions regarding field operational (line) decisions.

B. The Emergency Dispatch Supervisor (E.D.S.) is a non-sworn supervisor. The E.D.S.'s are responsible for the internal operation of the Communications Unit, which includes direct supervision of all Emergency Dispatchers (E.D.s), Emergency Dispatch Assistants (E.D.A.s) and sworn personnel involved in answering citizen's call for service and radio dispatching. Duties are assigned to each E.D.S. to ensure the daily administrative shift functions of the Section are maintained. E.D.S.'s also monitors field operations with the sworn Supervisors and Officers.

C. The Emergency Dispatch Supervisor ensures that clerical tasks relating to all personnel actions are completed and turned in on time, i.e. payroll, performance evaluations, sick leave reports and other reports as needed.

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

D. An Emergency Dispatch Supervisor is responsible for maintaining employee's performance profile to include sick time, disciplinary actions, commendations, tardiness, and/or absenteeism, training and counseling.

E. Each Emergency Dispatch Supervisor shall maintain a notebook containing pertinent information, commendations, reprimands, etc., on each employee under his/her command.

   1. The Emergency Dispatch Supervisor possess full authority to direct, guide, counsel, and discipline all non-sworn personnel assigned to the Communications Unit.

   2. The Emergency Dispatch Supervisors possesses full authority to carry out the designated duties and carry out administrative decisions concerning shift operations ensuring compliance with written departmental policies.

F. **Chain of Command**

   All E.D.S.'s will report to the Shift Sergeant regarding administrative and personnel decisions, unless otherwise designated. The Chain of Command will be followed at all times. Nothing will be forwarded from the shift without approval of the shift Sergeant.

G. **Assignments**

   Two E.D.S.'s are normally assigned to each shift. Each will be assigned an area of responsibility. Each E.D.S. will function as a supervisor.

H. **E.D.S. Duties**

   1. Shift personnel will be divided between the E.D.S.'s. Numbers of Emergency Dispatchers, Emergency Dispatch Assistants, and probationary personnel should be assigned equitably to each E.D.S.

   2. The E.D.S.' will be totally responsible for their personnel. They will handle all administrative matters affecting their personnel. They are responsible for the performance and training of their personnel. However, should an E.D.S. observe improper conduct on the part of an employee assigned to another E.D.S., who is not on-duty, he/she shall initiate corrective measures immediately; the E.D.S. shall then debrief the employee's direct supervisor (E.D.S.) of the incident and the actions taken upon his/her return.

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

    3.   The E.D.S.' will ensure that an "I" logbook is maintained indicating that "I" papers have been prepared.

I. Floor Supervisor

The E.D.S.' will function as Floor Supervisor at times. In addition, they will spend adequate time on the floor with their personnel to ensure that their performance is satisfactory and to assist with on the job training.

1. Primary responsibility is to be available to assist dispatchers and telephone handlers with problems.

2. To ensure that the "Active Screen" on the West Viper 911 System is monitored at all times and that all calls, emergency and non-emergency, are answered promptly.

3. To assist with any problems with employee(s). Handle documentation of problems and discipline, regardless of the supervisor that the employee is assigned to.

4. Handle any changes in schedule or breaks.

5. Maintain a professional atmosphere in the Section. Monitor noise level and employees' actions.

6. Monitor breaks and employees away from assigned positions. Floor Supervisors should be aware of where telephone handlers and dispatchers are at all times.

7. Handle request for supplies from employees.

8. Assist in Bridge operations when needed.

9. Other duties as assigned.

J. Bridge Duties/Radio Communications

The E.D.S. will perform the duties of a Bridge Officer at the discretion of the shift Sergeant.

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

The Bridge supervisors will be tasked with monitoring and/or assigning personnel to monitor call channels and tactical channels as necessary. **(CALEA 6.6.3 c)**

The Bridge will contain a list of all interoperable equipment as well as all frequencies used by local Public Service Agencies within the vicinity of the City of Miami. **(CALEA 6.6.3 a, b)**

K. **Emergency Dispatcher/Emergency Dispatch Assistant Shortage**

In case of an unforeseen shortage of Emergency Dispatchers or Emergency Dispatch Assistants, E.D.S.'s will fill in as necessary.

Perform other duties as are deemed necessary by the Deputy Commander or the Communications Unit Commander.

VIII. Police Emergency Dispatchers and Emergency Dispatch Assistants

The Commander of Communications assigns police Emergency Dispatchers and Emergency Dispatch Assistants within the Communications Unit. Emergency Dispatchers and Emergency Dispatch Assistants are civilian classifications, which are immediately subordinate to the Emergency Dispatch Supervisor.

A. **Emergency Dispatchers**

Emergency Dispatchers are the most highly skilled non-supervisory positions in the Communications Unit. Their functions include:

1. Dispatch positions

2. 9-1-1 telephone positions

3. Support Position 12

4. Training new Emergency Dispatchers

5. E.O.C. and Command post positions

B. **Emergency Dispatcher Assistants**

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

Emergency Dispatch Assistants within the Communications Unit will perform the following functions:

1. 9-1-1 telephone positions

2. Support Position 12

3. Training new Emergency Dispatch Assistants

IX. Communications Records Custodian:

The Communications Records Custodian is responsible for maintaining control of a centralized data library within the Communications Unit in order to support a large processing operation. Work involves responsibility for the accuracy, maintenance and distribution of all the Communications Tapes in the Communications Unit of the Department of Police. Other duties include:

A. Researching all Communications tape by requests:

1. Internally, via the blue Communications Unit Tape Request Form.

2. Externally, via memorandums received from State Attorneys, Public Defenders, Media, etc.

    Access to secure recordings is limited and available only through one of the above methods.

B. Duplicating recordings from the Communications NICE and KOVA digital recording systems of all 9-1-1 and police dispatch calls pursuant to Florida Statue 119.

C. Ensure that fees from civilian tape requests have been paid and maintain a copy of the receipt with the letter of request.

D. Appearing in court and giving sworn depositions as an expert witness as to the validity, accuracy and authenticity of Communications tapes.

E. Prepare affidavits declaring the authenticity of the 911 recordings and notarizing them.

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continued)

F. Sending a copy of the tape and paperwork to the City Attorney's Office if there are indications that a lawsuit may be filed against the City.

G. Checking for subpoena and deposition notifications.

H. Logging onto the NICE and KOVA Recording System.

I. Maintaining an inventory of related supplies and ordering replacements as needed.

J. Storing all records, filed, etc. in a safe and secure room within the Communications Unit accessed only by the Communications Records Custodian and authorized supervisors.

K. Perform other related work as required.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

POLICIES

I.   All personnel, sworn and civilian, shall be familiar with, conform to, and abide by the policies and Departmental Orders of the Department of Police, and applicable F.C.C. rules and regulations. The Unit Commander must approve any deviation from any Communications Unit Policy.

A. Grievances

Any member or employee who feels aggrieved by the treatment or by the orders of a Communications Unit supervisor, may communicate this grievance to the Commander of the Communications Unit, only after requesting permission to contact him through the chain-of-command.

B. Privileged Information

Personnel are reminded that information obtained during one's tour of duty is confidential and is not to be divulged. **(CALEA Standard 6.1.4.)**

_____

Commander
Communications Section

4|11|19
Effective Date

Departmental Order 1 Chapter 11.6.27.2 states *"Members and civilian employees of the Department shall treat the official business of the Department as confidential. They shall not impart confidential information to anyone except those for whom it is intended or as directed by the commanding officer or under due process of law. Members and civilian employees shall not make known to any person any special or general order, which they may receive, unless required by the nature of the order. Members and civilian employees shall not divulge or exhibit the contents of any official file or criminal record filed in the Police Department to any person other than a duly authorized police officer or agency, except on approval of the Chief of Police, a police commanding officer, or under due process of law."*

C. Privacy

There is no expectation of privacy while using city equipment, including:

1. Fax machine and/or city telephones. **(CALEA Standard 1.2.2 c)**

2. Communication's lockers are the property of the City of Miami Police Department and can be inspected at any time without warning or cause. **(CALEA Standard 1.2.2 d & e)**

All employees will strictly adhere to Federal laws regarding mail and correspondence. **(CALEA Standard 1.2.2 b)**

D. Personal Telephone Calls

No operating positions shall be used by any personnel to make or receive private or personal calls. Such calls made by Communications personnel shall be made in the lounge during breaks. This includes the use of cellular phones.

No person shall make a long-distance call or call resulting in a service charge without the authorization of the shift commander.

Personal use of the fax machine is prohibited. **(CALEA Standard 1.2.2 c)**

E. Personal Messages Via MDC/CAD Consoles

No personal messages shall be sent from a Communications terminal to an MDC via the message function. Messages sent within the Communications Unit are subject to review by supervisors. Random screening will be done to assure that messages are not interfering with work performance and that their content is appropriate.

F. Firearms

Sworn members of the Communications Unit will be governed by the Miami Police Department, Departmental Orders in regards to carrying firearms.

Civilian members of the Communications Unit shall not be armed while in the performance of their duties in the Section, whether they have a concealed weapon permit or not.

G. Audio/Video Equipment

The use of non-departmental issued radios, tape recorders, television sets, PC, laptop, and other audio or video equipment is strictly prohibited in the working areas of the Communications Unit. The Communications Unit Commander may grant exceptions to this procedure.

Departmental equipment will not be used to listen to or play personal CD's, DVD's, USB drives, etc.

H. Reading Material

Employees may read Department-issued publications at their workstations. They are allowed a personal reading material.

No personal mail shall be forwarded or sent to the Communications Unit.
(CALEA Standard 1.2.2 b)

I. Official Department Publications

The following orders, notices, and bulletins are the official publications of the Miami Police Department, and the Communications Unit:

1. Departmental Orders
2. Official Bulletins
3. Department Manuals
4. Training Bulletins
5. Legal Bulletins
6. Communications Section S.O.P.'s

Each individual in the Communications Unit has access to the Communications Unit S.O.P. Manual, and shall become thoroughly familiar with its contents. In addition, the Communications Unit S.O.P.'s and the rest of the Official

(Continuation)

Departmental Publications are readily available to all personnel on the Police Intranet, and they shall familiarize themselves with them.

J. Work Areas

It shall be the responsibility of each shift's personnel to clean up their work area immediately before the completion of their shift. It shall be noted that work areas include the entire Communications Unit.

The bridge supervisor must be notified when disposing of work-sensitive documents. The supervisor will ensure the documents are shredded and/or incinerated as mandated by law and Departmental directives. (**CALEA Standard 6.1.6**)

K. Space Heaters and Other Unauthorized Electrical Devices

Space heaters and other unauthorized electrical devices (Heating Pads, Heating Blankets, etc.) are not permitted in the Communications Unit. These items are not only a fire hazard, but also cause shortages that cause the breakers to go out, which in turn damages our equipment or causes us to lose our equipment for an extended period.

L. Private Commercial Business

No private or commercial business will be conducted in the Communications Unit. This includes delivering merchandise, distributing advertising brochures, receiving telephone calls pertaining to business, carrying, selling or buying merchandise, reading of advertising brochures, etc.

M. Riding Assignments

Personnel of the Communications Unit, sworn or civilian may ride as observers while on an ON DUTY basis ONLY.

1. Written approval must be obtained by completion of the required form.

2. Observer duty will not be permitted unless written permission from the respective Communications Unit Shift Sergeant or the Unit Commander is obtained.

3. All observer duty hours will be within the Communications Unit shift hours, of 0645-1445, 1445-2245, and 2245-0645 unless adjusted and approved by the Shift Sergeant.

4. Consideration will not be given to personal requests from the observer, relative to preference of unit assignment.

N. Assigned Equipment:

All Communications personnel will be assigned the following equipment:

1. Headset: to be utilized on the 9-1-1 Phone Positions, Support Position and Dispatch Channels

   a. Plantronics SupraPlus HW251N (headset top)
   b. Plantronics Mute Switch 27708-01 (mute button)
   c. Plantronics P10 Adapter (headset bottom) – assigned to Call Takers ONLY.
   d. Plantronics SHS 1890 Headset Amplifier (headset bottom) – assigned to Dispatchers ONLY.
   e. Plantronics Y-Adapter Training Cable – assigned to CTO's.

2. Communications Locker: each employee will be provided with a locker and key.

3. Dispatchers undergoing the on-the-job training phases may be temporarily issued handheld radios to be taken home for training reinforcement.

4. Each Call Taking and Dispatch Position is equipped with monitors, keyboards, mouses, intercom phones, dispatch pedals, and radios. This equipment, along with the equipment issued are the ONLY authorized equipment by the unit to be utilized by the Communications Unit personnel. **(CALEA 2.4.11)**

O. Equipment Care:

All Communications Unit positions are computer interfaced and as such each console has installed equipment, which is highly susceptible to damage from foreign matter. Therefore, each Communications Unit employee shall observe the following:

1. Eating is not permitted at consoles or within the work area of the Communications Unit.

2. Drinking is permitted at consoles only from covered spill proof containers. All open cups or containers are prohibited.

3. Make-up is not permitted at consoles, i.e., face powder, and particularly nail polish.

4. Loose items are not permitted such as hairpins, paper clips or other small objects, which may fall within the keyboard areas.

5. Cleaning of the consoles will only be done with approved materials.

Additionally, each employee shall refrain from writing, scratching, marking or otherwise defacing the consoles, telephone insert devices, keyboard covers, chairs, counter areas, etc.

P. **Issuance of Record of Formal Counseling**

The purpose of a record of formal counseling is to document a counseling session for a minor infraction of written procedures.

1. Following such a session the employee shall be notified that the written record of formal counseling will be placed in his/her unit file.

2. Employees shall review and sign each record of formal counseling report. If the employee disagrees with the facts stated, he/she may address comments in the appropriate space on the record of formal counseling form.

3. All record of formal counseling reports will be forwarded to the respective shift Sergeant for review.

4. Written record of formal counseling will be reflected on the annual performance evaluation.

5. Additional infractions of such procedures may require the preparation of a reprimand, which shall cite the original record of formal counseling.

Q. **Sanitary Guidelines to Follow**

Disease/illness control is of the utmost importance within the workplace. The Communications Unit, Complaint room, being a closed in environment, makes it even that much more important that sanitary guidelines are followed in order to stave off any contagious illnesses and/or prevent existing illnesses from spreading.

There is probably no more contagious illness than the common cold. However, in terms of severity and ability to contract an illness, there is none more important to safeguard against than Influenza (Flu).

The C.D.C. (Center for Disease Control) has listed in their "stopping the spread of germ at work" some guidelines that will slow down/halt the spreading of influenza.

1. Cover your mouth and nose when you sneeze or cough.
2. Clean/wash hands often.
3. Avoid touching your eyes, nose, or mouth.
4. Stay home when you are sick and check with a Health Care Provider when needed.
5. When soap and water are not available, alcohol based disposable hand wipes or gel sanitizers may be used.
6. Germs can liver for a long time on surfaces like doorknobs, desks, and tables.

At the end of each shift, every Emergency Dispatch Assistant, Emergency Dispatcher and Bridge Team member (E.D.S., Sgt., Lt.) will be responsible to wipe down his/her own area with the wipes (Anti-Bacterial) that are given to them.

This shall include phones, consoles, etc. There shall be no deviation from this. The outgoing personnel will wipe their area down.

R. Section Access

The Communications Unit is the nerve center of the Police Department. Any impairment of the Communications function will severely affect the ability of the department to respond to the needs of the community. Additionally, information is handled within the Unit, which is of a restricted access nature and must be protected.

For these reasons, the Communications Unit will be treated as a security area. Both doors to the unit will be kept closed and locked at all times. The following policies will be followed regarding admittance of outside personnel to the Section. All outside personnel will sign in and out on the log provided.

The policy for entry into the Communications Unit by personnel not assigned within the Section is as follows:

a. Repair Personnel

The on-duty supervisor will determine purpose of visit. A Bridge Supervisor will accompany repair personnel when possible. If an escort is not feasible, the Bridge will closely monitor their activities.

b. City Computer and Maintenance Personnel

The Bridge will monitor their activities.

c. Janitorial Staff

The Bridge will monitor their activities.

a. Department Personnel – Not Assigned to Section

The on-duty supervisor will determine the purpose of the visit. Entrance to the Unit is allowed only on official business.

b. Visitors – Other Law Enforcement Agencies

Visitors from other Law Enforcement Agencies may be admitted with the permission of the shift supervisor.

c. Visitors – Non Law Enforcement

Visitors who are not sworn Law Enforcement personnel may view the Unit's operations from the north window. Non-sworn personnel will not be admitted into the Section unless on official business, approved by the shift supervisor, and escorted. Furthermore, it should serve as a reminder that non-Miami Police Department personnel are restricted from accessing the police building unless being escorted and/or on city business.

S. News Media

News media personnel may view the Unit's operations through the north window. When possible a Bridge supervisor will be made available to answer questions. News Media personnel will not be admitted into the Unit unless on official business and approved by the shift supervisor. The Unit Commander will resolve conflicts regarding news media access to the Unit. If news media personnel are admitted, they will be escorted. The escort will ensure that restricted information is not recorded/displayed.

T. Evaluations

a. Annual

(Continuation)

All Departmental employees are evaluated every year on the employee's anniversary date. Supervisors are encouraged to use the personnel files for reference when filling out the evaluations. These are not a permanent reflection of an employee, but only an evaluation of the last year's performance. If the employee is due a salary increase, the supervisor must make a positive or negative recommendation.

b. Monthly

Every probationary employee will be evaluated on a monthly basis consisting of eighteen (18) months for Emergency Dispatchers and twelve (12) months for Emergency Dispatch Assistants. The blank form is sent from the Personnel Unit each month. The final probationary report requires a recommendation of acceptance or denial for permanent status.

c. Weekly

Weekly evaluations will be completed for probationary employees undergoing a training phase by the Communications Training Officer (CTO). The Weekly evaluations will be submitted to the shift supervisor and utilized to complete the monthly evaluations. Additionally, the shift supervisors will randomly complete a Supervisor Weekly Report based on the Weekly Evaluations submitted by the CTO.

d. Daily Observation Reports (DOR)

Employees undergoing remedial training will be evaluated on a daily basis for the duration of the re-training. The Daily Observation Reports (DOR) will be submitted to the shift supervisor and utilized to complete the weekly evaluation.

U. Extension of Probation

The purpose of a probationary period is to evaluate work performance. As this period requires essentially full time attendance, any cumulative absence (W, L, ML, C, AL, IF, K, etc.) over eighty (80) hours (other than holiday, vacation and granted E/O) will require an extension of probation at least equal to the absence.

An extension greater than the absence is appropriate if the absence creates any doubt regarding the employee's dependability, judgment, initiative or work product (I, IW, D, S, WW, etc. of eight (8) or more hours).

(Continuation)

All probation extensions shall be recommended on the probationary extension form forwarded from Personnel and requires the employee's signature after their conference.

Termination or demotion may be recommended before the final evaluation.

V. Court, Required Appearance, Service of Subpoenas

Departmental Rules and Regulations require that each employee accept service of a lawful subpoena and appear in court or respond to a deposition as ordered therein. The Communications Unit guidelines regarding the acceptance, logging, filing and subsequent service of such subpoenas are set forth as follows:

a. All subpoenas arriving in the Communications Unit shall be delivered through the City of Miami Police Department Court Liaison Unit via the Computerized Subpoena Processing System.

b. Each sworn personnel is required to check the Computerized Subpoena Processing System each day to insure the proper service of subpoenas and timely appearance in court.

c. In case of illness or other unforeseen absence, sworn personnel are still responsible for obtaining information on any pending subpoenas. If such absence precludes his/her appearance, the individual shall forward such information to Court Liaison.

d. Utilizing the aforementioned procedures, any absence from a properly subpoenaed court appearance except as set forth in this S.O.P. and Department of Police Departmental Orders shall be considered inexcusable.

W. Definitions

a. **Disciplinary Problems** – those individuals that willfully violate S.O.P.'s, Rules and Regulations, Departmental Orders or supervisory directives, causing disciplinary documentation with frequency. Those individuals who, due to a lack of interest in the quality of their work, repeatedly require disciplinary documentation.

b. **"I" Abusers** – Individuals who are repeatedly absent because of trivial indispositions.

c. **Seniority** – Creditable time serviced in classification.

(Continuation)

d. **Hardships** – Hardship cases are defined as assignments based on legitimate personal problems of such magnitude that a temporary assignment would be one of the only viable solutions to the problem. Only the Unit Commander may grant these assignments.

e. **Classifications** – There will be three categories of assignment, each broken down by seniority within the category:

a. Emergency Dispatcher

b. English only Emergency Dispatch Assistants

c. Bilingual English/Spanish Emergency Dispatch Assistants

The number of personnel (Emergency Dispatchers and Emergency Dispatch Assistants) assigned to each shift is based on total personnel in the Unit and workload of the shift.

X. Stress Management/Interpersonal Skills Training

The nature of the work in the Communications Section is very stressful and at times stretches people's interpersonal skills to the limit. Therefore, there is a need to continually provide in-service training in these areas. The Administrative Dispatch Supervisor/Training Specialist will actively seek out and maintain a list of available classes on these topics. Emphasis on selection will be towards anyone who receives a substantiated discourtesy complaint or has demonstrated by his or her actions, a need for this type of training. The Communications Section Shift Supervisors will forward to the Training Specialist an informal memorandum listing any employee meeting these criteria. The Training Specialist will schedule the employee for the next available class. Additionally, the Training Specialist will periodically advise the shift Commanders of impending classes in those areas.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P. 1

SUBJECT: **TELEPHONE COMMUNICATIONS**

PURPOSE: To provide a customer service standard for calls made to the Department.

SCOPE: Proper method of answering the emergency and non-emergency telephone lines.

The lasting impression that citizens have on our department and the support they are willing to give the department depends primarily on the quality of service provided to them by the Communications personnel.

The Call Taker receiving an outside call is the first link with the often frightened or indignant public when the phone is answered. A clearly understood, calm, decisive and courteous voice usually serves to placate a caller. The Call Taker must remember that the caller cannot see him/her and is totally dependent on voice tone and telephone techniques.

_____27576_____
Commander
Communications Section

_4/11/19_____
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

This will form the caller's first impression of public safety communications, the emergency services represented. Each call answered is an opportunity for the call taker to be an ambassador for the city by providing professional assistance.

I.   What is Customer Service?

According to "dictionary.com" the definition of customer service is: *Assistance and other resources that a company provides to the people who buy or use its products or service.*

Customer Service is every interaction with a caller. It can be accomplished through:
1) Active listening,
2) Employing effective telephone techniques, and
3) Knowing how to work through difficult customer situations.

You should SMILE before you answer the phone.
S   – adjust the Sound of voice
M – Manage behavior
I – Ignore interruptions
L – use appropriate Language
E – use high level of Enthusiasm

II.   Telephone Courtesy:

A. All persons calling the Communications Center will be treated with respect.

B. Speak clearly and deliberately.

C. Courtesy will be maintained at all times. Your reply should be positive, brief and business like, but not abrupt. Remember you are answering for and representing the entire City of Miami Police Department. The Police Department will often be judged by the way you answer the telephone.

D. All information obtained shall be entered into the computer.

E. Call Takers will be tactful and efficient.

1. Tact consist of making the caller feel that his/her call is very important to public safety communications personnel.

2. Efficiency consists of serving the citizen as quickly and completely as possible.

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

F. Personnel shall not yell or raise their voice when dealing with callers. The best way to calm a caller is to maintain an even tone of voice.

G. Explain to the complainant any transfer or reason for being put on hold.

H. Courtesy and positive attitude shall be used when terminating telephone conversations.

III. Telephone Call Guidelines:

A. Each call will be answered promptly in the following priority:

1. All 911 and Emergency lines.
   Any incident which requires, or in which the caller requests, an immediate response of police, fire or emergency medical services personnel shall be processed and dispatched to the appropriate unit(s) as a 911 call.

2. All Non-Emergency or Administrative lines.

3. Should a call taker be on a non-emergency call and 911 rings, the 911 call will be given priority.

B. The department recognizes its obligation of service to the community. Requests for help or assistance that can be provided by this department shall never be refused. A response of "I (or we) cannot do anything about this," is by itself unacceptable for use by personnel of this department.

C. When a caller asks an employee to identify him-/herself, the employee should give his/her last name and/or complete employee identification.

D. Each call will be promptly answered. Treat each incoming call as an emergency until you know otherwise.

E. Take charge of the conversation and ask pertinent questions. A calm and confident voice will help assure the caller of prompt, efficient action.

F. When any call is transferred to another agency, the dispatcher will stay on the phone and announce that the call has been transferred to that agency.

G. Call Takers will refrain from giving any legal or medical advice over the telephone.

H. Allow the calling parties to take whatever steps they feel are necessary to protect themselves. It is not the Call Taker's responsibility to advise the calling parties what to do to protect themselves against perpetrators.

I. At no time will it be acceptable for a Call Taker to state or imply service delivery. Statements such as, "We will get someone right out there" are strictly prohibited. We will only relay information from one party to another without control over response times.

J. At no time shall any individual employed within the division release any information considered to be confidential.

IV. Telephone Techniques:

Remember, the telephone is the most available, and therefore the most important, means of access a citizen has for obtaining the service of a police department. Each time you answer a call you are about to meet someone. You are the primary link between the public and the professional services of the police department.

A. Answer immediately.

B. Identify your department and yourself – complainant will know he/she had the correct department.

C. Speak clearly – avoid hesitations to ensure proper response times.

D. Observe courtesy – being polite and confident will usually create the best results.

E. Obtain all information – enter it into the computer promptly.

F. Be specific – take charge, being firm in your voice and asking only questions related to the incident.

G. Explain delays of service.

H. Always use proper English – never use slang or profanity.

I. Complete calls quickly – never be abrupt.

J. Exercise self control – avoid showing annoyance.

V. Listening Skills:

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

A. Be perceptive – listen carefully to the caller's information.

B. Background noises – be observant, note noises that may be related to the incident.

C. Regarding caller – is the caller young, old, male, female, black, white, have an accent?

D. Conduct in police communications – every employee should be aware of the noise level in the workplace. Background noises can be offensive and interfere with incoming calls and calls being dispatched.

VI. Interrogation Skills:

To interrogate is to question formally and systematically. As a communications specialist, you have a responsibility to exert every effort to satisfy the needs of citizens requesting service, assistance, or information.

Your primary concern as a Call Taker is the safety and needs of the caller and the wellbeing and safety of the police officers.

A. Relevant questions – ask questions relative to the situation.

B. Accuracy – obtain specific information.

C. Promptness – process calls as quickly as possible, obtaining complete and accurate information while remaining professional.

D. Who? What? When? Where? How?

    1. Who: who is calling?

    2. What: what happened?

    3. When: When did it happen?

    4. Where: where is it occurring and are you calling from the same location?

    5. How: How are you involved? How many are involved? How often does this occur?

E. Description – ask specific questions.

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

1. Physical description: sex, race, age, height, weight, glasses, facial hair, complexion, clothing.
2. Vehicle description: color, year, make, model, body style, number of doors, license (state) number, tinted windows, identifiable marks: wrecked, special wheels, stickers, antennas, etc.

Remember that interrogation does not stop when you hang up the phone. Interrogation on the radio is very often overlooked. Check doubtful words and never acknowledge a transmission unless you are sure you have the message correct and understand it. **Never guess, never assume!!!**

VII. Attitude:
A. Be courteous at all times. Avoid becoming annoyed at a complainant no matter how unreasonable he/she may be or how unrealistic the request,

B. Remain calm during any conversation with a complainant. If you don't, it solves nothing and only leaves the caller with bad feelings, and it could result in a complaint against you.

C. Remember, you are the first representative the caller comes in contact with on behalf of the police department. The better you handle a caller, the better image the caller has of both the department and the Communications Center.

D. All police information is considered confidential, privileged information. To divulge this information is of the gravest nature and may result in immediate dismissal if circumstances warrant.

E. Do not discuss the activities of any department with outsiders or unauthorized persons or agencies. Any request for information in which there is doubt as to the advisability of disclosing information will be referred to the supervisor

F. Don't try to solve a complaint yourself over the phone. Advise callers you will have an officer respond or direct them to a supervisor.

G. Never advise a complainant about the law. That is a police responsibility. And has nothing to do with your job. Avoid making any statements or comments that might have repercussions on you, the department, the Communications Center, or the county or city.

H. Never advise complainants, particularly in a neighborhood dispute, to settle it among themselves.

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

I. Familiarize yourself with the areas you're dispatching. You can provide valuable assistance by having a working knowledge of the area. Study maps, street files, and patrol zones.

J. Whenever a weapon appears to be involved or is reported to be involved in a complaint, that information is of the highest priority for the police officers responding to a call. Knowing a weapon is involved could save the officer's or someone else's life. Furnish such information to responding police units immediately.

K. Keep a picture of the complainant in you mind to help you see things from his/her side.

L. Enter all information in the computer. Don't trust anything to memory.

M. Obnoxious and belligerent callers are inevitable when handling a police dispatcher system. Treat such calls as a challenge, attempting to meet the caller's needs and leaving him/her less upset than at the beginning of the call.

N. Regardless of the nature of the call, you should work on the theory that to the callers their problem is very important. Treat a complainant as you yourself would want to be treated in his/her position.

O. Remember that in police call taking and dispatching the degree of seriousness of calls varies tremendously. Some calls are trivial, while others are legitimate emergencies. Problems that seem unimportant to you might be very important to a caller.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   **2**

SUBJECT: **TELEPHONE PROCEDURES – TYPES OF CALLERS TO BE DEALT WITH**

PURPOSE: The call-taker will subconsciously classify callers into many types. The regular, good-natured caller will account for the majority of the calls, but the call-taker must also be ready with special telephone techniques for the "uncommon" callers. The following are some types encountered (not all inclusive):

SCOPE:

I.   The angry caller:

This is where the call-takers must use their most artful telephone "graces". They must demonstrate their most pleasant tone of voice, tact and an eagerness to help. The call-takers must not lose their self-control. Do not get angry in return, even inwardly, for your voice will betray you. Keeping your voice controlled may eventually have a calming effect on the caller.

_Lt. ____ 27576_
Commander
Communications Unit

_4/11/19_
Effective Date

II. The facetious caller:

Some callers will try to be over-humorous at times. Be pleasant in return, but do not encourage them. Always remember that you represent the City of Miami Police Department and a certain dignity is necessary.

III. The foreign language callers:

In cases where the caller's speech indicates unfamiliarity with the language, or has an accent difficult to understand, be especially helpful, patient and courteous. If the person is of Latin origin, or appears to speak Creole see if one of the bilingual call-takers is available to handle the call.

If no phone handlers can assist the caller, contact the AT&T Language line by depressing the appropriate button. They will have someone who speaks that language to assist you in satisfying the caller's needs.

IV. The gossipy caller:

The "lonely person" will call and talk about generalities. Because the telephone lines in the Communications Unit are emergency lines, you do not have time to spend with this caller. If the caller does have a message of importance to the Police Department, which is not of an emergency nature, transfer the call as quickly as possible to the proper unit.

V. The hysterical caller:

Here again, your tone of voice must be under absolute control. Shouting the hysterical person down only serves to heighten the excitement of the caller, raise the noise level in the Communications Unit, and unnerve all other employees. A firm pleasant, calm and polite voice will also have a calming effect on the caller.

VI. The mentally disturbed and drunk callers:

When receiving a call from a mentally disturbed or drunk individual, do not encourage them. If necessary, place them on hold and make yourself available to receive other calls of higher priority. Be professional and polite and always remember that you are representing the City of Miami Police Department.

STANDARD OPERATING PROCEDURES: S.O.P. 2
(Continuation)

VII. <u>Harassing Callers:</u>

When receiving a call from a caller who is being flippant (fooling around) on the phone, do not encourage the caller. Advise the caller they are calling a police line that's meant for emergency and/or non-emergency calls. If the police are not needed, and only after confirming that it's someone being flippant on the phone, disconnect the call. Always be professional and polite. Remember that you are representing the City of Miami Police Department.

VIII. <u>Elderly Callers:</u>

When receiving a call from the Elderly, and with all other callers for that matter, **speak clearly, use short sentences,** and **verify often that your message is being understood.** Resist the temptation to shout into the phone; this often distorts the message. Remember that the rate at which you speak is generally more important than the volume. Sometimes lowering your voice helps callers hear your message more clearly. **(CALEA Standard 6.2.8)**

IX. <u>Child Caller:</u>

Child callers can be the most cooperative callers during life threatening situations. Children may have a smaller vocabulary and generally do not have the same physical and mental abilities as an adult. Always assure them **HELP** is on the way. **(CALEA Standard 6.2.8)**

When receiving a call from a child, you should:

A. <u>Ask to speak to an adult when necessary.</u> Children are often calm in emergency situations, however they may not be able to provide all the information you need, so get as much as possible, then ask to speak to an adult, if available.

B. <u>Get to the child's level:</u> Keep conversation simple, however you may need to enhance protocol questions and instructions if the child does not understand them as written.

C. <u>Determine the correct address:</u> Be exact and assume nothing when working with child callers. The child may have their address memorized and be able to provide it when asked, even if it's not the address of the emergency. Keep in mind, if the child goes outside to read the address from the house, they may not read from left to right or top to bottom. In most cases, it'll be a good idea

to ask child callers if there are any recognizable landmarks nearby such as a school, store, or playground.

D. <u>Determine the correct callback number:</u> Again, children have their home phone number memorized and may provide that number when asked, even if it's not the number they're calling from.

E. <u>Tell the child to stay on the phone:</u> Continue to advise the child to stay on the phone by giving them specific instructions to return to the phone after performing an action. Use the phrase, "stay on the phone" is better than telling a child "do not hang up". When you say "do not hang up", most will focus on the words hang up.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   **3**

SUBJECT: **TELEPHONE PROCEDURES – CONTROLLING THE CONVERSATION**

PURPOSE: To suggest ways to assist Emergency Dispatchers and Emergency Dispatch Assistants in dealing with different types of complaints.

SCOPE: You must control the conversation. Do not waste time letting the caller ramble or reminisce about past occurrences, which do not pertain to the problem at hand. Control the conversation and try to determine the need for service as quickly as possible.

I.   **Ask leading questions** to obtain necessary information. After the need for service has been determined, obtain all pertinent information. The first few seconds of the conversation will determine the type of call: life potential threat, emergency, non-emergency, complaint or general information.

_____ 27576
Commander
Communications Unit

_____
4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 3
(Continuation)

II.   **Make mental and written notes** to be cautious, as a citizen's terminology may not coincide with the Police Department's.

           Example: Caller may state, "I've been robbed" when in actuality a burglary has been committed. Ask leading questions and you will be able to identify the determining factors.

III.   **Active listening** plays an important role in keeping control of the conversation. Pay attention to what the caller is saying so that the same information is not repeated unnecessarily. Ask all necessary questions to obtain all the pertinent information required to enter a call for dispatch.

IV.   **Use appropriate customer service techniques** to calm callers down and keep them focused to the questions at hand. Always stay professional and sympathetic to the needs of the caller while effectively handling the call.

V.   **Always advise the caller of your intentions.** Let the caller know whether or not police dispatch is necessary or if their situation is best handled by other means.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P. 4

SUBJECT: **TELEPHONE PROCEDURES – TRANSFERRING A CALL**

PURPOSE: To establish the proper method of transferring calls.

SCOPE: When it is necessary to transfer a caller to another number, the proper procedure for transferring a call is as follows:

I. Emergency Calls (other agencies):

When transferring an emergency call to another agency, advise the caller that their call is not in your jurisdiction and that you will be transferring them to the appropriate agency. Advise them to stay on the line and not to disconnect.

The Call Taker has several ways to reroute the call.

A. On the West Viper System, select the surrounding counties programmed "one button" transfer.

#27516

~~Unit Commander~~
Communications Unit

6/12/19
Effective Date

B. If the call does not originate from one of the "programmed" PSAPs, utilize the Agency List on the West Viper System to transfer the call to the appropriate PSAP quickly.

C. If the PSAP needed is not included in the two above-mentioned procedures, the Call Taker can transfer the call by using the conference button on the phone.

When an operator answers, advise the operator where you are calling from and that you are transferring a call. Stay on the line until the caller has provided an address and telephone number and then disconnect.

II.   Emergency Calls (Fire Rescue/M.F.D.):

See S.O.P. 8.

III.   Misdirected Emergency Calls: (CALEA 6.2.5)

Call Takers will transfer misdirected 9-1-1 calls to the appropriate agency promptly and as soon as they determine the calls are better served by routing it to another agency.

A. If phone contact cannot be made with the appropriate agency, the Call Taker will gather all necessary information and provide the information to the Bridge Supervisor, who will in return relay the information to the appropriate agency via the intercity radio frequency.

B. If the data on the ANI/ALI screen is missing, incorrect or the call is routing incorrectly, the following steps will be taken:

1. Print out the ANI/ALI.

2. Write a brief statement of the discrepancy and submit to Bridge Supervisor.

3. The Bridge Supervisor will email the 911 ANI/ALI print out to the Miami-Dade County Police Communications Coordinator at aniali@mdpd.com for corrections.

C. These procedures will be followed for all types of 911 calls, to include but not limited to Landline, Wireless, VOIP, etc.

IV.   **<u>Non-Emergency Calls:</u>**

When transferring a non-emergency call to another station/office, advise the caller that you are transferring them to another number and supply the caller with the correct number.

When the station/office answers, announce that you are transferring a call, wait until you hear conversation, and then hang up.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   5

SUBJECT: **TELEPHONE PROCEDURES – ALPHABETICAL LISTING**

PURPOSE: To provide guidelines to the call taker in handling different types of complaint, in conjunction with the priority dispatch system card.

SCOPE: The following is an alphabetical listing:

LETTER A:

I.   Abandoned vehicle/boat:

   A. Obtain information about the vehicle:

      1. Was vehicle just abandoned? If yes, obtain the following information:

         a. How many suspect(s) fled the scene and what direction?

Commander
Communications Unit

4/11/19
Effective Date

        b. Description on the suspect(s) and mode of transportation. (If a vehicle is involved obtain description.)

        c. Is the engine running?

        d. Enter a call for dispatch.

  2. Has the vehicle been abandoned for a while? If yes, obtain the following information?

        a. Is the vehicle stripped in anyway?

        b. Does it have a popped steering column or broken ignition? If yes, obtain the following information.

            1) Description of vehicle (Year, make, model, style, color, tag/vin, any distinctive marks, etc.).

            2) Query tag (via computer).

            3) Enter call for dispatch.

        c. If the vehicle does not show any signs of it being stolen, gather as much information as possible on the vehicle and enter a call for dispatch as a non-priority.

C. Boats:

  1. Same as abandoned vehicles.

  2. Query "FL" and hull number.

  3. Enter call for dispatch (if boat is in water, notify a Marine Patrol Unit if available).

II. **Abandoned Calls:**

Abandoned calls on the "Active" call screen of the xT911 phone system, shall be called back on by any call taker who is available or not currently on a call. This includes screeners and Non-English call takers. Additionally, the Support Position operator will also assist with calling back on abandoned calls.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

A. If the abandoned call is a 9-1-1 call, a minimum of three (3) callbacks will be done.

B. If the abandoned call is an Admin or non-emergency 6111 call, a minimum of one (1) callback will be done.

C. Any 9-1-1 abandoned calls received from a residence or business, where you receive no answer on the callback, will be entered as a priority 9-1-1 hang up call.

D. Any 9-1-1 abandoned calls received from a payphone, where you receive no answer on the callback, will be entered as a non-priority 9-1-1 hang up call.

III. **Abductions:**

When receiving a call from citizen(s) reference abduction, use the following guidelines:

A. Parental kidnapping/abduction:

See Domestic Violence S.O.P. 18.

B. All others:

Use the guidelines listed below:

1. Location where the victim was abducted.

2. Name, age, and description of victim.

3. Name, age, and description of suspect.

4. Time when the victim was last seen.

5. Vehicle description or mode of transportation.

6. Enter a call for dispatch as a priority.

7. Notify the Bridge Supervisor.

If the caller reporting the abduction is the actual victim, enter a call as the highest priority and keep them on the line as long as possible. If calling from a cellphone, continuously rebid the ALI for location updates. If call is disconnected, contact the cellphone provider and request they continuously ping the cellphone location.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

III. **Accidents:**

    A. Enter a call for dispatch if any of the following criteria apply:

        1. There is a fatality, injury or complaint of injury and transfer caller to or notify Miami Fire Rescue.

        2. Hit and run.

        3. D.U.I.

        4. The accident involves a hazardous material spill.

        5. The total property damage is more than $500.00.

        6. Unknown object hits the vehicle while in motion or

    B. Accidents that do not meet any of the above criteria and result in minor property damage (less than $500.00) do not need to be reported to D.H.S.M.V. You must however, advice the parties involved to exchange the following information:

        1. Driver's license numbers.

        2. Vehicle identification number (V.I.N.).

        3. Insurance information.

    If either party insists on a police report, have them respond to the nearest Police Sub-Station and obtain a "short form" accident report.

    If there is any question or doubt about entering the call or if complainant insists on a unit, contact the bridge or supervisor for final resolution.

    C. If the caller is involved in the accident and the vehicles are obstructing traffic, advise the caller that they should safely move the vehicles from the roadway (when possible) and only if there are not life-threatening injuries involved.

    D. If drivers originally settled on the scene and then decide later to request an accident report, advise them to respond to their nearest police station and pick up a delayed accident report. Do not enter a call.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

E. Other agencies (D.O. 12.4.4.14):

1. Miami-Dade Police vehicle, Miami-Dade vehicle, Metro-Rail or Metro-Mover involved, Miami-Dade Police will handle.

2. Metro Transit (M.T.A.) bus involved, in city's jurisdiction, Miami Police will handle.

3. Miami-Dade school bus involved, in city's jurisdiction, Miami Police will handle.

F. Hit and Run:

1. Victim on the scene:

   a. Obtain description of the suspect(s), description of the vehicle(s), and direction of travel.

   b. Enter a call for dispatch.

2. Victim chases and apprehends the suspect(s):

   a. Dispatch a unit to where the offender is being held.

3. Victim attempts to chase the offender, but loses the offender:

   a. Have the victim return to the original scene, and dispatch a unit.

4. Victim of a hit/run locates vehicle and/or offender involved in hit/run:

   a. Have citizen gather all available information, such as vehicle description, location of vehicle, etc.

   b. Enter call for dispatch.

5. Vehicle and/or suspect(s) located which was involved in a previous fatality:

   a. Gather all pertinent information.

   b. Enter a call for dispatch.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

6. City of Miami Police Officer involved:

   a. In our jurisdiction, including highways and expressways, City of Miami Police will handle.

   b. Outside of the city's jurisdiction, the agency having jurisdiction will prepare the Florida traffic accident report. Notify the Bridge.

IV. Aircraft:

A. Crash:

1. Location.

2. Is aircraft on fire?

3. Type of aircraft (helicopter, private plane, commercial, cargo, military, etc.).

   a. If it is military:

      1) Type (jet or propeller).

      2) Multi-engine.

      3) Fighter.

      4) Notify Bridge before disconnecting.

      5) Notify fire rescue.

      6) Enter a call for dispatch.

B. Reckless operation (of an aircraft):

1. Type.

2. Numbers written on aircraft.

3. Notify Bridge. The Bridge will notify the F.A.A. (Federal Aviation Administration).

4. Enter a call for dispatch.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

C. Drones:

Federal regulations prohibit the use of such aircraft, sometimes referred to as "drones", within the airspace surrounding Miami International Airport and any open assemblies of persons among many other limitations. The investigation of violations of this type can be highly technical in nature and the FAA is best equipped to handle such investigations. In accordance with their request, the following procedure will be implemented for all police requests of encounters with a UAS/Model Aircraft within the corporate limits of the City of Miami:

1. Enter a call for dispatch with the following information:
   a. Approximate address or street location of the Drone.
   b. Nature of the Activity.
   c. Description of the Drone.
   d. Location of the Drone Operator.
   e. Description of the Drone Operator.

2. Notify the bridge supervisor.

Note: The airspace above the entire corporate boundary of the City of Miami is currently off limits to such operations now and in the future.

V. Alarms:

A. Reported by a citizen:

1. Enter a call for dispatch. Make sure to note on the incident that the call was received from a citizen.

B. Reported by an alarm company:

1. Obtain a permit number:

   a. Either from an alarm company.

2. Verify permit status:

   a. Active audible alarm:

      1) Advise the alarm company we will be responding.

      b. Not active audible alarm:

          1) Advise the alarm company we will not be responding.

          2) However, if someone is on the scene, enter a call for dispatch as a priority.

      c. Active or not active silent hold-up, silent intrusion, silent panic or silent listening device alarms:

          1) Advise the alarm company although not active we will be responding.

3. Status Definitions:

      a. S – Suspended.

      b. R – Revoked.

      c. H – History Account (Original owner has moved, owed money or leased/sold property).

      d. M – Account never had a permit.

      e. X – Expired (Owner given another opportunity to reactivate account).

      f. If information is different, verify contact information. If the contact information matches, enter a call for dispatch. If the information does not match, enter a call for dispatch, with the information provided by the alarm company.

      g. W – Expired.

4. Verify all information (e.g. name, address, etc.):

5. If no permit number:

      a. If the Alarm Company cannot provide a permit number and no record of a permit can be found in the computer, advise the Alarm Company that there is no permit and we will respond.

6. If the computer system is down, process the call for dispatch.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

B. A subsequent call is received advising the owner is responding:

1. If the incident is unassigned:

   a. Operator will modify the call to reflect key holder responding ~~if given~~ along with the key holder's name, phone number, vehicle description and E.T.A., then notify the dispatcher. If the alarm is an audible alarm (priority 5), change the priority to a priority 4.

2. If the incident is assigned:

   a. The Operator will modify the incident to reflect key holder responding along with the key holder's name, phone number, vehicle description and E.T.A., then advise the dispatcher.

      1) The Dispatcher will advise the unit's assigned.

3. A subsequent call from the alarm company has been made requesting to cancel the alarm call:

   a. If call has already been assigned to a unit but unit has not arrived:

      1) Notify the dispatcher, then advice the alarm company that we will be canceling the call.

      2) Modify the incident with your IBM, and cancellation information.

      3) Dispatcher will notify unit and terminate call.

   b. If call has already been assigned to a unit and he has already arrived.

      1) Advise Alarm Company we have a unit on the scene and we cannot cancel.

      2) Modify incident with your IBM, and of the attempt by the alarm company to cancel the call.

4. If the incident has been terminated and the unit has cleared:

   a. Have the owner/alarm company call us when owner is on scene for police dispatch

   b. If owner is on scene, dispatch a unit reference the previous alarm call and enter the original case number.

5. If owner of property calls to terminate alarm:

   a. Advise owner we cannot cancel per a citizen and to notify his/her alarm company to call us for termination.

E. Car or boat alarms:

1. Enter a call for dispatch as a disturbance with the lowest possible priority, unless the complainant sees, or is aware of criminal activity; in these cases enter a call for dispatch using the appropriate priority and signal.

F. Medical alarms:

1. All medical alarms are transferred to Fire Rescue. City of Miami Police will only respond if requested by Fire Rescue based on extenuating circumstances.

VI. Ambulance:

See Fire Rescue S.O.P. 8.

VII. Animal Bites (Including dogs):

Most incidents involving animals or animal bites do not constitute a crime and as such do not require an incident report or police dispatch. When dispatch is required, obtain all the necessary information, location, call back number, **whether the animal is contained or not,** etc. ask the caller to hold and transfer to Fire Rescue. Upon the Fire Rescue operator answering the line notify him/her that a Police Unit will also be responding. Enter the call for dispatch, notify a Supervisor on the Bridge and notify Animal Control.

A. Exceptions Requiring Police Dispatch Include:

1. If a City of Miami Police Department canine bites.

2. If a person uses dog as a weapon.

3. If the victim of the dog bite is a juvenile 10 years of age or younger.

4. Ongoing attack (e.g. mauling in progress):

B. Enter a call for dispatch as with the highest priority.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

If dispatch is not warranted, refer the citizen to the Miami Dade 3-1-1 Contact Center for a report. They can be contacted at 305-884-1101 or 311 from Mon-Fri 7 a.m. to 7 p.m. and Sat 8 a.m. to 5 p.m. They are closed on Sundays and Holidays. Miami Dade 3-1-1 Contact Center will forward the information to Animal Services and the Health Department.

VIII. Animals (Other):

A. Any loose or dangerous animal:

1. Assess from the caller if the animal is contained or not contained, if there are no serious injuries inflicted or there is no imminent danger to others:

   a. Refer caller to Miami-Dade County Health Department. Health Department initiates quarantine procedures.

2. Animal not contained, if there is imminent danger to others, enter a call for dispatch.

3. Stray dog/cat refer caller to Animal Control (3-1-1).

4. Refer caller to appropriate agency as it pertains to the specific animal in question (See your listing numbers).

B. Endangered/Protected Species:

1. Freshwater (e.g. alligator) refer caller to the Game and Fresh Water Fish Commission.

2. Salt Water (e.g. manatee/sea cow) refer caller to Florida Marine Patrol.

C. Abused or neglected:

1. Obtain all necessary information for dispatch including description of the abuser and the animal enter a call for dispatch.

D. Injured animal:

1. Refer caller to Humane Society

E. Dead animal:

1. Refer caller to Sanitation.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

IX. <u>Arsons:</u>

    A. If Miami Fire Rescue makes the request for a unit, then enter a call for dispatch.

    B. If a caller gives information that a fire was deliberately set, obtain as much information about the offender and witness contact information as possible, enter a call for dispatch and transfer caller to the Fire Department.

    C. If incident occurs at a county facility located in the city's jurisdiction, City of Miami Police handles if City Fire Department is handling the investigation.

X.   <u>Assaults:</u>

Person shot, stabbed or severely beaten:

    A. If person shot, stabbed or severely beaten determine if it is as a result of a robbery or domestic dispute. If so, refer to the appropriate section in your S.O.P.

    B. For all others, use the following guidelines:

        1. Where did it occur?

        2. Any weapons?

        3. How many suspects?

        4. Description of the suspect?

        5. Mode of transportation?

        6. Direction of travel?

        7. Obtain contact information.

        8. Transfer caller to fire rescue.

        9. Advise fire rescue police is en route.

        10. Enter call for dispatch as the highest priority.

        11. Notify Bridge Supervisor.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

C. Person beaten (minor or no injuries) and person threatened occurred within the last ten (10) minutes:

1. Where did it occur?

2. Any weapons?

3. How many suspects are they on the scene?

4. Description of the suspect?

5. Mode of transportation?

6. Direction of travel?

7. Obtain contact information.

8. Transfer caller to fire rescue.

9. Enter call for dispatch as a priority.

D. Person beaten (minor or no injuries) and person threatened occurred more than ten minutes ago and they do not know whereabouts of offender:

1. Enter a call for dispatch as a non-priority or see if the caller wants to report to the nearest Police Sub Station to make a report.

E. Shots fired into an occupied dwelling with no injuries or person shot at, use the following guidelines:

1. Where did it occur?

2. How many suspect(s)?

3. Description of suspect(s)?

4. Type of weapons?

5. Mode of transportation or on scene?

6. Direction of travel?

7. Enter call for dispatch (If just occurred within the last ten minutes enter as the highest priority).

8. Notify Bridge Supervisor.

XI. Auto Theft:

A. When did it occur?

1. If in progress or if it occurred within the last ten (10) minutes, with suspect description enter as a priority. With no description enter as non-priority.

2. If occurred more than ten (10) minutes ago, refer the caller to the nearest Police Sub Station or enter a call for dispatch as a non-priority if the caller is unable to respond to the station for the report.

3. If caller knows whereabouts of suspect(s) enter a call for dispatch.

A. Where did it occur?

C. Description of vehicle such as make, model, year, color, tag number, any distinctive features, etc.?

D. Description of suspect(s)?

E. Direction of travel?

Ask the complainant if they know the suspect. Sometimes cases of auto thefts are domestic situations.

LETTER B:

I. Baker Act:

When receiving a call reference a violent possible mental use the following guidelines:

A. If complainant has an Ex Parte order see section on Ex Parte.

B. If subject is violent and may cause harm to himself or others:

1. Obtain description of subject, age, any weapons, etc.

2. Is subject under medication?

3. Has subject been treated at any specific facility?

4. Enter a call for dispatch.

II. <u>Bomb Threat:</u>

A. If the caller received the threat:

1. Address where the bomb was placed (Also, specifically what location at that address, e.g. if in a building, where in the building, office, etc.).

2. Ask caller the time the bomb is set to go off.

3. Is the person making the threat a male or female?

4. Does the person making the threat have a specific demeanor or distinctive speech (e.g. accent, angry, calm, etc.)?

5. Could any background sounds be heard?

6. Enter a call for dispatch and notify the bridge supervisor.

B. If you receive a bomb threat:

1. Questions to ask:

   a. Address where the bomb was placed (Also, specifically what location at that address, e.g. If in a building, where in the building, office, etc.)

   b. Ask caller the time the bomb is set to go off.

   c. Is the person making the threat a male or female?

   d. Does the person making the threat have a specific demeanor or distinctive speech (e.g. accent, angry, calm, etc.).

   e. Could any background sounds be heard?

2. Enter incident and notify the bridge supervisor.

C. Explosive device found:

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

1. Address of device (including exact location at the address) and description of device.

2. Enter an incident for dispatch.

3. Notify Miami Fire Department reference standby.

4. Notify a bridge supervisor.

III. <u>Bridge Malfunctions:</u>

1. Enter a call for traffic control. Make sure to include the following information:

   a. Address or Bridge Name

   b. Reference (i.e. stuck on up position, arms stuck down, etc.)

   c. If possible, an estimated time for the Bridge to be operational again

2. Send a message to all the Dispatchers and Call Takers notifying them of the Bridge Malfunction.

3. Notify Fire Rescue.

4. Notify the Bridge Supervisor.

IV. <u>Burglary:</u>

A. Ask for the address (it is recommended the address be obtained first, so that a call can be dispatched even if the call is disconnected):

1. Type of address:

   a. House or apartment.

   b. Business. (Obtain business name if possible.)

2. Is it in progress?

   a. If yes, keep the caller on the line in order to obtain updated information that will assist the arriving units. Enter a call as a 3/26I if occupied and 4/26I if unoccupied. Note: The primary unit will conduct an investigation

after arrival and if it's confirmed that the structure was occupied then he/she will make the determination to change the signal to a 26O (Occupied Burglary).

b. Questions to ask caller:

1) Number of offenders.

2) Description of suspect(s) (including physical description).

3) Point of entry?

4) Any weapons involved?

5) Is anyone inside property?

6) Are there any lookouts/description?

7) Any vehicles involved? (If so, description)

3. If just occurred (ten (10) minutes or less):

a. Questions to ask caller:

1) Number of suspect(s)?

2) Description of suspect(s)?

3) Mode of travel?

a) On foot or in a vehicle?

b) Description of vehicle (e.g. tag, type of vehicle, model, year, etc.)?

c) Direction of travel?

d) Items taken?

4. Occurred over ten (10) minutes ago and complainant does not know whereabouts of suspect(s):

a. Ask complainant if they are sure that the suspect(s) are not still inside.

b. If caller has not entered the premises, advise them not to do so.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

LETTER C:

I. Cat up a tree

The Emergency Dispatcher/Emergency Dispatch Assistant shall advise the caller that normally, if left alone for a sufficient length of time, the cat will come down on its own. Fear or curiosity is the reason it went up.

Sympathetic citizens gather below the tree and inadvertently frighten the cat, which then becomes reluctant to come down. Nature has provided these animals with the means to come down, as well as go up. Even if the cat stays up for a day or two, hunger will finally induce it to come down on its own.

II. Check on wellbeing:

An Emergency Dispatcher/Emergency Dispatch Assistant will receive a request via a friend or relative to check on the wellbeing of a loved one due to an illness, infirmity or unusual circumstance(s). The operator will obtain all necessary data to enter a call for dispatch as a priority.

A. Address to check.

    1. Apartment, home, business, etc.

B. Last time person was seen?

C. Description of person (Including name, D.O.B., physical, etc.)?

D. Does person have any medical condition?

E. Anyone on scene, or en route with key(s) to enter address?

F. Complainant contact information?

G. Enter a call for dispatch.

III. Children

A. Neglected, abandoned or unattended:

    1. Questions to ask:

      a. Address where child/children are located?

      b. Age of child/children?

      c. Description if applicable?

      d. Location of parents if known?

  2. Enter a call for dispatch (unit will respond to investigate the validity of call).

B. Child locked inside vehicle:

  1. Obtain address and notify Miami Fire Department.

  2. Enter a call for dispatch.

      a. Obtain description of vehicle and exact location.

      b. Is the vehicle engine running?

IV. Complaints:

A. Complaints against a police officer:

  1. During business hours (0700-1700 hours), citizen complaints against a police officer will be immediately referred to Internal Affairs.

  2. After business hours, complaints will be immediately referred to the bridge supervisor who will immediately notify any on duty field lieutenant.

B. Complaints about dispatch procedures:

  1. Whenever possible, attempt to resolve the matter within the parameters of existing policies. If you are unable to satisfy a citizen complaint regarding a request for police service, ask the caller to hold while you connect them with a supervisor. Advise the Bridge of the problem, and request that the supervisor speak with the complainant.

  2. Delay in dispatch:

      a. If the call was held and now assigned, inform the complainant that the call was processed according to the time it was received and its priority. Also,

> advise the caller that a unit has been assigned and will be there as soon as possible.

b. If the call is still holding due to the fact that an emergency(s) is being handled, explain that the incident has been processed to the dispatcher for their area. Additionally, explain that we are busy in their area, and must handle higher priority calls first. A police unit will be dispatched as soon as a unit is available. Advise the complainant that they may call back should it be necessary or to provide additional information or developments.

C. Complaints, Internal Referral:

Complaints regarding specific problems which normally do not require a unit dispatch or telephone report, shall be handled by informing the caller in a manner as follows:

The (problem/question) you have is handled by _____. Normal Departmental policies and procedures do not permit the dispatch of a unit without specific permission or direction of that Department/Unit.

If the unit is open, advise the caller to please hold on while you transfer to the respective unit.

If the appropriate unit/office is not open then advise the caller of the proper telephone number and normal business hours of the unit and request that the caller contacts the office.

D. Complaints, External Referral:

Complaints regarding specific areas, which are not a police matter, shall be referred to the proper agency by:

The (problem/question) expressed by you is best handled by _____.
Please call _____.

OR

The (problem/question) expressed by you is best handled by _____.
Please call _____, I am unable to transfer you as the number you have dialed 9-1-1 is an emergency line only.

Note: 6111 calls may be transferred internally only.

V. Contacting Citizens:

The Complaint Room Personnel will contact the registered owners of vehicles upon request from field units during the hours of 0700-2400.

The Complaint Room will not contact these persons during the hours of 0001 to 0700, unless unusual circumstances warrant such a contact. In case of conflict with the Complaint Room, discretion will lie with the requesting unit's immediate supervisor or Field Lieutenant. Unusual circumstances that would warrant notification during these hours include:

A. The car or tag is being used in a crime.

B. The car is occupied by suspicious person(s) without proof of ownership.

C. Abandoned cars that are obviously recently stolen (engine warm, etc.).

D. Cars that create danger to persons, property, or are likely to cause an accident.

VI. Credit Cards:

When someone calls in a report of lost or stolen credit cards, a police unit is not required to be dispatched to conduct an investigation. The Emergency Dispatcher/Emergency Dispatch Assistant shall refer the caller to the nearest Police Sub-Station for a report. If the caller is unable to respond to the station for the report, a call may be entered as a non-emergency for police to be dispatched.

If a caller reports that someone is presently trying to use a stolen credit card, and is there now or has just left, a unit will be immediately dispatched.

LETTER D:

I. Disturbances:

A family disturbance is that which involves family member(s) or household member(s) where only a verbal altercation has taken place and no assault or battery has occurred. Note: If an assault or battery has occurred refer to Domestic Violence.

A. Family:

1. Attempt to obtain the following:

        a. Exact location.

        b. Weapons involved (guns, knives, clubs, etc.).

        c. Anyone under the influence of alcohol, drugs, etc.

        d. How many people involved?

B. Juveniles:

    1. If gang involved, ascertain the crowd size.

    2. Weapons.

    3. Vehicles.

    4. Gang names.

C. Landlord/Tenant:

    1. If violent and both parties are on the scene, dispatch units.

    2. Non-violent, both parties on the scene and the circumstances require police to be dispatched.

    3. Non-violent, the caller is the only one on the scene; refer the caller to the Landlord/Tenant Mediations Services.

    4. Removal of tenant by landlord requires an eviction notice unless building is licensed as hotel/motel. Miami-Dade Police serves eviction notices.

D. Noise:

    1. Construction:

        a) **City Ordinance Chapter 36 Section 6 – Construction Equipment**
        Operating or permitting the operation of any tools or equipment used in construction, drilling, or demolition work such as pile drivers, steam shovels, pneumatic hammers, pumps, or other like equipment is prohibited:
          • Between the hours of 1800-0800hrs on weekdays or at any time on Sundays or holidays, such that the sound therefrom creates a noise disturbance across and at a residential district boundary or within a

noise sensitive zone, except for emergency work of public service utilities or by special permission issued by the City Manager.

- At any other time such that the sound level at a real property boundary exceeds a reading of 0.79 weighted average dBA for the daily period of Operation. Such sound levels shall be measured with a sound level meter manufactured according to standards prescribed by the American National Standards Institute.

b) A call for dispatch will be entered for all complainants of construction noises received between the hours of 1800-0800hrs Monday through Saturday, all day Sunday, and on holidays.

- Any work beimg performed during these hours will require a permit specifying the date and time the activity is authorized.

2. Barking Dog:

   a) **City Ordinance Chapter 6 Section 39 – Noisy Dogs**
   No person shall keep or harbor or own any dog in the city which indulges or engages in frequent or habitual barking, yelping or howling, thereby creating annoyance to the inhabitants of the neighborhood in which the dog is kept or to people passing to and from upon the public streets.

   b) A call for dispatch will be entered for ALL complaints of barking dogs.

3. Roosters, chickens, ducks, etc.:

   a) **City Ordinance Chapter 6 Article I Section 1 – Restrictions on keeping poultry, fowl or grazing animals**
   Live poultry, fowl or grazing animals may be kept, harbored, bred or maintained in the city, subject to the following limitations and restrictions:
   - No live poultry, fowl or grazing animals shall be kept, harbored, bred or maintained unless the person owning or leasing or occupying the premises on which the same are kept, harbored, bred or maintained secures, possesses and maintains a permit from the county health unit, authorizing the use of the premises for such purpose.
   - In no event shall the owner or lessee or occupant of any premises keep, harbor, breed or maintain at any one time more than 15 hens and 30 growing chicks. No roosters shall be kept, harbored, bred or maintained at any time.
   - No poultry, fowl or grazing animal pens or houses shall be situated less than 100 feet from any human dwelling, and no poultry, fowl or grazing animal shall be permitted to run at large.

- Poultry, fowl and grazing animal pens shall be kept free from odors and free from fly breeding.
- All food used for poultry, fowl and grazing animals shall be kept in suitable containers with tightfitting covers, so as to be inaccessible to rats.
- All poultry or fowl droppings shall be removed from the pens at least twice weekly, wrapped in paper and placed in covered garbage cans for removal. Droppings shall not be used for fertilizer unless first treated so as to destroy fly maggots.

Definitions:
- **Fowl:** Live guineas, pea fowls, pheasants and pigeons, except carrier and racing pigeons, kept, harbored, bred and maintained exclusively for such purpose.
- **Grazing Animals:** Horses, cows, goats, sheep and rabbits.
- **Poultry:** Live chickens, turkeys, ducks and geese.

b) A call for dispatch will be entered for ALL complainants of Roosters, Chickens, Ducks, etc.

c) Additionally, the caller will be referred to Code Enforcement located at their nearest N.E.T. Station.

4. Loud Music:

a) **City Ordinance Chapter 36 Section 4 – Operation of radios, phonographs or other sound-making devices; bands, orchestras and musicians.**
   - It shall be unlawful for any person owning, occupying or having charge of any building or premises or any part thereof, in the city, at any time to cause or suffer or allow any loud, unnecessary, excessive or unusual noises in the operation of any radio, phonograph or other mechanical sound-making device or instrument, or reproducing device or instrument, or in the playing of any band, orchestra, musician or group of musicians, or in the use of any device to amplify the music of any band, orchestra, musician or group of musicians, where the noise or music is plainly audible at a distance of 100 feet from the building, structure, vehicle or premises in which or from which it is produced. The fact that the noise or music is plainly audible at a distance of 100 feet from the vehicle or premises from which it originates constitutes prima facie evidence of a violation of this chapter.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

- The city commission may declare an exemption from the prohibitions contained above and declare them inapplicable on special occasions by resolution.

b) A call for dispatch will be entered for enforcement of all Loud Music complaints.

II. Domestic Violence:

(See S.O.P. 18)

III. Drowning:

Upon receiving a call reference a drowning, the EDA/ED should immediately request the following:

A. Address.

B. Telephone number.

C. Age of the person needing assistance.

D. Type of body of water they are in.

E. Advise the caller to hold and transfer to Fire Rescue.

F. Enter a priority call for dispatch.

IV. Drug Calls:

Upon receiving a drug call, the Emergency Dispatcher/Emergency Dispatch Assistant should determine if this is a large or small-scale drug buy or drop off. Questions to ask:

A. What is occurring?

B. Description on subjects?

C. Where are the drugs hidden?

D. Description of vehicles involved?

Whether it is a small-scale drugs buy, or a large-scale (huge quantity) buy, a unit should be dispatched, regardless if the caller has description or not. However, always make every attempt to gather as much information and description as possible, as it will assist the Officers responding with identifying the individuals the caller is calling about.

If the drug sales are ongoing (same place, same offenders daily) enter a call for dispatch and refer the caller to the N.R.O. (Neighborhood Resource Officer) or the P.S.T. (Problem Solving Team) for that Service Area.

V. **Drunk Person:**

A. Intoxicated person:

1. On a public street:

a. Enter a call for dispatch.

2. At home:

a. If the caller is complaining that a person is intoxicated in his or her own home, explain to the caller that there is no violation of law by being drunk in one's home.

b. If the person is committing a violation of law, enter a call for dispatch.

B. Drunk Driver:

1. Obtain description of the vehicle and direction of travel. Advise the caller that the information will be given to the units in that area. Send the information in BOLO format to the dispatchers via message, so he/she can broadcast the information.

LETTER E:

I. **Ex Parte Order:**

A. Obtain the following information:

1. Is patient on the scene?

    2. Is patient violent?

    3. Type of court order?

    4. Destination?

B. Advise caller to have the court order on the scene.

C. Enter a call for dispatch.

II. Explosion:

A. Obtain the following information:

    1. Find out from the caller "What blew up"?

    2. The location of the explosion?

    3. Transfer the caller to the Fire Department.

    4. Enter a call for dispatch.

    5. Notify the Bridge.

LETTER F:

I. Fire Rescue & Fire Department request:

See S.O.P. 8 for details.

II. Florida Power & Light Company:

Florida Power & Light Emergency Shut Off: In the event that it becomes necessary to make a request for an emergency power shut-off, Florida Power & Light Company has requested that this procedure be followed:

A. Call FPL's Emergency Service Department.

B. Operator identifies himself/herself by name and rank.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

C. State reason for shut-off request.

D. Give exact address of trouble.

Some of the situations, which should be considered emergency situations, would be:

A. A power line down (from a storm, or possibly an auto accident involving an electrical pole).

B. An electrical fire (building).

C. The scene of an electrocution or the possibility of an electrocution.

The Florida Power & Light Emergency Service Department is to be used for emergency situations only.

To report a street lighting problem call the Florida Power & Light general information number and make the proper selection via their menu.

LETTER G:

I. Gambling:

Complaints regarding gambling, dice, cards, etc. will often be for spite. This occurs when a participant in the gambling game has lost and seeks reprisal by calling the police. Regardless of the motive a police response should be initiated.

II. Gas Leak/Hazardous Material Spills:

A. Transfer the call to the Fire Department:

1. Fire Department personnel will determine what type of police response is needed and make request.

LETTER H:

I. Harassing Phone Calls:

Harassing telephone calls are almost impossible to stop. When the Communications Unit receives a complaint of this nature, the complainant should be referred to the Telephone Company.

If the call is obscene or if the call makes a threat, then a report should be prepared either by field response or the complainant responding to one of the Police Sub-Stations for a report.

A. Obscene phone call: Signal 33

B. Threats by phone: Signal 32M

C. Harassing phone calls: Signal 14I

II.   Hot Rods (Racing):

See S.O.P. 5. - Letter T.

LETTER I:

I.   Informant(s):

Emergency Dispatchers/Emergency Dispatch Assistants will receive calls from informants wanting to talk to certain detectives. This is one of the best investigative tools that the detectives have. Naturally, the informant will be more reluctant to give his/her name. Some have CI Number (Confidential Informant number).

Every effort should be made to pass on the information to the particular detective involved.

A citizen calling with a tip can also be referred to Crime Stoppers at 305-471-TIPS (8477).

II.   Involuntary Sexual Battery:

See S.O.P. 5, S. (Sex Offense).

LETTER L:

I.   Larceny/Retail/Motor Vehicle Theft:

A. In progress or just occurred (within the last ten (10) minutes) make it a priority:

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

      1. Are there any injuries? If so, call may be a strong-arm robbery. See "Robberies" for details.

      2. Where did it occur? Exact location.

      3. How many suspects?

      4. Description of the suspect(s)? Such as clothing (color of shirt, pants, shoes, etc.) age, race, and gender. Also, physical description such as, color of hair, eyes, height (tall, short, etc.), weight (thin, heavy, etc.).

      5. Mode of transportation, description of vehicle used.

      6. Direction of travel.

B. Occurred more than ten (10) minutes ago, and victim does not know whereabouts of suspect(s):

      1. Refer caller to the nearest Police Sub-Station to make a report or enter a call for dispatch as a low priority.

II. Locate and Notify:

Other Police agencies:

A. Obtain all pertinent information:

      1. Address.

      2. Name of the person to be contacted.

      3. Reference for contact.

      4. Call back information.

      5. Enter a call for dispatch.

Hospitals:

A. Non-emergency:

      1. Advise complainant that they should have their own staff available to contact citizen.

B. Emergency:

    1. Enter a call for dispatch only if call pertains to a severe emergency that would affect the public's health.

IV. Lost Items:

City of Miami Police Department will make a report for the following lost items (not all inclusive).

1. Tags/Decals

2. Credit Cards

3. Guns

4. Passports (If non-U.S. citizen, they must have a letter from their consulate verifying that the passport is valid).

Citizens calling for a report on a lost item can be referred to one of the Police Sub Stations for the report.

LETTER M:

I. Mental Complaints:

A. Violent or suicidal:

    1. Obtain the following:

        a. Location and phone number?

        b. Any weapons or means of attempting suicide?

    2. Enter a call for dispatch.

        a. Notify Fire Rescue.

    3. If suicidal caller, remain on the line with the caller and notify the bridge.

B. Non-violent:

1. If caller does not want to be contacted by police officer, refer caller to crisis center.

2. Call the crisis center and relay the information previously received.

II. Missing Person:

A. Juvenile:

1. If missing or ran away, obtain the following:

    a. Location they are missing from.

    b. Age of the juvenile

        1) If juvenile missing is twelve (12) years of age or younger enter the call as a priority.

        2) If the juvenile is over twelve (12) years of age, unless there are questionable circumstances enter call as a non-priority.

    c. Description of the juvenile (Including name, D.O.B., Physical description and clothing description).

    d. Enter a call for dispatch.

2. Knows whereabouts of a runaway:

    a. Obtain location where juvenile is at now.

    b. Name and complete description.

    c. Previous case number.

    d. Enter a call for dispatch.

3. Missing person/juvenile (recovery):

    a) Obtain all pertinent information such as person's name, D.O.B., physical and clothing description, original case number, etc., and enter a call for dispatch. A unit has to see the person in order to cancel the report.

B. Elderly/Mental person:

1. Location where person is missing.

2. Obtain from the caller the name of the person missing, age,

3. Find out if they have a medical or mental condition (such as Alzheimer's, senility, heart condition, etc.) and are they on any medication. If they are on medication find out when they last took it.

4. Enter call for dispatch as a priority.

C. Adult (no foul play or illness):

1. When reporting an adult missing person, obtain all the necessary information and enter a call for dispatch.

D. Adult (foul play suspected):

1. See S.O.P. 5, A, reference abductions.

LETTER N:

I. <u>Net Service Call Referral:</u>

(See S.O.P. 9)

II. <u>News Media:</u>

Any question(s) brought to Communications Unit personnel by the news media shall, during normal working hours be directed to the Public Information Office. Field supervisor or lead investigator on the scene will advise if the Communications Unit should notify the on-call Public Information Officer (PIO) to respond to the scene, during or after normal working hours, unless the event requires immediate Public Information Officer (PIO) dispatch per operational orders. After hours, the Complaint Sergeant will advise the media, upon request, of the location of the incident and limited information as allowed by operational orders. The media will be advised if they have other questions to contact the on-duty Field Commander.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

LETTER O:

I.   Officer Assistance:

A. An officer needing assistance will be given immediate attention.

B. First it must be determined if the call is from a citizen or if an officer needs the assistance, and is the need of a routine or an emergency nature.

C. Emergency:

1. Obtain the following:

a. Type of emergency and location (Notify Bridge so units can be dispatched).

b. Description and number of offenders.

c. Has officer been injured? If yes, have another operator start rescue while you keep the caller on the line.

d. Keep caller on the line to obtain additional information, or direction of travel if the offender(s) flee prior to the responding unit's arrival.

e. Enter call for dispatch as the highest priority.

C. Non-emergency:

1. Process and enter call for dispatch if necessary.

LETTER P:

I.   Person Down:

A. Determine if police response is needed. If criminal act has occurred, enter a call for dispatch and transfer caller to Fire Rescue.

B. If no criminal act has occurred, transfer the caller to Fire Rescue (Do not enter a call for dispatch).

C. If unable to determine if a crime occurred, transfer the caller to Fire Rescue and enter a call for dispatch as a priority.

II. Person Shot:

See Assaults.

III. Property:

When a complainant calls in reference to found property, ascertain the following information:

A. What type of property?

B. Condition of property?

C. Is the owner known?

- If there is no way to contact an owner, advice the complainant that there is nothing this department can do.

- If owner of property is known, advise the complainant to turn property into the Police Substation. If the operator receiving the information is not busy, they should contact the owner to let them know that the property has been recovered.

A unit may be dispatched, if complainant is not able to take property to Police Substation or if property found can be considered a danger to complainant (e.g. gun, syringes).

D. Found firearm or military ordnance?

1. Obtain a description of the firearm (e.g. rifle, shotgun, revolver, pistol).

2. Do not ask the caller any questions that might compel him/her to come in contact with the firearm (e.g. what is the serial number?, is the firearm loaded or not?).

3. Enter the call as a Priority 4/Signal 14I – Information Report.

4. If the found property is a military ordnance (e.g. grenade, artillery shell, land mine, etc..), contact the Bridge immediately and enter the call as a Priority 4 Signal 14I – Information Report. The Bridge would then contact the Bomb Squad and O.E.M., Office of Emergency Management.

IV.   Recovered property:

A.   Frequently a complainant discovered that property they reported stolen was only misplaced. Upon receipt of this type of call advise the complainant to report to the nearest Police Sub-Station to make a supplement report.

B.   If item recovered warrants a unit, such as vehicle, tag, decal, gun etc., enter a call for dispatch and include original case number.

LETTER R:

I.   Rapes:

See S.O.P. 5, S (Sex Offense).

II.   Recoveries:

When receiving a call from a citizen requesting to report a recovery, use the following guidelines:

A. Recovery Missing Persons/juveniles (See S.O.P. 5, M)

B. Stolen Vehicles.

1. Obtain all pertinent information, such as vehicle description, tag, original case number, etc. Enter a call for dispatch where vehicle is located.

2. If vehicle is occupied or was just abandoned, enter as a priority.

C. Stolen Guns.

1. Obtain all pertinent information, such as make of gun, description, original case number, etc. Inform complainant not to have gun on his/her possession upon a unit's arrival, if necessary obtain description of caller. Enter a call for dispatch

D. All other items may be reported to the nearest N.E.T. Station. If an offender is on the scene, enter a call for dispatch.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

III. <u>Robberies:</u>

The following are guidelines when receiving a call reference a robbery. Some examples are:

- Home Invasion Robbery
- Armed Robbery
- Smash and Grab
- Strong Arm Robbery

A. In progress or just occurred (within the last ten (10) minutes) make it a priority:

    1. Are there any injuries?

    2. Where did it occur? Exact location?

    3. Any weapons? If weapon used and incident just occurred, enter as highest priority.

    4. How many suspects?

    5. Description of the suspect(s)?

    6. Mode of transportation?

    7. Direction of travel?

    8. Items taken?

B. Occurred more than ten (10) minutes ago, with injuries make it a priority.

C. Occurred more than ten (10) minutes ago, with no injuries make it a non-priority.

D. Some robberies that occurred some time ago may be reported at any of the Police Sub-Stations with the approval of a supervisor. Community Service Provider's (C.S.P.) and Public Service Aid's (P.S.A.) are not to make a robbery report.

LETTER S:

I.   **<u>Sexual Offense(s):</u>**

A. Involuntary Sexual Battery (ISB):

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

The following questions must be asked when receiving a call where there is a victim of an involuntary sexual battery (rape):

1. Address where the I.S.B. took place?

If it occurred in any other jurisdiction other than the City of Miami, stay on the line and transfer the caller. Do not disconnect until an address and telephone number have been obtained by the appropriate agency.

2. Is the offender on the scene?

If so, obtain a complete description (including physical and clothing description). If offender has left scene, obtain complete description, mode of travel and any weapon information.

3. Is the offender known or related to the victim?

If so, obtain exact name or D.O.B. if available and any other information that would assist in the apprehension.

4. Does the victim need fire rescue?

If victim requires medical assistance, transfer caller to fire rescue once you have obtained all necessary information for police dispatch. Advise caller to remain on the line and do not disconnect. Once fire rescue has finished their protocol, return to the caller and try to keep them calm until police arrive. Note: If there is an offender on the scene and fire rescue is en route, enter the priority of the call as a "3".

5. Contact information.

Obtain all contact information such as telephone numbers, cell numbers or telephone numbers of witnesses for future investigations.

6. Miscellaneous information:

Always keep the victim of an I.S.B. on the line until police arrive. Keep the caller calm and always be very sympathetic. While units are en route attempt to illicit as much information as possible and notify the dispatcher of any changes that might require the call to be expedited. Do not ask detailed questions about the assault itself.

7. The name of the victim will not be entered into the CAD system.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

II. Subsequent Calls:

1. If the incident is unassigned:

    a. The operator will modify the call to reflect that a subsequent call was received, the callers information (name, phone number and address) if different from the original caller, and any new or additional information being received regarding the incident. Changes in priority or signal will be done by the operator receiving the subsequent call.

    b. The operator will notify the dispatcher, either via message or phone (depending on the urgency), of the updates/changes made.

2. If the incident is assigned:

    a. The operator will modify the call to reflect that a subsequent call was received, the callers information (name, phone number and address) if different from the original caller, and any new or additional information being received regarding the incident.

    b) The operator will notify the dispatcher, either via message or phone (depending on the urgency), of the updates/changes made.

3. If the incident has been terminated and the unit has cleared:

    a. If the information being received requires police response:
        1. Enter another call for dispatch, cross referencing the original call, and including all necessary information to properly dispatch units. This includes calls in which the citizen is calling to state that they have information on the whereabouts of a possible offender(s).

    b. If the information being received is for information purposes only:
        1) Modify the incident with the information and caller's information (name, phone number and address).
        2) Make every attempt to notify the appropriate person (primary unit, detective, etc.) of the information received. This includes having the dispatcher raise the unit on the radio, notifying the bridge supervisor, and/or sending an e-mail to the appropriate person notifying them of the information received.

4. A subsequent call requesting to cancel a call:

    a. If call has already been assigned to a unit:
        1) Modify the incident with your IBM and cancellation information.

       2) Notify the dispatcher, via phone, of the request to cancel.

       3) The dispatcher will notify the unit(s) and terminate the call.

  b. If call has NOT been assigned and is still PENDING to be dispatched:

       1) Modify the incident with your IBM and cancellation information.

       2) Notify the dispatcher, either via phone or message, of the request to cancel.

       3) The dispatcher will terminate the call.

  c. Supplement Reports:

Citizen(s) requesting to add information to a previous report may do so by filing a supplementary report at the nearest Police Sub-Station. If a previous offender has returned to the scene or has been located, enter a call for dispatch and list previous case number in the incident in addition to the information on the offender.

III. Suspicious Person:

When receiving a call reference a suspicious person, obtain the following information:

A. Location where subject is now or area subject is casing.

B. Description of subject (including physical description).

C. Is subject armed with any weapons?

D. Enter call for dispatch as a priority.

IV. Suspicious Vehicle:

When receiving a call reference a suspicious vehicle obtain the following information:

A. Location where the vehicle is parked or circling.

B. How many subjects are in the vehicle?

C. Description of subject (including physical description if possible).

D. Is subject(s) armed with any weapons?

E. Description of vehicle (including make, model, color, tag, etc.).

F. Enter a call for dispatch as a priority.

LETTER T:

I. Threats to kill or commit bodily harm to a Miami Police Officer:

If a caller telephones Communications and personally threatens to kill or commit bodily harm to a Police Officer, the responding clerk will:

A. Notify the Bridge.

B. Check the telephone number, if called in on 9-1-1 continuously rebid the ALI and note the location displayed on mapping system.

C. Immediately use the Instant Recorder Replay (IRR) to accumulate all available data concerning the threat.

D. Check C.A.D. system chronologically for the possibility of a previous incident related to the threat.

E. Provide all available data to the Bridge so that they can prepare a B.O.L.O. Include all specific information available, i.e., location of threat (if known), area, address call was made from, unit number involved, race, sex, approximate age of caller, etc.

F. Generate an incident to the address obtained.

If caller has telephoned the Communications Unit and states he has personal knowledge of a threat to a Police Officer, the clerk will:

A. Enter a call for dispatch.

B. Notify the Bridge.

C. Provide the Bridge with all available data so that a B.O.L.O. may be generated.

II.   Traffic Violations:

When receiving calls in reference to different types of traffic violations, use the following guidelines:

A. Blocked Driveway:

1. Obtain all pertinent information such as description on vehicle including tag number.

2. Enter a call for dispatch as non-priority.

3. If engine is running enter call as priority.

4. If caller indicates a dispute is taking place, enter call as a disturbance.

B. Hot Rods (Racing):

1. Obtain description on vehicle(s) racing including tag number.

2. Enter a call for dispatch as non-priority.

Note: In some situations, such as with children involved, call might warrant being entered as a priority.

C. Illegally parked vehicles:

1. Vehicle parked in a handicap space without proper decal.

a. Enter call for dispatch, non-priority.

A. Vehicle parked in a no parking zone.

a. Enter call for dispatch, non-priority.

B. Vehicle blocking a fire hydrant.

a. Enter call for dispatch, non-priority.

b. If request made via Fire Department, enter as a priority.

C. All other traffic violations follow same guidelines.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

LETTER U:

I.   Unknown Request/9-1-1 Hang Up:

    A. The operator receiving a 9-1-1 hang up will call back a minimum of three (3) times. If after the three (3) attempts contact is not made a call for dispatch will be entered following the following procedures:

        1. 9-1-1 hang-ups from a residence or business will be entered as a priority call (4-13) with the comments "9-1-1 hang up, 3 call backs, no answer."

        2. 9-1-1 hang-ups from payphones will be handled in the following manner:

            a. If the payphone does not accept incoming calls, the call will be entered as a non-priority dispatch (5-13) with the comments "9-1-1 hang up from payphone, call back does not accept incoming calls."

            b. If there is no answer at the payphone, the call will be entered as a non-priority dispatch (5-13) with the comments "9-1-1 hang up from payphone, 3 call backs, no answer."

        3. 9-1-1 hang-ups from a cellphone will be called back three (3) times.

    B. Open 9-1-1 calls with background noises indicating a possible problem from a residence, business or payphone will be dispatched as a priority call (4-13) "unknown request for police" and comments as to what kind of noises were heard.

        1. If the call is a wireless call, the location will be obtained using the West Viper Mapping system by rebidding the call to obtain updated location information.

        2. The wireless provider can also be contacted to obtain the registered owners information and to request continuous pinging of the phones location until a unit has made contact.

    C. Keep in mind when receiving no response or a silent 9-1-1 call, the caller may be hearing impaired or deaf and the 9-1-1 operator will need to try to communicate via the T.D.D. (Teletype Device for the Deaf).

        See S.O.P. 15 for more details on the T.D.D.

D. Always keep mental or written notes of any noises or conversation heard prior to a 9-1-1 call being disconnected, and include that information in the comment field of the incident.

LETTER V:

I. Vandalism:

If any entry, attempt entry, or unknown entry to the location has been made refer to the "Burglary" section of your S.O.P.'s.

Vandalism is defined as criminal mischief and/or mischievous acts committed on a place or object (e.g. graffiti).

Hate crimes such as defacing religious institutions (e.g. churches, synagogues, etc.) and defacing religious statues will also be considered vandalisms. Additionally, crimes against persons based on their religion, race, sexual orientation and gender will also be included.

Use the following guidelines:

A. If in progress or just occurred within the last ten (10) minutes:

1. Where did it occur? Exact location.

2. How many suspects?

3. Description of the suspect(s)?

4. Any weapons or object used?

5. Mode of transportation?

6. Direction of travel?

7. Item vandalized?

8. Enter a call for dispatch as a priority.

B. If occurred more than ten (10) minutes ago, and it pertains to a hate crime, dispatch a unit as a priority if whereabouts of suspect(s) is known. Otherwise, make it a non-priority.

STANDARD OPERATING PROCEDURES: S.O.P. 5
(Continuation)

    C.   If not related to a hate crime refer caller to the nearest Sub-Station for a report.

    D.   Use the above guidelines to enter a call for dispatch if call pertains to shots fired into a structure or vehicle. If shots fired into an occupied dwelling or vehicle refer to the "Assaults" section of your S.O.P.

II.   <u>Vehicle in the water:</u>

If the person calling from inside the vehicle is in the water provide them with the following?

    A.   Attempt to find out from the caller if they know what location or area they are at?

    B.   The type of body of water the vehicle has fallen into?

    C.   If they have their seatbelt on, have them unbuckle it?

    D.   If the windows of the vehicle are still above water, have them open the vehicle window and attempt to get out of their vehicle.

    E.   If the vehicle window is partially under water, advise the caller to wait until the vehicle is completely submerged and attempt to open the window/door if possible and exit the vehicle.

    F.   If they are unable to open the window/door, have them break the window with a sharp object (if possible have them use the metal end of the seatbelt strap).

    G.   It is imperative that the caller exits the vehicle immediately.

    H.   Enter a call for dispatch if location is known as the highest priority and request fire rescue.

    I.   Notify the Bridge Supervisor of the call.

III.   <u>V.I.P.'s/Elected Officials:</u>

All requests for routine police service from elected officials outside of the police department shall be referred to the Bridge Supervisor. The Bridge Supervisor will direct the caller to the City Manager's office. Those requests will be evaluated and acted upon as directed by the City Manager and/or his representatives.

This does not apply to those situations where upon the elected official or city official outside the police department is witness to or a victim of a crime. Should this be the case the operator will bring it to the immediate attention of the Bridge supervisor. These calls will be prioritized in accordance with Communications S.O.P.'s and dispatched accordingly. Should a question arise concerning a particular situation then a Communications Commander should be contacted for further direction.

LETTER W:

I. Wanted Subject (possible):

When receiving a call from a citizen requesting to turn himself/herself in, obtain the following?

A. Location of subject.

B. Name and D.O.B.

C. Physical & clothing description.

    1. Have subject ran by CIS Desk.

    2. If any warrants received note in the incident. You may also ask complainant if he has any warrant information on himself/herself.

    3. Enter a call for dispatch regardless of CIS Desk outcome.

II. Weapons of Mass Destruction (WMD):

Due to the increasing threat of the use of Weapons of Mass Destruction (WMD), involving Chemical, Biological, or Radiological agents (CBR), or the use of Large Vehicle Bombs (LVB), special technical expertise in a coordinated manner is a must.

The following information shall be obtained when entering a call for service:

A. Address (including exact location at the address where WMD was located)

B. Complainant telephone number

C.   Complainant name

D.   Type of WMD or NBC (Nuclear, Biological or Chemical).

E.   Obtain as much of the following as possible:

    1.   Do indicators exist on the scene?

        a.   Symptoms of the victims.

        b.   Mass casualties on the scene.

        c.   Clouds of smoke, odors, etc.

        d.   Any second indicators such as dead animals or birds on the scene.

    2.   Has anyone taken credit for dissemination and if so, description or any information of suspect(s).

F.   Notify Miami Fire Department

G.   Notify Bridge Supervisor

H.   Try to keep the caller on the line until first responders arrive.

I.   Enter a call for dispatch

III.   <u>Wires down:</u>

When receiving a call from a citizen pertaining to wires down obtain the following information:

A.   Are wires live?

    1.   Are they sparking and/or moving back and forth?

    2.   Does the citizen know if the wires belong to F.P.L., Cable Company, AT&T, etc?

B.   Obtain exact address and location of wires down.

C.   Enter a call for dispatch as a priority.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   **6**

SUBJECT: **TELEPHONE PROCEDURES - GEO-CODE FILE CORRECTION PROCESS**

PURPOSE: To establish a procedure for the identification, reporting and correction process of Computer Aided Dispatch Geo-Code errors.

SCOPE: Geo-Code errors are produced by the system in response to an improper entry. An operator improperly entering a location causes most errors, however, some require a system update.

I. Employee Reporting of Geo-Code Error:

If upon entering an incident a location creates a Geo-Code error, immediately verify entry information.

_Lt_____ 2757 6_
Section Commander
Communications Unit

_4/11/19_
Effective Date

1. Is the location within the City?

2. Are geographic designations appropriate?

3. Spelling correct?

4. Landmark appropriately entered?

5. Absence of foreign characters or spaces?

II. If upon verification a Geo-Code error persists

1. Notify a supervisor for approval to override and enter the call.

2. Supervisor will then print a copy of the incident.

3. The printout shall then be submitted to the Computer Support Detail.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   7

SUBJECT: **TELEPHONE PROCEDURES – CALLS CONCERNING METRORAIL OR METROMOVER**

PURPOSE: To establish policy for the handling of calls for service involving Metrorail or Metromover.

SCOPE: Incidents, which occur on the Metrorail or Metromover or in the area within the confines of the respective rail stations (on the 2nd floor platform), will be handled by the Miami-Dade Police Department. City of Miami Police Department will respond to assist Miami-Dade personnel on request.

The word "train" will be used when referring to Metrorail or Metromover vehicles in order to eliminate confusion.

_____ 2756
Commander
Communications Unit

4|11|19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 7
(Continuation)

When an emergency call for service is received involving Metrorail/Metromover, the first consideration is to generate a response to protect citizen's life and property. In cases involving injuries, City of Miami Fire Rescue will immediately be requested. Incidents requiring an emergency police response, such as a person shot, will be dispatched as a "3-15" with Miami-Dade Police Department reference a person shot. Miami-Dade Police should then be advised and will handle the required report(s).

Other calls for service of a priority nature such as a burglary in progress will be dispatched as a priority 4, signal 15 with Miami-Dade. The appropriate reference and information will be given to the responding units.

Calls for non-emergency police service involving Metrorail/Metromover will be referred to the Miami-Dade Communications Unit.

In dealing with Metrorail/Metromover accidents, fires or derailments it is important to obtain as much information as possible as to the extent of the incident, number of people involved, type of injuries and exact location. This information must be relayed to both the Fire Department and the Miami-Dade Communications Unit.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   **8**

SUBJECT: **TELEPHONE PROCEDURES – MIAMI FIRE & RESCUE REQUESTS**

PURPOSE: To establish basic guidelines for the transfer of telephone requests for Fire Rescue assistance.

SCOPE: Calls for Fire Rescue service are divided into four categories. Incoming requests for Fire Rescue need to be properly screened to determine proper response by obtaining a reference for rescue. Upon determining that the calls is:

I. When transferring calls to Miami Fire and Rescue (FRS), the following guidelines will be followed when providing the address and phone number:

A. If the address and phone number provided by the caller matches the ALI and ANI, advise FRS *"the address and phone number have been verified with ALI/ANI."* This means that the address and phone number match the address and phone number that's on the ALI and ANI.

_____ 27516
Commander
Communications Unit

_____
4|11|19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 8
(Continuation)

B. If the address provided by the caller matches the ALI, but the phone number does not match the ANI, advise FRS that *"the address has been verified with the ALI and that the phone number is __(10-digit number)__ ."* This lets FRS know that the address is the same as the ALI, but the phone number is different and that's why you are providing them with the phone number.

C. If the address provided by the caller does not match the ALI, but the phone number matches the ANI, advise FRS that *"the address is __(state address given by caller, include apartment number and or business name)__ , and the phone number has been verified with ANI."* This lets FRS know that the address provided by the caller did not match the ALI, but that the phone number did match the ANI.

D. If the address and phone number provided by the caller does not match the ALI and ANI, advise FRS *"the address is __(state address given by caller, include apartment number and or business name)__ , and the phone number is __(10-digit number)__ ."* This lets FRS know that the address and phone number that were given by the caller did not match the ALI or ANI and that's why you are providing them with it.

II. **Calls requiring FRS response only:**

A. Obtain the address, phone number and reference. <u>Confirm that the address given is within City boundaries.</u> Remember that FRS dispatches for Key Biscayne.

B. Advise the caller to please hold while you conference them to FRS.

C. Once FRS comes on the line, provide FRS with the address and phone number following the steps outlined above in Section I. Listen while FRS confirms the address and phone number are correct and they obtain the reference, then disconnect the line.

D. If at any time, the information given to FRS is different from what you obtained, let FRS know.

E. If the caller disconnects, provide FRS the address, phone number and reference given so they can dispatch units while attempting a callback.

F. Examples (not all inclusive):
   1. heart attacks
   2. industrial accidents
   3. childbirth,
   4. unconscious person

STANDARD OPERATING PROCEDURES: S.O.P. 8
(Continuation)

   5. difficulty breathing
   6. unresolved bleeding,
   7. animal bites

III. **Calls requiring FRS/Police Response:**

   A. Obtain the address, phone number, reference and all other necessary information to properly enter a call for dispatch.

   B. Advise the caller to please hold while you conference them to FRS.

   C. Advise FRS your Position # and/or Name, the address and phone number following the steps outlined above in Section I, and that police will be responding as well. Example: "Rescue this is Position 3, the address and phone number have been verified with ALI/ANI, we are also responding."

   D. Listen while FRS confirms the address and phone number are correct and they obtain the reference, then disconnect the line.

   E. If at any time, the information given is different from what you obtained, let FRS know.

   F. If the caller disconnects, provide FRS the address, phone number and reference given so they are able to dispatch units while attempting a callback.

   G. Examples (not all inclusive):
      1. person shot
      2. person stabbed
      3. person severely beaten
      4. suicides and attempted suicides
      5. robberies with injuries
      6. hit and run accident with injuries
      7. sexual batteries with injuries

IV. **Any call for FRS where you are unable to obtain the address, phone number and reference due to language barrier:**

   A. Conference the call to FRS.

   B. When FRS answers the call, provide them with your Name and/or Position #, the language in which the caller speaks, and request them to let you know if police is

needed to respond. <u>Example:</u> *"Rescue, this is Position #3, it's a Spanish Caller, let me know if we are needed to respond."*

C. Maintain on the line while FRS obtains the address, phone number and reference, and they confirm whether or not Police response is needed.

D. If FRS does not advise on whether or not Police response is needed, briefly interrupt their transmission and ask if Police is needed to respond.

E. If FRS disconnects before you obtain whether or not Police is needed to respond, place yourself on NOT READY and call back FRS, on a recorded line, to find out if Police response is necessary.

F. If FRS advises that Police response is needed, briefly obtain the address, phone number and reference from FRS, enter a call for dispatch (if applicable) then transfer the call into the appropriate language queue or utilize the language line to obtain additional information.

V. **Any call for FRS where you are uncertain on whether or not Police response is needed:**

A. Obtain the address, phone number and reference.

B. Advise the caller to please hold while you conference them to FRS.

C. When FRS answers the call, provide them with your Name and/or position #, the address and phone number following the steps outlined above in Section I, and request them to let you know if police is needed to respond. <u>Example:</u> *"Rescue this is Position #3, the address and phone number have been verified with ALI/ANI, let me known if you need us to respond."*

D. Listen while FRS confirms the address and phone number are correct and they obtain the reference, and they confirm whether or not Police response is needed.

E. If FRS does not advise on whether or not Police response is needed, briefly interrupt their transmission and ask if Police is needed to respond.

F. If FRS disconnects before you obtain whether or not Police is needed to respond, place yourself on NOT READY and call back FRS on a recorded line to find out if Police response is necessary.

STANDARD OPERATING PROCEDURES: S.O.P. 8
(Continuation)

VI. **Always confirm the address of all calls being transferred to FRS fall within the City of Miami limits.**

  A. If the address is not within City of Miami limits, and FRS is needed, advise the caller to please hold while you connect them to the appropriate agency. Maintain on the line until the other agency has obtained the address, phone number and reference.

  B. If the call is conferenced to FRS and FRS advises the call belongs to another agency, advise FRS to disregard and conference the call to the appropriate agency.

  C. **IMPORTANT:** All requests for Fire and Rescue within the Key Biscayne area will be conferenced to Miami Fire Rescue. Miami Fire Rescue dispatches for Key Biscayne.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   9

SUBJECT: TELEPHONE PROCEDURES – DISTRICT SUB-STATION
                 CALL REFERRALS/INCIDENT REPORTING SYSTEM

PURPOSE: To list the types of calls for police service that should be referred to
                 a Station or to the Incident Reporting System and the referral
                 procedure.

SCOPE: Station and Incident Reporting System call referrals have been
                 established to efficiently handle calls for service, that generally only
                 require a written incident report, thereby allowing more police
                 resources to be available for enforcement and priority calls.

I. Station Referrals:

   A. If the incident meets the criteria, it will be handled by one of the District Sub-
      Stations.

_____ 2757b
Commander
Communications Unit

_4|11|19_____
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 9
(Continuation)

The hours of operations for the District Sub-Stations are seven (7) days a week twenty-four (24) hours a day.

1. Advise the complainant that this type of call does not require an immediate police response. Complainants will be advised that to more efficiently file a report; they may call or visit the nearest District Sub-Station at their convenience.

2. The complainant will be advised of the location of the nearest District Sub-Station and be provided with the telephone number. The complainant may be transferred to the District Sub-Station if he/she desires.

B. If the complainant is insistent on the dispatch of a police officer and the call does not appear to warrant a dispatch, refer the complainant to a Bridge supervisor for final resolution. However, unless there are extenuating circumstances, a unit will not be dispatched to handle a call designated for referral to the District Sub-Station

C. Calls referred/handled by District Sub-Station:

1. **Larceny:**

   All misdemeanor calls when the loss is under $300.00 as per Florida Statute 812.014

2. **Vandalisms:**

   All damages estimated to be less than $1,000.00 except those caused as a result of a hate crime. In these instances, enter a call for dispatch.

3. **Assaults and/or Batteries:**

   All where the victim is in no immediate danger from the offender, where the incident occurred at least 24 hours prior and when the incident did not require medical attention.

4. **Harassing and obscene phone calls:**

   All, including harassing and obscene letters, computer emails, faxes, etc.

5. **Economic Crimes or Credit Cards:**

   When a complainant calls in to report that he has been the victim of an economic crime or to report a lost or stolen credit card, he/she should be referred to Central Headquarter.

STANDARD OPERATING PROCEDURES: S.O.P. 9
(Continuation)

However, when a complainant calls to report that a crime is in progress or that the offender is still on the scene, the call must be entered as a priority-4 so that a unit can be dispatched immediately.

II.   Incident Reporting System:

The Incident Reporting System is an online system that allows victims of certain non-emergency crimes to file a police report without waiting for a police officer. The Incident Reporting System is located at www.miami-police.org under the "Quick Links" located on the right-hand side of the page.

A. Types of Crimes that can be reported

The crime types that can be reported online include:

1. **Thefts:** Theft of private property where the offenders did not gain entry into a structure.

2. **Retail Theft:** Theft of property from an open business or commercial location.

3. **Theft from a Motor Vehicle:** Theft of property that was located inside of a vehicle. This does not include the theft of the actual motor vehicle.

4. **Criminal Mischief/Vandalism:** Intentional damage to a person's property. This includes damage caused by graffiti.

5. **Lost Items:** Citizens can report items as lost solely for documentation purposes.

B. Reporting Criteria

Before referring a citizen to file a report online, make sure that:

1. It is not an emergency.

2. They are a victim of the crime or an authorized representative of a business reporting a crime.

3. The incident occurred within the boundaries of the City of Miami.

4. There are no known suspects or evidence left at the scene.

5. The total value of the stolen or damaged property does not exceed $2,000.

6. The property stolen does not include a firearm of any type.

7. The stolen property does not include a motor vehicle, a lost or stolen license plate (tag), or a license plate decal.

C. After Submitting the Report

For Crimes:

Once the report has been submitted, the citizen will receive an on-screen prompt advising that the report has been submitted along with a temporary case number. A representative of the Miami Police Department will then review the case within 5 business days. Upon approval, the citizen will be notified by email that the case has been approved and be given the permanent case number.

For Lost Items:

Once the report has been submitted, the citizen will receive an on-screen prompt advising that the report has been submitted along with an incident number. No further action will be taken by the Miami Police Department.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   10

SUBJECT: **TELEPHONE PROCEDURES – AGENCY IDENTIFICATION / ADDRESS VERIFICATION**

PURPOSE: To provide all Emergency Dispatch Assistants (EDAs) and Emergency Dispatchers (EDs) with approved procedures and practices for obtaining and verifying an accurate and complete address and phone number.

SCOPE: A citizen's first contact with the Police Department is often by telephone. The most important factor in gaining the goodwill and confidence of the public is having the call-taker display an attitude of courtesy and objectiveness toward the citizens they serve. Address verification shall be completed in a standardized manner following approved practices and procedures as contained in this policy.

_Lt. _____ 2756_
Commander
Communications Unit

_4/11/19_
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 10
(Continuation)

I. <u>Answering the Emergency Phone Lines</u>

All emergency phone lines (9-1-1) will be answered in the following manner: "City of Miami Police 911, Operator (Last Name), what's the address of the emergency?"

If the caller is unable to provide a numeric address the EDA/ED will say "Please give me the best location you have for the incident."

II. <u>Answering the Non-Emergency Phone Lines</u>

All non-emergency phone lines (6-1-1-1 and Alarm Calls) will be answered in the following manner: "City of Miami Police, Operator (Last Name), how may I help you?"

III. <u>CAD System Entry and Verification</u>

A. The EDA/ED will enter the address or location provided by the caller into the CAD system using the most accurate information available from the caller (This could be a numeric address, intersection, business, landmark, etc.)

B. When ANI/ALI information is available, AND the caller is calling from the exact location where help is needed, the EDA/ED will verify the address information obtained by using the ANI/ALI screen, accepting the address given by the caller ONLY when the ANI/ALI information exactly matches the caller's information. If there is no ANI/ALI match, the ED will verify the address using step C (below).

C. When ANI/ALI information is not available OR the caller is not at the actual location where help is needed, the ED will verify the address (or location) by stating the following: *"Please repeat the address/location for confirmation."*

D. For all calls, the EDA/ED will ask *"Is this a house, apartment or business?"* and correctly enter this information into the CAD incident. The EDA/ED will obtain all necessary access information, which may include: apartment number, building name, business name, floor number, office or suite number, specific entrance instructions, and intersection or street segment (for roadway incidents).

E. Once the EDA/ED has entered the address/location into the CAD system, he/she will geo-verify the entered address/location by ensuring that CAD returns a valid address or location AND it matches the initial information entered and obtained from the caller.

STANDARD OPERATING PROCEDURES: S.O.P. 10
(Continuation)

    F. The EDA/ED will then ask for and verify the phone number using the same process described above in B and C.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   11

SUBJECT: **TELEPHONE PROCEDURES – CALLS FOR MISSING, ABDUCTED AND SEXUALLY EXPLOITED CHILDREN**

PURPOSE: To establish operational and procedural parameters aligned with best practices for effective response to missing, abducted and sexually exploited child incidents.

SCOPE: Reports of missing children are among the most challenging and emotionally charged cases a law enforcement agency handles. The attitude and approach taken with reports of missing children may very well determine whether the child is recovered promptly and safely or remains missing for months, years, or even worse, is never recovered. Each stage of the case, from call intake through initial field response, investigation, and ultimately recovery, represents a critical component of effective case management.

_____ #27576

Section Commander
Communications Unit

5/13/19

Effective Date

I. Telecommunicators should be aware they may encounter different types of missing child cases, each with their own unique response requirements. They include:

A. **Nonfamily Abduction:** the unauthorized taking, retention, luring, confinement or concealment of a child younger than the age of 18 by someone other than a family member.

B. **Family Abduction:** the taking, retention or concealment of a child, younger than 18 years of age, by a parent, other person with a family relationship to the child, or his or her agent, in violation of the custody rights, including visitation rights, of another parent or legal guardian.

C. **Endangered Runaway:** any missing child younger than 18 years of age who is missing of his or her own accord and whose whereabouts is unknown to his or her parent(s) or legal guardian.

D. **Thrownaway Child:** someone whose caretaker makes no recovery effort after he or she has run away, who has been abandoned/deserted or who has been asked to leave his or her home and not allowed to return. While not necessarily reported to authorities as missing, children in this category frequently come to the attention of law enforcement.

E. **Lost, Injured or Otherwise Missing (LIM):**

1. A missing child younger than the age of 18 where there are insufficient facts to determine the cause of the child's disappearance; or

2. A child missing of his or her own accord, whose young age puts the child at increased risk or makes the child particularly vulnerable to exploitation. Although a child of any age may fall into this category, children 10 years of age or younger are presumed to be at risk and vulnerable to exploitation if circumstances indicates the child is missing intentionally.

F. It should be noted NOT all missing child incidents occurring each year in the U.S. result in a direct law enforcement response. Many incidents are resolved by parents/guardians, relatives, friends or neighbors prior to a report being made to law enforcement. Indications are that law enforcement is called upon to handle the more difficult and/or serious reports involving missing, abducted or sexually exploited children. This fact underscores the importance of training and pre-planning in promoting the decisive action and effective response these incidents demand.

It is essential that each response, regardless of what the initial indicators may be, should be governed by an assumption that the child is in danger until

significant facts to the contrary are confirmed. Inflexible, unqualified assumptions may delay or diminish law enforcement's response and place the child in greater danger. Immediate and thorough action is warranted in these cases and will be more likely to yield evidence or information that might otherwise be lost during the critical, early stages of an investigation.

II. **IF THE CALLER IS A CHILD VICTIM:**

In some cases, the caller reporting the incident of abduction, being lost, having run away or having been abandoned/neglected may be the child victim. If the caller is the child victim:

A. While the child victim may be frightened, highly agitated, or possibly hysterical, it is possible that they may sound/appear calm; any state of mind is valid and should be treated thoroughly and equitably, as we do not fully know the extent or nature of the circumstances.

B. No matter how unusual the initial information reported by the caller is, the telecommunicator should carefully and methodically gather information and guide the caller, <u>providing consistent verbal reassurance and support.</u>

C. In long-term kidnapping cases, the telecommunicator/call-taker may be the first friendly or trustworthy interaction the victim has experienced in years. It is important to effectively convey empathy, a sense of urgency, and signs of a clear recognition of the level of importance the call represents.

D. In accordance with the initial intake elements used with all call types, be sure to swiftly obtain name and call-back number, location and information on any injuries, medical conditions and the presence/involvement of weapons. Additionally, if suspects/perpetrators are directly involved (as with an abduction or trafficking/exploitation situation), try to ascertain:

   1. Where the subject is in relation to the child victim (current location, if known and the distance/proximity from the victim).
   2. How long the victim has been away from the suspect.
   3. How long before the suspect's anticipated return.

E. The caller should be kept on the line until responders arrive, as long as it is safe to do so.

III. **INITIAL INTAKE ELEMENTS:**

Begin each of the call intake protocols (Abductions, Lost/Injured/or otherwise Missing, Runaway/Thrownaway) with these initial questions.

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

A. Location of the Emergency

1. Obtain the exact location of the incident such as structure addresses, street names, intersections, directional identifiers, and mile posts. If specifics are not known, request landmarks or estimated proximity to landmarks.

2. Obtain the exact location of the caller and any other known witnesses if different than the incident location.

3. Advise the caller and nay witnesses to remain at their current locations(s), unless determined unsafe, until law enforcement arrives.

B. Caller Name and Call-Back Number

1. Obtain the name and call-back/contact number of the person reporting the incident.

2. Obtain the names and call-back/contact numbers of any additional witnesses, if known.

C. Nature of the Emergency

1. Ascertain as specifically as possible what has occurred.

   a) Witnesses Abduction: A child was witnessed/seen to be taken/abducted.
   b) Suspected Abduction: A child is suspected to have been taken/abducted.
   c) Lost/Injured/or otherwise Missing (LIM): A child is missing, and circumstances are only partially known or are unknown.
   d) Known Runaway/Thrownaway: A child is known to have runaway or been abandoned.
   e) Suspected Runaway/Thrownaway: A child is suspected to have runaway or been abandoned.

2. Determine if there is any known/witnesses' injury to the child.

3. Determine if the child has any known medical conditions and/or medication needs.

4. Determine if there are any weapons known, suspected or mentioned as being possessed or involved in relation to the incident.

IV.   **CHILD ABDUCTION**

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

A. Definitions:

1. **Non-Family Abduction:** the unauthorized taking, retention, luring, confinement or concealment of a child younger than the age of 18 by someone other than a family member.

2. **Family Abduction:** the taking, retention or concealment of a child, younger than 18 years of age, by a parent, other person with a family relationship to the child, or his or her agent, in violation of the custody rights, including visitation rights, of another parent or legal guardian.

B. Time Frames and Contact with Child:

1. **When:** When did this happen? Is the incident still in progress? If not in progress, how much time has passed (minutes, hours, days)? Be sure to communicate this element quickly to first responders as this has great significance on the investigation.

2. **Where:** Where was the child last seen? Get specific location information to support accurate and expedited response by on-scene personnel.

3. **Last Seen With:** With whom was the child last seen (one or more adults, another child or children)? If this person is a suspect (reason, motive and/or expressed or demonstrated intent to harm the child), gather identifying information NOW (suspect information, vehicle information) and return back to intake questions, then move on to the child's descriptive information.

4. **Last Seen By:** If a suspect is not known or was not seen in conjunction with the abduction report, who is the person that last saw the child? This may be a teacher, parent, caregiver or friend.

5. **Direction:** What was the direction of travel, if seen/known?

6. **Destination:** Does the caller know of or suspect any potential destination(s) based upon any knowledge or witnessing of the suspect(s)?

7. **Transport:** When the child was last seen, did he/she have in possession a means of transportation such as a bicycle, skateboard, scooter, motorcycle or car (if an older child)? If so, gather a description include tag/license number, color, style, brand, and additional descriptors if available.

8. **Relationships/Associations:** What are the relationships or associations between the child, suspect(s) and caller? This information may have already been determined through the previous questions, but if not, be sure to clarify the relationships (familial, school or activity-related acquittance, etc.) of the child, caller and nay other persons identified through these questions.

C. Child Information:

1. Name

2. Gender

3. Race

4. Age/DOB

5. Height

6. Weight

7. Hair (color, length, style)

8. Eyes (may include eye color and/or other distinguishing characteristics such as glasses)

9. Other physical attributes such as complexion (light/dark) marks, scars, tattoos, or other distinctive features such as a limp.

10. Clothing (head to foot, outer to inner).
    a) Hat/Head
    b) Coat
    c) Shirt
    d) Pants/Shorts
    e) Shoes/Socks
    f) Any unique clothing identifiers on clothing such as color, logo, or wording.

11. Does the child have a cellular phone or other mobile/electronic device which may be tracked/traced (iPad/Tablet, iPod/digital music player, or any GPS-enabled device such as a smartphone, activity tracker, navigation device, etc.)?
    a) What is the child's cell/smartphone number?
    b) Who is the service provider for the device(s)? (AT&T, Verizon, etc.)

c) DO NOT have anyone try to call the cellular telephone. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

12. Is the child known or suspected to have any injuries as a result of the incident or prior to the incident?

13. Does the child have any known medical conditions or disabilities (either physical or mental)?

14. Is the child taking any medications?

   a) If critical medicines are taken, when would the next dose be needed?
   b) What are the effects/results if these medication(s) are missed?

15. Possessions
   a) Did the child have any personal items such as a backpack/book bag, toy, staffed animal, blanket or other identifiable possession with them when last seen?
   b) If not certain, does the child usually carry any of these items with him/her? If so, gather descriptive information, such as color, make/brand, etc.
   c) Did the child have a pet with him/her when last seen? If unsure, does the child regularly/customarily have a pet with him/her, such as a service dog? If known, gather basic descriptive information such as size, color, and/or breed.

16. Does the child have any social media or email accounts?
   a) Confirm the types of accounts (Gmail, Facebook, Twitter, Instagram, etc.).
   b) Obtain user/screen names and passwords.

      IMPORTANT: If the caller does not readily know this information, proceed with other questions and advise investigators of the presence of these accounts.

17. What is the child's primary language if not able to speak or understand English? If unknown but the child was overheard, what language did it sound like he/she might have spoken?

D. Suspect(s) Information:
If more than one suspect is known or believed to be involved, perform this intake sequence for each.

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

1. Name

2. Gender

3. Race

4. Age/Date of Birth (DOB)

5. Height

6. Weight

7. Hair (color, length, style)

8. Eyes (may include both eye color and/or other distinguishing characteristics such as glasses).

9. Other physical attributes such as complexion (light/dark), marks, scars, tattoos, or other distinctive features such as a limp.

10. Are there any weapons known or believed to be involved/possessed by the suspect?

11. Clothing (head to foot, outer to inner)
    a) Hat/Head
    b) Coat
    c) Shirt
    d) Pants/Shorts
    e) Shoes/Socks
    f) Any unique clothing identifiers such as color, logo, or wording

12. Is the child familiar with the suspect?
    a) If a relative, what relation?
    b) Who allegedly has custody?
    c) Do any custody disputer exist?

13. Does the suspect have a history of violence or mental illness?

14. Is the suspect's residence and/or place of employment known? If so, gather location information.

15. Does the suspect have any known hangouts or close associations which may indicate where he/she may go with the child or who else may be around or is likely to have contact with the suspect?
    a) Gather detailed information on locations of known or suspected hangouts.
    b) Gather name and any identifying information known on persons closely associated with the suspect.

16. Does the suspect have a cellular phone or other mobile/electronic device which may be tracked/traced (iPad/Tablet, iPod/digital music player, or any GPS-enabled device such as a smartphone, activity tracker, navigation device, etc.)?
    a) What is the suspect's cell/smartphone number?
    b) Who is the service provider for the device(s)? (AT&T, Verizon, etc.)
    c) DO NOT have anyone try to call the cellular telephone. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

17. Does the suspect have any social media or email accounts?
    a) Confirm the types of accounts (Gmail, Facebook, Twitter, Instagram, etc.)
    b) Obtain user/screen names and passwords.

    IMPORTANT: If the caller does not really know this information, proceed with other questions and advise investigators of the presence of these accounts.

18. What is the suspect's primary language if not able to speak or understand English? If unknown but the suspect was overheard, what language did it sound like?

E. Vehicle Information:

1. Gather the standard vehicle description using the '**C.Y.M.B.A.L.S.**' approach.
   a) Color
   b) Year
   c) Make and Model
   d) Body Description
   e) Additional descriptors such as rust, dents, other damage, or stickers
   f) License Plate/Tag
   g) State of Plate/Tag

If Plate/Tag information is available, initiate available authorized inquiries.

2. Ascertain any onboard technology such as OnStar, LoJack, and/or any other onboard navigation or satellite radio systems.

F. **Additional Work with Abduction Incident Information:**
As requested and authorized, assist responding law enforcement with further background information and records checks (i.e. criminal history to ascertain any further data/photos from other possible arresting agencies).

NOTE: While telecommunications personnel may not perform intake on these questions, if requested to assist in doing so, it is important to be aware of additional information pertinent to the suspect.

1. Any and all prior entries about the suspect, child, family, location, or proximity of incident.

2. Any suspicious activity in the area.

3. Any history of attempted abductions in the area.

4. Any prior activity with your agency and/or surrounding agencies,

5. Federal and state sex offender registries.

6. Public records and/or internet searches.

7. Contact the National Center for Missing & Exploited Children at 1-800-THE-LOST (1-800-843-5678) to register the case and inquire about known sex offenders in the area, as well as any history of attempted abductions in the area.

V. LOST, INJURED, OR OTHERWISE MISSING CHILD (LIM):

A. Definitions:

1. **Lost, injured or Otherwise Missing** case is defined to include:
   a) A missing child younger than the age of 18 where there are insufficient facts to determine the cause of the child's disappearance; or
   b) A child missing of his or her own accord, whose young age puts the child at increased risk and makes the child particularly vulnerable to exploitation. Although a child of any age may fall into this category, children 10 years of age or younger are presumed to be at risk and

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

vulnerable to exploitation if circumstances indicate the child is missing intentionally.

B. Time Frames and Contact with Child:

1. **When:** When was the child last seen?

2. **Where:** Where was the child last seen? Get specific location information to support accurate and expedited response by on-scene personnel.

3. **Geography/Environment:** Gather information on any special environment/geographical considerations such as weather, terrain, wildlife, etc.

4. **Last Seen With:** With whom was the child last seen (one or more adults, another child or children)? If this person is a suspect (reason, motive and/or expressed or demonstrated intent to harm the child), gather identifying information NOW (suspect/companion information, vehicle information) and return back to intake questions in this section; then move on to the child's descriptive information.

5. **Last Seen By:** Who is the person that last saw the child? This may be a teacher, parent, caregiver or friend.

6. **Direction:** What was the direction of travel, if seen/known?

7. **Transport:** When the child was last seen, did he/she have in possession a means of transportation such as a bicycle, skateboard, scooter, motorcycle or car (if an older child)? If so, gather a description include tag/license number, color, style, brand, and additional descriptors if available.

8. **Suspicious Circumstances:** Are there any suspicious circumstances surrounding the child's disappearance?

9. **Potential Destination:** Does the caller know of or suspect any potential destination(s), usual or frequented hangouts, friends' homes, etc. for the child?
   a) Has anyone gone to these locations and/or contacted these friends/companions? If so, who did this and when?
   b) Gather detailed location information on any potential destinations.
   c) Confirm the names of persons whim the child may be with or may attempt to contact.
   d) Have any other steos been taken to locate the child, such as contact with school officials, activity leaders, etc.?

10. **Past Behavior:** Has the child gone missing before? If so,
    a) When did this last occur and where did the child go/where was the child found?
    b) How many times has the child gone missing?
    c) Were there any special or specific circumstances associated with the child's previous disappearance(s) (family, school and/or social problems; mental disability/condition; other)?
    d) Were the other incidents reported to law enforcement? If so, with what agency(s)?

11. **Relationships/Associations:** What are the relationships or associations between the child, any suspect(s) and caller? This information may have already been determined through the previous questions, but if not, be sure to clarify the relationships (familial, school or activity-related acquittance, etc.) of the child, caller and any other persons identified through these questions.

C. **Child Information:**

1. Name

2. Gender

3. Race

4. Age/DOB

5. Height

6. Weight

7. Hair (color, length, style)

8. Eyes (may include eye color and/or other distinguishing characteristics such as glasses)

9. Other physical attributes such as complexion (light/dark) marks, scars, tattoos, or other distinctive features such as a limp.

10. Clothing (head to foot, outer to inner).
    a) Hat/Head
    b) Coat
    c) Shirt

d) Pants/Shorts
e) Shoes/Socks
f) Any unique clothing identifiers on clothing such as color, logo, or wording.

11. Does the child have a cellular phone or other mobile/electronic device which may be tracked/traced (iPad/Tablet, iPod/digital music player, or any GPS-enabled device such as a smartphone, activity tracker, navigation device, etc.)?
    a) What is the child's cell/smartphone number?
    b) Who is the service provider for the device(s)? (AT&T, Verizon, etc.)
    c) DO NOT have anyone try to call the cellular telephone. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

12. Is the child known or suspected to have any injuries as a result of the incident or prior to the incident?

13. Does the child have any known medical conditions or disabilities (either physical or mental)?

14. Is the child taking any medications?

    a) If critical medicines are taken, when would the next dose be needed?
    b) What are the effects/results if these medication(s) are missed?

15. Possessions
    a) Did the child have any personal items such as a backpack/book bag, toy, staffed animal, blanket or other identifiable possession with them when last seen?
    b) If not certain, does the child usually carry any of these items with him/her? If so, gather descriptive information, such as color, make/brand, etc.
    c) Did the child have a pet with him/her when last seen? If unsure, does the child regularly/customarily have a pet with him/her, such as a service dog? If known, gather basic descriptive information such as size, color, and/or breed.

16. Does the child have any social media or email accounts?
    a) Confirm the types of accounts (Gmail, Facebook, Twitter, Instagram, etc.).
    b) Obtain user/screen names and passwords.

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

> IMPORTANT: If the caller does not readily know this information, proceed with other questions and advise investigators of the presence of these accounts.

17. What is the child's primary language if not able to speak or understand English? If unknown but the child was overheard, what language did it sound like he/she might have spoken?

D. Suspect(s) Information:
If more than one suspect is known or believed to be involved, perform this intake sequence for each.

1. Name

2. Gender

3. Race

4. Age/Date of Birth (DOB)

5. Height

6. Weight

7. Hair (color, length, style)

8. Eyes (may include both eye color and/or other distinguishing characteristics such as glasses).

9. Other physical attributes such as complexion (light/dark), marks, scars, tattoos, or other distinctive features such as a limp.

10. Are there any weapons known or believed to be involved/possessed by the suspect?

11. Clothing (head to foot, outer to inner)
    a) Hat/Head
    b) Coat
    c) Shirt
    d) Pants/Shorts
    e) Shoes/Socks
    f) Any unique clothing identifiers such as color, logo, or wording

12. What are the relationships or associations between the child and the companion and/or suspect? This information may have already been determines through the previous questions, but if not, be sure to clarify the relationships (familial, school or activity-related acquittance, etc.) of the child, caller and any other persons identified through these questions.

13. If a relative, what relation?
    a) Who allegedly has custody?
    b) Do any custody disputes exist?

14. Does the suspect have a history of violence or mental illness?

15. Is the companion or suspect's residence and/or place of employment known? If so, gather location information.

16. Does the companion or suspect have any known hangouts or close associations which may indicate where he/she may go with the child or who else may be around or is likely to have contact with the suspect?
    a) Gather detailed information on locations of known or suspected hangouts.
    b) Gather name and any identifying information known on persons closely associated with the suspect.

17. Does the companion or suspect have a cellular phone or other mobile/electronic device which may be tracked/traced (iPad/Tablet, iPod/digital music player, or any GPS-enabled device such as a smartphone, activity tracker, navigation device, etc.)?
    a) What is the suspect's cell/smartphone number?
    b) Who is the service provider for the device(s)? (AT&T, Verizon, etc.)
    c) DO NOT have anyone try to call the cellular telephone. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

18. Does the companion or suspect have any social media or email accounts?
    a) Confirm the types of accounts (Gmail, Facebook, Twitter, Instagram, etc.)
    b) Obtain user/screen names and passwords.

    IMPORTANT: If the caller does not really know this information, proceed with other questions and advise investigators of the presence of these accounts.

19. What is the companion or suspect's primary language if not able to speak or understand English? If unknown but the caller has heard the companion or suspect speak before, what language did it sound like?

E. Vehicle Information:

1. Gather the standard vehicle description using the '**C.Y.M.B.A.L.S.**' approach.
   a) **C**olor
   b) **Y**ear
   c) **M**ake and Model
   d) **B**ody Description
   e) **A**dditional descriptors such as rust, dents, other damage, or stickers
   f) **L**icense Plate/Tag
   g) **S**tate of Plate/Tag
   If Plate/Tag information is available, initiate available authorized inquiries.

2. Ascertain any onboard technology such as OnStar, LoJack, and/or any other onboard navigation or satellite radio systems.

F. Additional Work with LIMs Incident Information:
As requested and authorized, assist responding law enforcement with further background information and records checks (i.e. criminal history to ascertain any further data/photos from other possible arresting agencies).

NOTE: While telecommunications personnel may not perform intake on these questions, if requested to assist in doing so, it is important to be aware of additional information pertinent to the suspect.

1. Any and all prior entries about the suspect, child, family, location, or proximity of incident.

2. Any suspicious activity in the area.

3. Any history of attempted abductions in the area.

4. Any prior activity with your agency and/or surrounding agencies,

5. Federal and state sex offender registries.

6. Public records and/or internet searches.

7. Contact the National Center for Missing & Exploited Children at 1-800-THE-LOST (1-800-843-5678) to register the case and inquire about known sex offenders in the area, as well as any history of attempted abductions in the area.

VI.   RUNAWAY OR THROWNAWAY CHILD

A. Definitions:

1. **Endangered Runaway:** any missing child younger than 18 years of age who is missing of his or her own accord and whose whereabouts is unknown to his or her parent(s) or legal guardian.

2. **Thrownaway Child:** someone whose caretaker makes no recovery effort after he or she has run away, who has been abandoned/deserted or who has been asked to leave his or her home and not allowed to return. While not necessarily reported to authorities as missing, children in this category frequently come to the attention of law enforcement.

B. Time Frames and Contact with Child:

1. **When:** When did this occur? If time of occurrence is unknown, when was the child last seen?

2. **Where:** Where was the child last seen? Get specific location information to support accurate and expedited response by on-scene personnel.

3. **Geography/Environment:** Gather information on any special environment/geographical considerations such as weather, terrain, wildlife, etc.

4. **Last Seen With:** With whom was the child last seen (one or more adults, another child or children)? If this person is a suspect (reason, motive and/or expressed or demonstrated intent to harm the child), gather identifying information NOW (suspect/companion information, vehicle information) and return back to intake questions in this section; then move on to the child's descriptive information.

5. **Last Seen By:** Who is the person that last saw the child? This may be a teacher, parent, caregiver or friend.

6. **Direction:** What was the direction of travel, if seen/known?

7. **Transport:** When the child was last seen, did he/she have in possession a means of transportation such as a bicycle, skateboard, scooter, motorcycle or car (if an older child)? If so, gather a description include tag/license number, color, style, brand, and additional descriptors if available.

8. **Notes/Posts:** Did the child leave a note, electronic message (text message, email, social media post) or make any verbal threats or other indication he/she intended to run away?

9. **Suspicious Circumstances:** Are there any suspicious circumstances surrounding the child's disappearance?

10. **Potential Destination:** Does the caller know of or suspect any potential destination(s) based upon any usual or frequented hangouts, friends' homes, etc. for the child?
    e) Has anyone gone to these locations and/or contacted these friends/companions? If so, who did this and when?
    f) Gather detailed location information on any potential destinations.
    g) Confirm the names of persons whim the child may be with or may attempt to contact.
    h) Have any other steps been taken to locate the child, such as contact with school officials, activity leaders, etc.?

11. **Past Behavior:** Has the child run away before? If so,
    e) When did this last occur and where did the child go/where was the child found?
    f) How many times has the child run away?
    g) Were there any special or specific circumstances associated with the child's previous runaway attempts (family, school and/or social problems; mental disability/condition; other)?
    h) Were the other incidents reported to law enforcement? If so, with what agency(s)?

12. **Relationships/Associations:** What are the relationships or associations between the child, companion(s) and the caller? This information may have already been determined through the previous questions, but if not, be sure to clarify the relationships (familial, school or activity-related acquittance, etc.) of the child, caller and any other persons identified through these questions.

C. Child Information:

1. Name

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

2. Gender

3. Race

4. Age/DOB

5. Height

6. Weight

7. Hair (color, length, style)

8. Eyes (may include eye color and/or other distinguishing characteristics such as glasses)

9. Other physical attributes such as complexion (light/dark) marks, scars, tattoos, or other distinctive features such as a limp.

10. Clothing (head to foot, outer to inner).
    a) Hat/Head
    b) Coat
    c) Shirt
    d) Pants/Shorts
    e) Shoes/Socks
    f) Any unique clothing identifiers on clothing such as color, logo, or wording.

11. Does the child have a cellular phone or other mobile/electronic device which may be tracked/traced (iPad/Tablet, iPod/digital music player, or any GPS-enabled device such as a smartphone, activity tracker, navigation device, etc.)?
    a) What is the child's cell/smartphone number?
    b) Who is the service provider for the device(s)? (AT&T, Verizon, etc.)
    c) DO NOT have anyone try to call the cellular telephone. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

12. Is the child known or suspected to have any injuries as a result of the incident or prior to the incident?

13. Does the child have any known medical conditions or disabilities (either physical or mental)?

14. Is the child taking any medications?

 a) If critical medicines are taken, when would the next dose be needed?
 b) What are the effects/results if these medication(s) are missed?

15. Possessions
 a) Did the child have any personal items such as a backpack/book bag, toy, staffed animal, blanket or other identifiable possession with them when last seen?
 b) If not certain, does the child usually carry any of these items with him/her? If so, gather descriptive information, such as color, make/brand, etc.
 c) Did the child have a pet with him/her when last seen? If unsure, does the child regularly/customarily have a pet with him/her, such as a service dog? If known, gather basic descriptive information such as size, color, and/or breed.

16. Does the child have any social media or email accounts?
 a) Confirm the types of accounts (Gmail, Facebook, Twitter, Instagram, etc.).
 b) Obtain user/screen names and passwords.

 IMPORTANT: If the caller does not readily know this information, proceed with other questions and advise investigators of the presence of these accounts.

17. What is the child's primary language if not able to speak or understand English? If unknown but the child was overheard, what language did it sound like he/she might have spoken?

D. Companion(s) and/or Suspect(s) Information:
If more than one companion or suspect is known or believed to be involved, perform this intake sequence for each.

1. Name

2. Gender

3. Race

4. Age/Date of Birth (DOB)

5. Height

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

6. Weight

7. Hair (color, length, style)

8. Eyes (may include both eye color and/or other distinguishing characteristics such as glasses).

9. Other physical attributes such as complexion (light/dark), marks, scars, tattoos, or other distinctive features such as a limp.

10. Are there any weapons known or believed to be involved/possessed by the suspect?

11. Clothing (head to foot, outer to inner)
    a) Hat/Head
    b) Coat
    c) Shirt
    d) Pants/Shorts
    e) Shoes/Socks
    f) Any unique clothing identifiers such as color, logo, or wording

12. What are the relationships or associations between the child and the companion and/or suspect?
    a) [In the case of a runaway child] potentially accompanying the child?
    b) [In the case of a thrownaway child] potentially responsible for abandoning the child?

    This information may have already been determines through the previous questions, but if not, be sure to clarify the relationships (familial, school or activity-related acquittance, etc.) of the child, caller and any other persons identified through these questions.

13. If a relative, what relation?
    a) Who allegedly has custody?
    b) Do any custody disputes exist?

14. Does the suspect have a history of violence or mental illness?

15. Is the companion or suspect's residence and/or place of employment known? If so, gather location information.

16. Does the companion or suspect have any known hangouts or close associations which may indicate where he/she may go with the child or who else may be around or is likely to have contact with the suspect?

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

      a) Gather detailed information on locations of known or suspected hangouts.

      b) Gather name and any identifying information known on persons closely associated with the suspect.

17. Does the companion or suspect have a cellular phone or other mobile/electronic device which may be tracked/traced (iPad/Tablet, iPod/digital music player, or any GPS-enabled device such as a smartphone, activity tracker, navigation device, etc.)?

      a) What is the suspect's cell/smartphone number?

      b) Who is the service provider for the device(s)? (AT&T, Verizon, etc.)

      c) DO NOT have anyone try to call the cellular telephone. This information needs to be immediately forwarded for investigative follow-up. Field units may request your support in executing silent tracking methods.

18. Does the companion or suspect have any social media or email accounts?

      a) Confirm the types of accounts (Gmail, Facebook, Twitter, Instagram, etc.)

      b) Obtain user/screen names and passwords.

      IMPORTANT: If the caller does not really know this information, proceed with other questions and advise investigators of the presence of these accounts.

19. What is the companion or suspect's primary language if not able to speak or understand English? If unknown but the caller has heard the companion or suspect speak before, what language did it sound like?

E. Vehicle Information:

1. Gather the standard vehicle description using the **'C.Y.M.B.A.L.S.'** approach.

      a) Color

      b) Year

      c) Make and Model

      d) Body Description

      e) Additional descriptors such as rust, dents, other damage, or stickers

      f) License Plate/Tag

      g) State of Plate/Tag

      If Plate/Tag information is available, initiate available authorized inquiries.

2. Ascertain any onboard technology such as OnStar, LoJack, and/or any other onboard navigation or satellite radio systems.

F. **Additional Work with Runaway/Thrownaway Information:**
As requested and authorized, assist responding law enforcement with further background information and records checks (i.e. criminal history to ascertain any further data/photos from other possible arresting agencies).

NOTE: While telecommunications personnel may not perform intake on these questions, if requested to assist in doing so, it is important to be aware of additional information pertinent to the suspect.

1. Any and all prior entries about the suspect, child, family, location, or proximity of incident.

2. Any suspicious activity in the area.

3. Any history of attempted abductions in the area.

4. Any prior activity with your agency and/or surrounding agencies,

5. Federal and state sex offender registries.

6. Public records and/or internet searches.

7. Contact the National Center for Missing & Exploited Children at 1-800-THE-LOST (1-800-843-5678) to register the case and inquire about known sex offenders in the area, as well as any history of attempted abductions in the area.

VII. CHILD SEXUAL EXPLOITATION

A. **Definitions:**

1. **Possession, Manufacture, and Distribution of Child Pornography:** Federal law defines child pornography as the visual depiction of a minor younger than the age of 18 engaged in sexually explicit conduct (18 U.S.C. §2256). It is a crime to possess, manufacture and/or distribute child pornography (18 U.S.C. §2251 et. Seq.).

2. **Online Enticement of Children for Sexual Acts:** It is a crime to use the internet to knowingly persuade, induce, entice or coerce a child younger

than the age of 18 to meet for sexual acts or to attempt to arrange such a meeting (18 U.S.C. §2422(b)).

3. **Child Sex Trafficking:** It is a crime to knowingly recruit, entice, harbor, transport, provide or obtain by any means a child younger than the age of 18 to engage in a commercial sex act. It is also illegal to benefit, either financially or by receiving anything of value, from participation in a prostitution venture in which children are victimized (18 U.S.C. §1591).

4. **Sex Tourism Involving Children:** It is a crime for a U.S. citizen to travel to another country intending to engage in sexual activity with a child younger than 18 that would be illegal if it occurred in the U.S. (18 U.S.C. §2423). Individuals who commit these crimes are subject to prosecution in the U.S. even if the crime was committed on foreign soil.

5. **Child Sexual Molestation (not in the family):** Child sexual exploitation (not in the family), also known as extrafamilial child sexual abuse, includes all sexual exploitation of a child by someone other than a family member.

6. **Unsolicited Obscene Material Sent to a Child:** It is a crime to send obscene material to a child younger than the age of 16 if the sender knows the recipient is younger than the age of 16 (18 U.S.C. §1470). Many times this material is attached as an image(s) or hyperlink(s) sent to a child in an unsolicited email or spam.

7. **Misleading Domain Name:** It is a crime to knowingly use a misleading domain name on the Internet with the intent to deceive a minor into viewing material that is harmful to minors (18 U.S.C. §2252B(b)).

8. **Misleading Words or Digital Images on the Internet:** It is a crime to knowingly embed words or digital images into the source code of a website with the intent to deceive a minor into viewing material that is harmful to minors (18 U.S.C. §2252C).

B. **Extrafamilial versus Intrafamilial Sexual Abuse/Exploitation:**

1. **Extrafamilial Sexual Exploitation** involves a nonfamily member.

2. **Intrafamilial Sexual Exploitation** is sexual abuse by a family member. A family member is defined as a person who is related by blood or marriage, but could be someone who is considered "part of the family" such as a godparent or very close friend.

C. **Questions for the Reporting Person (RP) Regarding Child Pornography:**

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

The Child Protection Act of 1984 (18 U.S.C. 2251-2255) defines anyone younger than the age of 18 as a child. Therefore, a visual depiction of a minor engaged in sexually explicit conduct constitutes child pornography. Possessing, manufacturing, and distributing child pornography is a federal violation.

Note: Nude images of children may constitute child pornography.

1. Where did the reporting person view the Child Pornography?

   a) **Website:**
      1) What is the specific Uniform Resource Locator (URL) (Web address)?
      2) When did the reporting person access the site?
      3) Please describe the images including the type of activity and estimated age of the child.
      4) Did the reporting person find an e-mail address or any other identifying information for the person who created this site?
      5) Does the site require a username and password?

   b) **Newsgroup:**
      1) What was the exact name of the newsgroup?
      2) What is the e-mail address of the individual who posted the child-pornography images? Get the complete information about the e-mail address and nickname of the posting person.
      3) How many postings did this individual make?
      4) Please describe the images viewed including the type of activity and estimated age of the child.
      5) What time and date were these posting made?

   c) **E-Mail:**
      1) What is the e-mail address of the individual who sent the child pornography?
      2) How many images were sent?
      3) What time and date was/were the e-mail(s) sent to the reporting person (RP)?
      4) Please describe the images including the type of activity and estimated age of child.
      5) Was this an unsolicited e-mail or did the reporting person (RP) have prior communication with this individual?
      6) Did the reporting person save any of the e-mails and/or images?

   d) **Chatroom:**
      1) What is the name of the chatroom or related social media service, and where is it located (e.g., AOL, Yahoo!, Gmail, Facebook, etc.)?

2) What was the suspect's screen name or e-mail address?
3) How many child-pornography images were viewed or traded?
4) Please describe the images including the type of activity and estimated age of the child.
5) What was the exact time and date of this incident?
6) Did you write down any of the related chat or images?

e) **Internet Relay Chat (IRC):**
   1) What was the exact name of the channel on which the network is located such as DALnet, Eris Free network or EFnet, or Undernet?
   2) What was the offender's nickname/handle?
   3) Do you know the specific Internet Protocol (IP) address the suspect was using?
   4) How many child-pornography images were posted or traded by this suspect?
   5) Please describe the images including the type of activity and estimated age of the child.
   6) What was the exact time and date of this incident?
   7) Did you write down any of the related chat or images?

f) **"I See You": A Type of Instant Messenger Program (ICQ):**
   1) What was the offender's ICQ number and e-mail address?
   2) How many child-pornography images did this individual send?
   3) Please describe the images including the type of activity and estimated age of the child,
   4) Did you write down any of the related chat or images? /

g) **For all reports of child pornography, confirm the reporting person's interaction with the material:**
   1) Did you download the child-pornography images?
   2) Did you specifically save these images onto a particular drive on your computer? If so, where?

D. **Questions for the Reporting Person Regarding Child Sexual Molestation:**

1. Questions regarding the Incident:

   a) Establish whether or not the caller is the victim, the first person to whom the victim has disclosed the information, a witness or another person who has been informed of the incident. Proceed with following intake questions below to assist the investigator with swift gathering of important information about the incident. Be extremely diligent in the logging/capture of exactly what is reported by the caller.
   b) Immediately ascertain if the victim is in any immediate danger.

  c) How was the child victimized?

  d) When and where did the victimization occur?

  e) To whom did the child first disclose the victimization? This information needs to immediately be conveyed to the investigator(s).

  f) When did the child disclose the victimization?

2. Questions regarding the Suspect:

  a) What is the relationship of the suspect to the child?

  b) Does the suspect have immediate access to the victim? Are they currently together?

  c) What is the relationship between the reporting person and the victim and suspect?

  d) Does the suspect have access to other children?

3. Critical Questions to Ask:

  a) Is any contact information available?

  b) Is the child in need of medical attention?

  c) Has the child been examined medically?

E. **Questions for the Reporting Person Regarding Child Victims of Prostitution/Sex Trafficking:**

1. If the Child is currently missing:

  a) How does the child know the suspect?

  b) Are you aware of how the child met the suspect? Internet? Person from the neighborhood? Family member?

  c) How long has the child known the suspect?

  d) Is it believed the suspect took the child over state boundaries?

  e) Has the child changed his or her circle of friends recently? If so, provide the names of those people.

  f) Where is the child being victimized?

  g) If not known, are there any local hangouts believed to be fronts for prostitution?

  h) If you saw the child, can you provide a description?

i) Can you provide any additional information on physical descriptors for the suspect? Tattoos, piercings, scars or marks are particularly helpful.

j) Are you aware of any phone numbers, email addresses or other personal or contact information for the potential suspect?

2. If the Child is NOT currently missing:

a) Why does the reporting person believe the child is a victim of prostitution?

b) How do they know this information?

c) Has the child been victimized in this way in the past?

d) If there is a suspect, how does the child know the suspect and for what length of time have they been associating?

e) Are there any additional children who may be currently victimized in this way? If so, provide the names of those people.

f) Where is the child being victimized? If not known, are there any local hangouts believed to be fronts for prostitution?

F. **Question for the Reporting Person Regarding Online Enticement of Children for Sexual Acts:**

1. If the case involves a child and suspect:

a) What is the suspect's e-mail address?

b) What is the child's e-mail address?

c) How long have they been communicating on the Internet?

d) What forum(s) on the Internet were they using to communicate?

e) Have their conversations been sexually explicit and/or have they discussed the possibility of the child or suspect traveling to meet in person?

f) Has the child received any images from the suspect?

           1) Are they pictures of the suspect?

           2) Are they pornographic in nature?

   g) Does the reporting person have any logged conversations or saved e-mails?

   h) Have the child and suspect communicated over the telephone?

   i) Has the suspect or child sent anything to one another through the U.S. Postal Service or other delivery services?

   j) Does the reporting person believe the child will run away or meet the suspect in person?

2. If the case exclusively involves a known suspect:

   a) Why is the reporting person reporting the suspect?

   b) What is the suspect's e-mail address, screen name, or handle?

   c) What was the time and date of the incident?

   d) What Internet forum(s) was the suspect using?

   e) Was the suspect being sexually explicit in his or her communications?

   f) Does the reporting person have any logged conversations or saved e-mails?

3. If the case exclusively involves a child:

   a) How was the child victimized?

   b) What is the child's e-mail address, screen name, or handle?

   c) What was the time and date of the incident?

   d) What Internet forum was the child using?

VIII. **INTERNET-RELATED INTAKE**

A. **If the Child may be with an Adult Internet Companion:**

STANDARD OPERATING PROCEDURES: S.O.P. 11
(Continuation)

1. What is the suspect's e-mail address?

2. What is the child's e-mail address?

3. How long have they been communicating on the Internet?

4. What forum(s) on the Internet were they using to communicate?

5. Have their conversations been sexually explicit and/or have they discussed the possibility of the child or suspect traveling to meet in person?

6. Has the child received any images from the suspect?

    a) Are they pictures of the suspect?

    b) Are they pornographic in nature?

7. Does the reporting person have any logged conversations or saved e-mails?

8. Have the child and suspect communicated over the telephone?

9. Have the suspect or child sent anything to one another through the U.S. Postal Service or other delivery services?

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURE

S.O.P.   **12**

SUBJECT: **TELEPHONE   PROCEDURES   –   EQUIPMENT OPERATIONS**

PURPOSE: To familiarize all personnel with the functions of the equipment utilized at the telephone position.

SCOPE: The Communications Unit is equipped at each telephone position with apparatuses to help the Call Takers in handling E9-1-1 telephone calls.

I.   Automatic Number Identifier (ANI):

Each telephone position is equipped with an Automatic Number Identifier (ANI) that displays originating telephone number.   When an operator receives an incoming call, the ANI will be displayed.

_____ 27576
Commander
Communications Unit

4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 12
(Continuation)

II.   Automatic Location Identifier (ALI):

Each telephone position is equipped with an Automatic Location Identifier (ALI) that displays the phone's location, the subscriber's name and address, and whether the call is from a residence, business, payphone, etc.

III.   E9-1-1 System:

The Communications Unit utilizes the West Viper 911 System and Mapping System.

A.   Signing into the West Viper 911 System and Mapping System:

All Emergency Dispatchers/Assistants are given log-ins for the West Viper 911 System and Mapping System. The Username names are preset to the employees 5-digit employee ID numbers. The West Viper 911 System is linked to the Mapping System. Once an employee signs into the West Viper 911 System, it automatically signs them in to the Mapping System.

B.   Logging into the West Viper 911 System Queues:

The West Viper 911 System has the following Log in Queues:

1.   Police Screener/English – receives all brand new 9-1-1 calls, Non-Emergency/Administrative English calls, and 9-1-1/Admin Ring All calls .

2.   Police Spanish/English – receives all 9-1-1 calls transferred into the Spanish Queue, Spanish Non-Emergency/Administrative calls, English Non-Emergency/Administrative calls, and 9-1-1/Admin Ring All calls.

3.   Police Spanish Only – receives all 9-1-1 calls transferred into the Spanish Queue, Spanish Non-Emergency/Administrative calls, and 9-1-1/Admin Ring All calls.

4.   Police Screener/Creole – receives all brand new 9-1-1 calls, all 9-1-1 calls transferred into the Creole Queue, all Creole Non-Emergency /Administrative calls, and 9-1-1/Admin Ring All calls.

5.   PD SUP POS 12 – utilized by the Support Position 12 Operator. Receives all calls made to the Support Position 12 phone lines.

STANDARD OPERATING PROCEDURES: S.O.P. 12
(Continuation)

6. Police Supervisor – utilized by all Police Supervisors. In this Queue, the Supervisor is able to monitor live calls, join calls, and log in to receive 9-1-1 calls.

C. Answering Calls/Call Flow:

1. Once you are signed into the system, you must click on the READY button to make yourself available to receive calls.

2. All calls are set for Automatic Call Distribution (ACD). The calls will be delivered to the longest idle within the appropriate queue.

3. If no one is available within the queue, after 30 seconds, the call will be sent to the Ring All queue. The Ring All Queue will deliver the call to anyone who is available regardless of the Queues the person is logged into. Ring All calls will be handled by the call taker receiving the call and will not be transferred back into another Queue. If the Ring All call is in a language not spoken by the Call Taker, the call taker will utilize the Language Line to communicate with the caller.

4. If a Ring All call is not answered within 30 seconds, the call will roll over to Miami Fire Rescue.

5. If the call that rolls over to Miami Fire Rescue goes unanswered for 30 seconds, the call will overflow to Miami Dade Police.

D. West Viper 9-1-1 System Buttons:

1. Login/Logout: used to log in and out of the System. The drop-down arrows menu allows you to select the reason for logging off.

    a. Log Off: logging off the system for unknown reasons.
    b. Log Off – Floating/Relief: logging off the system to relocate to another position.
    c. Log Off – 06: logging off the system at the end of the shift.

2. Ready/Not-Ready: used to make yourself Ready and Not-Ready to receive calls. The drop-down menu allows you to select the reason for going into the Not-Ready state.

    a. 15 Min Break: utilized to show not ready to receive calls because on a 15 minute break.

STANDARD OPERATING PROCEDURES: S.O.P. 12
(Continuation)

    b. 30 Min Lunch: utilized to show not ready to receive calls because on a 30 minute lunch.

    c. Restroom: utilized when not ready to receive calls due to a restroom break.

    d. Supv Consult: utilized to show not ready to receive calls due a supervisor consultation.

    e. Manual After Call: utilized to show not ready to receive calls when working on completing entering a call.

    f. QA Consult: utilized to show not ready to receive calls due to obtaining consultation on how a call was handled.

    g. Call Back: utilized to show not ready to receive calls due to calling back on a call.

3. 911 – Indicates when a 911 call is received. Displays a running timer.

4. Admin – Indicates when a Non-Emergency call is received. Displays a running timer.

5. Alarm – Indicates when an Alarm call is received. Displays a running timer.

6. 911 RA – Indicates when a 911 Ring All call is received. Displays a running timer.

7. Admin RA – Indicates when an Admin Ring All call is received. Displays a running timer.

8. Text – Indicates when a Text to 9-1-1 call is received. Displays a running timer.

9. Intercom – Indicates when an Intercom call is received and when an outbound call is being placed. Displays a running timer.

10. Next Call – utilized to request the system to deliver the next call to you. The system automatically places you on a 30 second hold after ending a call. During this time you will not receive a call unless you select the "Next Call" button.

11. Hook Flash – utilized on administrative lines to conference calls.

12. Park – place a call on Hold. The call can be picked up by anyone.

13. Stop Greeting – stop playing the pre-recorded greeting.

14. CONF – conference a call.

15. CONF X – disconnect a call that was conferenced.

16. Transfer – NOT utilized.

17. Headset Icon Button – mute your microphone.

18. TTY – open the TTY window to communicate with the hearing impaired via messages.

19. Hold –place a call on Hold. The call can only be picked up by the Call Taker who placed the call on Hold.

20. Release: disconnect from a call.

21. Redial – allows you to redial the last number or dial a number inputted into the empty rectangle located to the left of the button. Double clicking on the white rectangle will open the dial box from where a number could also be dialed.

22. Spanish Green Button – transfer a call into the Spanish Queue.

23. Creole Green Button – transfer a call into the Creole Queue.

24. FRS 911 Red Button – conference Fire and Rescue emergency calls to Miami Fire Rescue.

25. FRS Non-Emer Red Button – conference Fire and Rescue non-emergency calls to Miami Fire Rescue.

26. FHP Blue Button – conference a call to FHP.

27. Miami Dade Blue Button – conference a call to Miami Dade Police.

28. Miami Beach Blue Button – conference a call to Miami Beach Police.

29. Coral Gables Blue Button – conference a call to Coral Gables Police.

30. Hialeah Blue Button – conference a call to Hialeah Police.

31. Language Line Yellow Button – conference a call to the Language Line for interpreter services. If you get a call in a language that you do not speak, use the translation service. Do not transfer it back to that language. The

system will give you a call in a language you are not designated for, only if no one else is available.

32. Wrecker – right click to open a button list of all the wrecker companies utilized by the City of Miami Police.

33. MPD Directory – right click to open a list of the MPD Directory.

34. Other Agencies – right click to open a contact list for other agencies.

35. Utility – left click to open a contact list of the utility companies.

E. West Viper 911 System Tabs:

1. Police Calls – displays all active calls connected with a Police Call Taker.

2. Fire Calls – displays all active calls connected with a Fire Rescue Call Taker.

3. Abandoned Calls – displays calls that were abandoned and hung-up by the caller before being delivered to a Call Taker.

4. Position Released Calls – displays a list of all calls released from the workstation.

5. Caller History – displays a list of all calls previously placed by the caller.

6. Call Query – utilized to locate a previous call.

7. PD Agents Status – displays the status of each Police Agent logged into the West Viper 911 System.

IV. Instant Recorder Replay/Call History/Customer Info:

Each phone position is equipped with multiple playback recorder capabilities that can be used to clarify any transmissions.

A. The recording system starts to record as soon as a call is delivered, therefore you need to be conscious of what you say once you are connected to a call.

B. Instant Recorder Replay (IRR): plays the last call handled.

C. Call History: plays the last 100 calls.

V.   Transfer a Call to Spanish or Creole Queue:

1. Click on the Spanish or Creole green button.

VI.   Conference a Call:

911 Calls:
1. Click on the red, blue or yellow button for the appropriate agency you would like to call.

2. Go into the "Contacts" tab, select the contact you would like to conference the caller to, right-click and select "call" or "call with number".

3. Click on conference, then click on the rectangle box located next to the Redial Button. Type the number you would like to conference the call with then click on the Redial Button.

Non-Emergency/Administrative/Outbound Calls:
1. Click on the red, blue or yellow button for the appropriate agency you would like to call.

2. Click on Conference, select the contact you would like to conference the caller to from the Contacts, then click on Hook Flash again.

3. Click on Hook Flash, click on the rectangle box located next to the Redial Button, type the number you would like to conference the call with, click on the Redial Button, then click on Hook Flash again.

VII.   Call Detail Report **(CALEA 6.2.4 b)**

All calls received on the West Viper System are automatically stamped with the date and time the call came in. A Call Detail Report (CDR) can be pulled from the reporting system, ECaTs. The CDR will provide a date and time stamp for every event that occurred with the call for the duration of the call.

VIII.   <u>Equipment Malfunction</u>

If any equipment malfunction occurs notify the Bridge supervisor immediately. The Bridge will open a trouble ticket with AT&T by contacting the resolution center via phone or logging into AT&T Express Ticketing.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP 13

SUBJECT: TELEPHONE PROCEDURES – GUIDELINES FOR ENTERING CALLS

PURPOSE: To establish the proper questions an EDA/ED should ask when obtaining information from a caller to enter a call for dispatch.

SCOPE: The following is a guide to determine what has occurred. This information will assist the call taker in completing the comment field of an incident screen. These are basic questions, they may not all be used, and not necessarily in this order:

I. Location of Call:

"Where did it happen?" – Find out where the incident took place. This will immediately determine jurisdiction.

_____ 27571
Commander
Communications Unit

4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 13
(Continuation)

II. <u>Type of Crime:</u>

"What happened?" – Find out what type of crime has taken place. Such as aggravated assault, armed robbery, person hit on the head with a pipe, etc. <u>This information should be followed immediately after time of occurrence in the comments field.</u>

III. <u>Fire Rescue needed:</u>

"Is anyone injured or hurt?" – Find out if anyone on the scene of the incident requires medical attention. If so transfer caller to fire rescue once you have obtained all the pertinent information needed to enter a call for dispatch. Follow protocol when transferring a caller to fire rescue.

IV. <u>Time of occurrence:</u>

"How long ago did this occur?" – Find out when the incident took place. This determines the priority of a call and whether apprehension of an offender(s) is likely. <u>Comments of a call should begin with time of occurrence,</u> such as J/O (Just occurred), I/P (In progress), etc.

V. <u>Weapons:</u>

"Is/was anyone at the scene armed?" – Find out if any weapons have been used in the crime, or if a suspect has any weapons in his/her possession. This is a very important piece of information and <u>should always be stated in the first line of comments</u> of a call for dispatch. This information is paramount for officer safety.

VI. <u>Description of suspect(s):</u>

"Can you describe the suspect(s)?" – Obtain complete description on the suspect(s) such as name, date of birth or age, physical description (including height, weight, color of hair, color of eyes), clothing description (including hat or cap, shirt, pants, shoes, etc.) and any other distinctive characteristics (tattoos, scars, etc.). <u>This information should follow immediately after the weapon in a comment field.</u>

VII. <u>Mode of transportation:</u>

"Was the suspect(s) in a car or on foot?" – Find out if the suspect(s) fled on foot or in some other form of transportation such as bike, bus, etc. Obtain a full description

STANDARD OPERATING PROCEDURES: S.O.P. 13
(Continuation)

of car (make, model, year, 2 door or 4 door, tag, and any distinctive feature). This information should follow the description of suspect(s) in a comment field.

VIII. Direction of Travel:

"What direction did the suspect(s) go?" – Find out the direction of travel such as north, south, east or west. If caller is unable to give a specific direction, find out if the direction the suspect(s) fled resulted in the street or avenue numbers to increase or decrease, were they headed towards a body of water or a specific landmark, etc. This information should follow the mode of transportation in a comment field.

IX. Items taken:

"Was anything taken?" – Find out if any items were taken from the victim or from the scene of the incident. Items such as a gun should be listed in the first line of comments for officer safety.

X. Miscellaneous information:

Obtain any other information that might assist a police officer in handling the call. Such as previous case numbers, other agencies on the scene, previous offenses suspect(s) is wanted for, etc. Also list in the comments if call is second hand or third hand information.

XI. Contact Information:

Find out if the complainant wants to be contacted. This is imperative as the caller may have been a witness to the crime. Ask the callers for their name, telephone number and address (if different from dispatch location) where they may be reached. If caller does not wish to be contacted then state in the incident that they wish to stay anonymous. Note: callers do not have to be contacted in order for a call to be processed.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT
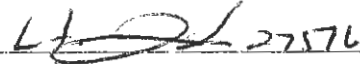
STANDARD OPERATING PROCEDURES

S.O.P.	**14**
SUBJECT:	**TELEPHONE PROCEDURES – SUICIDE INTERVENTION**
PURPOSE:	To establish the proper guidelines to handle a suicide caller.
SCOPE:	The goal of a Communications Operator/Assistant is to act as an interventionist to prevent the suicidal caller from completing their act. Every attempt must be made to keep the caller talking while being exceptionally sympathetic and by using your listening skills. It is imperative that you remain on the line with the caller until a police officer arrives and makes contact.

_____ 27576
Commander
Communications Unit

4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 14
(Continuation)

The following guidelines will help you when dealing with a suicide caller.

I.   <u>Suicidal Attempts/Thoughts:</u>

When receiving a call from a citizen advising that he/she is about to commit suicide, has suicidal thoughts or is suffering severe depression causing them to have suicidal feelings the following guidelines will be used:

A.   Location.

B.   Contact telephone number.

C.   Method of suicide (pills, gun, knife, jumping off bridge, etc.).

D.   Description of caller.

E.   Notify Fire Rescue (if applicable). Do not transfer caller to Fire Rescue. Have an adjacent position contact Fire Rescue for you if necessary.

F.   Enter a call for dispatch.

G.   Keep caller on the line until a police officer arrives and **never** transfer the call.

II.   <u>Do's and Don'ts of Suicide Intervention:</u>

Do's:

A.   **Do establish a relationship with the person.**

    1.   Reinforce the person for having reached you.

        Example: "I'm glad you called; we're here to help."

    2.   Ask the person's name and use it frequently.

    3.   Be accepting, non-judgmental, warm, friendly and supportive.

    4.   Actively listen for content and feelings or attitudes.

    5.   Exude confidence and concern while communicating calmly and understandingly.

6. Reflect or paraphrase to affirm the caller and confirm that the caller is being heard.

Example: "You said that you are feeling depressed and that no one understands you."

7. Encourage the caller to speak.

Example: "Tell me more about it",
"It seems like it's important to you",
"Sometimes it's hard to know where to begin so just start anywhere", etc.

B. **Do determine if the person has the means of suicide at hand, and if so, encourage them to put it aside so that you can talk.**

Example: "I would like you to put the gun in a drawer so that we can talk."

C. **Do focus on the underlying problems rather than the act of suicide.**

1. Encourage the person to identify the most salient problems.

2. Encourage the person through active listening to express his/her feelings as well as circumstances. Be accepting of these feelings and avoid judging them even to yourself. Communicate your acknowledgement of what this person says he/she is "up against."

3. Use "open ended" questions, questions that require more than a single word answer. Avoid "why" questions.

D. **Do explore ambivalence toward suicide.**

Example: "I sense that even though you feel you can't continue to live with these problems, you don't really want to die."

E. **Do encourage the person to delay for the time being, or until the current crisis passes.**

This allows time for the field unit to arrive and assist the suicide caller.

Don'ts:

A. **Don't** sound shocked by anything the person tells you, and don't start asking why/close-ended questions.

B.   **Don't** stress the shock and embarrassment that the suicide would create for the family. **Avoid guilt trips.**

C.   **Don't** engage in a debate with the suicidal person because you may not only lose the debate, but also the person. Such debates often lead to a push-pull confrontation over who has the power, and power may be exactly what the person is looking for when overwhelmed by a sense of helplessness.

D.   **Don't** start looking for solutions right away. The suicidal person needs someone to listen to him/her and to communicate with, not to discount the problem by rapidly looking for solutions before feelings have been ventilated.

F.   **Don't** challenge the person to go ahead with it.

G.   **Don't** offer false assurance, or try to cheer up the person.

III.   <u>Suicidal depression:</u>

When receiving a call from a citizen advising that he/she suffers from depression and fear that it may lead them to suicidal feelings or thoughts, refer the caller to Switchboard of Miami. Switchboard of Miami has counselors on duty, twenty-four hour a day, seven days a week to help these types of callers.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURE

S.O.P.   15

SUBJECT: **TELEPHONE PROCEDURES – TELECOMMUNICATIONS DEVICE FOR THE DEAF (T.T.Y./T.D.D.)**

PURPOSE: To establish guidelines for the operation of the equipment used and call handling procedures used to provide access for persons with hearing or speech impairment.

SCOPE: The Americans with Disabilities Act is a federal legislation. Its purpose is:

- to provide a clear and comprehensive national mandate for the elimination of discrimination against individuals with disabilities;
- to provide clear, strong consistent, enforceable standards addressing discrimination against individuals with disabilities;

Commander
Communications Unit
4\11\19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 15
(Continuation)

- to ensure that the Federal Government plays a central role in enforcing the standards established in the Act on behalf of individuals with disabilities;
- to invoke the weep of congressional authority, including the power to enforce the Fourteenth Amendment to regulate commerce, in order to address the major areas of discrimination faced day-by-day by people with disabilities.

Title II of the ADA mandates access to public services such as telephone emergency services.

According to Title II of the ADA, "Telephone Emergency Services, including 9-1-1 services, shall provide direct access to people who use TDD…". The City of Miami Police Department's 9-1-1 Communications Center recognizes the importance of providing direct access to its services to citizens who use TTY/TDDs that are living in, visiting and traveling through this jurisdiction.

It shall be the policy of the City of Miami Police Department 9-1-1 Communications Center to provide telephone emergency services to individuals with disabilities that are as effective as those provided to others, In accordance with the requirements of Title II of the Americans with Disabilities Act, the City of Miami Police Department 9-1-I Communications Center will not discriminate on the basis of disability in our services, programs, or activities. Individuals who use telecommunications devices for the deaf, also known as TTY/TDDs, will be provided direct access to our telephone emergency services, including 9-I-1 services.

I. **Telecommunication Training**
   All telecommunicators shall receive training in accordance with NENA TTY Training Operational Standard 52-001.

   A. Initial Training – a 4-hour course reviewing the following: **(CALEA 6.5.2 b)**

      1. The legal requirements of the Americans with Disabilities Act (ADA) and other relevant laws in accordance with federal, state, and local laws regulations.
      2. Proper procedures for interaction with people who are deaf, hard of hearing or speech impaired.
      3. Proper techniques for interaction with people who have other types of disabilities during emergencies and disasters.

   B. Refresher Training – at minimum every 6-months. **(CALEA 6.5.2 c)**

STANDARD OPERATING PROCEDURES: S.O.P. 15
(Continuation)

II. TTY/TDD Equipment and Operation

A. The City of Miami Police 9-1-1 Communications Center shall be equipped with one TTY/TDD at each call taking position.

B. At a minimum, every TTY/TDD shall be programmed with both the Standard English and American Sign Language (ASL) messages.

C. Procedures for activation of these messages shall be posted at all TTY/TDD answering positions.

D. In the event a TTY/TDD malfunctions, the telecommunicator should use a back-up device located at any of the other call taking positions or supervisor positions.

E. In the event of a power failure, the TTY/TDD equipment shall operate on uninterruptible power supply or by using the department's power failure contingency plan. Measures shall be taken to ensure that the TTY/TDD remains functional throughout the power failure.

III. Testing (CALEA 6.5.2 d)

A. All TTY/TDD equipment shall be tested by the telecommunicators at the beginning of each shift.

B. Random TTY/TDD testing will be performed at least once per shift to ensure the telecommunicators are proficient in the operations of the TTY/TDD. The testing shall be documented on the Daily TTY/TDD Test & Compliance Form (MPD RF # TBA) and include the following:

1. Date
2. Name and IBM of employee being tested.
3. Phone Position
4. Time of Test Call
5. Test Call Type (Silent call vs transmitted tones)
6. Number of Rings
7. Time elapsed to respond with TTY/TDD
8. Format of Call (Automated Text vs. Free Text)
9. Pass or Fail
10. Signature and IBM of Supervisor conducting test.
11. Notes regarding the test conducted, to include recommendations for remedial training.

STANDARD OPERATING PROCEDURES: S.O.P. 15
(Continuation)

     C. Any malfunction of the TTY/TDD should be reported to AT&T.

IV. TTY/TDD Call Handling Process (CALEA 6.5.2 a)

A. Telecommunicators should be aware that TTY/TDD users may be deaf, deaf-blind, hard-of-hearing, speech impaired or other persons.

B. When initially answering the emergency calls, telecommunicators shall follow the established phone answering procedures. However, is the telecommunicator is unable to immediately (within two attempts by voice) establish voice communications, but determines the line is silent (or open), or the telecommunicator hears being tones, they should immediately initiate a TTY/TDD call response.

C. Likewise, when a telecommunicator hears a voice recording that advises with a message that this is a TTY/TDD call, the telecommunicator should immediately respond by initiating a TTY/TDD call response.

D. Automatic call detection equipment will only detect when TTY/TDD tones are present.

E. Accordingly, all silent calls should be challenged with a TTY/TDD.

V. Initiating a Response to an Incoming TTY/TDD Call (CALEA 6.5.2 a)

A. When initiating a response with a TTY/TDD, the telecommunicator should respond by opening the TTY/TDD screen, and send a preprogrammed message or type an approved greeting such as 911 GA.

B. The telecommunicator should then handle the call in accordance with established procedures for that call type.

C. Voice Carry Over (VCO)/Hearing Carry Over (HCO) Mode – Telecommunicators must be prepared to handle calls received via the TTY/TDD in which the caller requests communications to be in either the VCO or HCO format.

D. **Voice Carry Over:**

    1. VCO is an acronym representing when a TTY/TDD caller uses their own voice to speak with the telecommunicator on the TTY/TDD screen.

STANDARD OPERATING PROCEDURES: S.O.P. 15
(Continuation)

    2. When a caller requests this format for their communications, the telecommunicator must listen to the caller speak, but then use the TTY/TDD to respond.

    3. This method requires the telecommunicator to switch from voice to TTY mode on a single cell.

E. Hearing Carry Over:

1. HCO is an acronym for Hearing Carry Over when a TTY/TDD caller will listen with a telephone receiver rather than read the message. The caller types their side of the conversation.

2. When a caller requests this format for their communications, the telecommunicator must use the TTY/TDD to receive the caller's message but should speak to the caller instead of typing.

3. This method requires the telecommunicator to switch from TTY to voice mode on a single call.

F. Relay Service Calls:

1. On occasion, a TTY/TDD caller may contact our services through the use of a Telecommunications Relay Service (TRS). PSAPs are prohibited from requiring callers go through a third party (such as the TRS) to gain access to our services, however, if telecommunicators receive a call via a TRS it should be handled according to established procedures for that call type.

2. Telecommunicators should follow the established protocol of the TRD by speaking to the relay operator as if speaking to the caller directly (communicating in first person) and the relay operator will type exactly what the telecommunicator speaks.

3. Prior to disconnecting from the TRS operator, advise the caller that they may contact our department directly in the future by dialing 9-1-1.

G. Disconnected Calls:

1. If, during the course of receiving an emergency call the call is disconnected, the telecommunicator shall implement established call-back procedures.

2. If the telecommunicator has already established contact with the TTY/TDD caller but loses the connection, the telecommunicator shall immediately enter a call for dispatch to the location (if they have not already) and shall attempt to call the TTY/TDD caller back by using the TTY/TDD equipment.

STANDARD OPERATING PROCEDURES: S.O.P. 15
(Continuation)

VI. TTY/TDD Etiquette

Telecommunicators shall use proper TTY/TDD etiquette/protocol while communicating using a TTY/TDD. Proper etiquette or protocol is as follows:

A. It is extremely important to type the term *GA* when you are through with your statement and want a response from the person on the other end of the line. The term *GA* means go ahead, it's your turn to talk.

B. Tone of voice is not transmitted on a TTY/TDD, so it is necessary to type the letter *Q* (or *QQ*) when asking a question (plus *GA* to request a response.

C. *SK* means to stop keying. Type *SK* when you want to end your conversation. When you read *SK*, type *SK* if you are finished talking. When both you and the caller have typed *SK*, your conversation is finished.

D. When getting ready to end the conversation, a caller may type *GASK*, which means I am through, do you have anything else to say?

E. *SKSK* means, bye, I am hanging up now. Telecommunicators shall stay on the line with the TTY/TDD caller as long as it is safe for the caller to do so. If it becomes unsafe for the caller to stay on the line, ask them to lay the receiver down and exit the area/building.

F. The following are examples of abbreviations that are used on the T.T.Y./T.D.D.:

PLS	**PLEASE**
ANS	**ANSWER**
U	**YOU**
R	**ARE**
UR	**YOUR**
REC	**RECEIVE**
CLD	**COULD**
NITE	**NIGHT**
MSG	**MESSAGE**
MIN	**MINUTE**
WUD	**WOULD**
THRU	**THROUGH**
ASAP	**AS SOON AS POSSIBLE**
HLP	**HELP**
LIL	**LITTLE**

STANDARD OPERATING PROCEDURES: S.O.P. 15
(Continuation)

NP	NO PROBLEM
OIC	OH, I SEE
NBR	NUMBER
THX	THANKS
POSS	POSSIBLE
PBLM	PROBLEM

VII. TTY/TDD Considerations

A. Deaf people do not lack intelligence, they just cannot hear. They might however, suffer from educational and cultural lag due to limited input and feedback.

B. Never use the terms, deaf, dumb or mute when communicating with a caller. This is very insulting. People who are deaf have healthy vocal cords. If they do not speak, that is because they do not hear the correct way to pronounce words. Try using instead **"a person who is deaf"** or **"a person with a hearing impairment.**

C. Respond on the same level remembering the language barrier.

D. Noise or interference on the line may cause **"garbage"** or **"bogus"** characters to be printed. Always MUTE your microphone.

A. If you receive letters when you expect numbers, ask the user to repeat or spell out the numbers (e.g. **N-I-N-E** for **9**).

B. During a conversation, only one TTY/TDD at a time can send signals over the telephone line. You and the person you are talking to need to take turns typing. The abbreviations are important when carrying a TTY/TDD conversation.

C. Always use the word **"which"** when giving a choice (e.g. "Did he go north or south, **which** Q GA.")

D. To correct errors just type **XXX**, type a few spaces and then retype the correct word. The caller knows that the word preceding the X's replaces the incorrect word.

VI. T.T.Y./T.D.D. Grammar

A. Common phrases that might be received on the T.T.Y./T.D.D. and the proper interpretation:

STANDARD OPERATING PROCEDURES: S.O.P. 15
(Continuation)

COMMON DEAF LANGUAGE	APPROPRIATE INTERPRETATION
Tell them hurry	Ask them to please hurry
Now I tell you	Let me say something or ask you something
Me go fast	I am leaving right away or I will be there shortly
Interrupter	Interpreter
Car blue smash, escape	The blue car hit me, then took off

B. The following phrases are commonly misunderstood and may be rephrased as shown:

COMMON ENGLISH USAGE	REPHRASE
He's tied up right now (May be taken literally)	He is busy
The police are on their way	Police will be there soon
What color was the car?	The car was red, blue, green or which Q

VIII. T.T.Y./T.D.D. Messages:

The following messages have been programmed into the TTY/TDD machine on each E9-1-1 position. To use these messages, you must click on the message. This will allow you to assist the TTY/TDD caller more efficiently.

911 What is your emergency Q GA

What is your phone number Q GA

What is your name Q GA

What address to send help Q GA

Stay Calm, help is on the way

STANDARD OPERATING PROCEDURES: S.O.P. 15
(Continuation)

Stay next to your TTY HD

Call being transferred

IX. Transfer a TTY/TDD call to Fire Rescue

E. Once you have determined that the TTY/TDD caller requires Fire Rescue response, inform the caller that they are being transferred. Advice the caller not to disconnect, and then transfer the TTY/TDD caller as you would any other citizen.

F. Make sure you obtain an address, phone number and reference before transferring a TTY/TDD caller to Fire Rescue.

G. When contact with Fire Rescue has been made, identify your position, provide Fire Rescue the address, phone number and reference and inform the Fire Rescue operator that they are receiving a TTY/TDD call, so they can send a message to the citizen.

H. Once you are certain that contact has been made and conversation has begun between Fire Rescue and the TTY/TDD caller, you may disconnect.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   I6

SUBJECT: TELEPHONE/DISPATCH PROCEDURES – RADIO SIGNAL LIST

PURPOSE: To provide the call takers and dispatchers with a list of call signals to be used in assigning functions to police units.

SCOPE: The call signals below will be utilized to properly label calls according to the nature of the incident.

SIGNAL	MEANING	DISPOSITION	EXAMPLES
01	Call your office	N/A	Usually refers to the office in which your commanding officer is located.
02	Call a Number	N/A	Telephone number will be given.

_____ 27576
Commander
Communications Section

4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

SIGNAL	MEANING	DISPOSITION	EXAMPLES
03	Equipment Repair	N/A	Utilized for Radio and Computer repairs. Requires an Authority.
04	Vehicle Maintenance	N/A	Requires an Authority.
05	To your Station	N/A	Is given or requested by a unit to perform administrative functions. Requires a reference and supervisor's authority.
06	Transfer	N/A	Used to remove a unit from service at the end of a tour of duty. Must be taken on the air.
07	Cancel	N/A	Used to cancel a signal.
08	Court Order/Injunction / Warrant Served	N/A	Location required.
09	In Service	N/A	Used when a unit checks into service.
10	Out of Service – Administrative Detail	N/A	Used for detail or any reason which does not involve police action or requests for service.
11	Break – Personal	N/A	15 minute break.
12	Meal	N/A	Permitted once during a tour of duty and limited to a 30-minute maximum time.
13	Conduct Investigation	01, 01S	Add additional information to previous incident, or anything not covered under the other signals.
14	Direct Arrest	01A	Trespassing, weapons violation, or anything not covered under the other signals.

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

SIGNAL	MEANING	DISPOSITION	EXAMPLES
14CC	Civil Citation	01	Citations issued by Officers in lieu of an arrest (ex: milk crates, shopping carts, liter, cannabis/ paraphernalia).
14I	Information Report	01R	Report to document an incident that occurred.
15	Backup/Assist Another Agency	01	Backing up a unit or another agency.
16	DUI	01A	Person driving under the influence.
16A	DUI Accident	01A	A traffic accident involving a person driving under the influence.
16FA	Fatal DUI Accident	01A	A fatal traffic accident involving a person driving under the influence.
17	Accident	01R, 01A	A traffic accident with injuries and/or vehicle w/significant damages which prevents them from being moved.
17CVI	City Vehicle Accident. In City	01R, 01A	A traffic accident involving a police vehicle within City limits.
17CVO	City Vehicle Accident Out of City	01	A traffic accident involving a police vehicle outside of the City limits.
17FA	Fatal Accident	01R, 01A	A fatal traffic accident.
17M	Accident, Minor	01R, 01A	A traffic accident with no injuries.
18	Hit and Run Accident	01R, 01A	A traffic accident in which one or more of the parties involved fled the scene.
18FA	Fatal Hit and Run Accident	01R, 01A	A fatal traffic accident in which one or more of the parties involved fled the scene.
19	Traffic Violation	01, 01A	Illegally parked vehicles, improper lane change, driving without a driver's license, etc.

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

SIGNAL	MEANING	DISPOSITION	EXAMPLES
20	Stolen Decal	01R, 01A	Decal sticker stolen.
21	Stolen Tag	01R, 01A	Tag stolen.
22	Stolen Vehicle	01R, 01A	Vehicle stolen.
23A	OOT Recovery of Stolen Article	01R, 01A	Recovery of any stolen article (electronics, bike, scooter, etc.) that was originally reported to another agency.
23D	OOT Recovery of Stolen Decal	01R, 01A	Recovery of a stolen decal sticker that was originally reported to another agency.
23P	OOT Recovery of Missing Person	01R	Recovery of a missing person that was originally reported to another agency.
23T	OOT Recovery of Stolen Tag	01R, 01A	Recovery of a stolen tag that was originally reported to another agency.
23V	OOT Recovery of Stolen Vehicle	01R, 01A	Recovery of a stolen vehicle that was originally reported to another agency.
23W	OOT Recovery of a Stolen Weapon	01R, 01A	Recovery of a stolen weapon that was originally reported to another agency.
24A	City Recovery of Stolen Article	01S	Recovery of any stolen article (electronics, bike, scooter, etc.) originally reported to the City.
24D	City Recovery of Stolen Decal	01S	Recovery of a stolen decal sticker that was originally reported to the City.
24P	City Recovery of Missing Person	01S	Recovery of a missing person that was originally reported to the City.
24T	City Recovery of Stolen tag	01S	Recovery of a stolen tag that was originally reported to the City.
24V	City Recovery of Stolen Vehicle	01S	Recovery of a stolen vehicle that was originally reported to the City.

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

SIGNAL	MEANING	DISPOSITION	EXAMPLES
24W	City Recovery of Stolen Weapon	01S	Recovery of a stolen weapon that was originally reported to the City.
25	False Alarm	01R	False alarm at a residence or business.
25N	False Alarm, No Response	14 (07 by Bridge)	Alarm permit that is on Do Not Respond (Suspended or Revoked) due to unpaid fees.
26	Burglary	01R, 01A	Break into a structure or conveyance.
26I	Burglary, In Progress	01R, 01A	Break into a structure or conveyance that is in Progress, does not matter if occupied or unoccupied.
26O	Burglary. Occupied	01R, 01A	Break into a structure or conveyance while it was occupied.
27	Larceny	01R, 01A	Theft of property from an open area or area in which the suspect was given access to.
27R	Larceny, Retail	01R, 01A	Theft of property from a retail store.
27V	Larceny, Vehicle	01R, 01A	Theft of property from a vehicle.
28	Vandalism	01R, 01A	Deliberate destruction of or damage to public/private property (pray painting walls, tire slashing, etc.)
29	Robbery	01R, 01A	Taking or attempting to take anything of value with a weapon, by threat, or physical harm.
29S	Robbery, Sudden Snatch	01R, 01A	Taking or attempting to take anything of value where the only force used was the taking of the property (purse snatch).
30	Shots Fired in Area	01R, 01A	Shots fired in an area.

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

SIGNAL	MEANING	DISPOSITION	EXAMPLES
30N	Shots Fired in Area, Unfounded	01 (Needs Sgt Authority)	Call of shots fired that was unfounded. No scene was located and no witnesses.
30SS	ShotSpotter Shots Fired	01R	Calls of Shots Fired received from the ShotSpotter software.
31	Homicide	01R, 01A	Person killed.
32F	Aggravated Assault/Battery (Felony)	01R, 01A	Person shot or stabbed, or w/significant injury, or involving a pregnant female, threats with a gun, etc.
32L	Assault/Battery on a LEO	01R, 01A	Officer spit on, punched, shot at, etc.
32M	Simple Assault/Battery (Misdemeanor)	01R, 01A	Person slapped or punched, threats of bodily harm with no weapons, etc.
33	Sex Offense	01R, 01A	Lewd & Lascivious acts, exposure, fondling, etc.
33F	Forcible Sex Offense	01R, 01A	Rape or forced sex offense.
33FJ	Forcible Sex Offense, Juvenile	01R, 01A	Rape or forced sex offense on a juvenile.
34	Disturbance	01	Loud music, neighbor dispute, boyfriend/girlfriend dispute, tow dispute, etc.
35	Alcohol Related Incident or Arrest	01, 01R, 01A	Person drinking in public, drunk person causing a disturbance, etc.
36	Missing Person	01R	Missing or Runaway Person
37	Suspicious Vehicle	01	Suspicious vehicle that is casing or stationary at a location.
38	Suspicious Person	01	Suspicious person that is casing or stationary at a location.

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

SIGNAL	MEANING	DISPOSITION	EXAMPLES
39	Arrest Based on Previous City Report	01S	Arrest based on a previous report that originated in the City.
40	Arrest Based on Warrant	01A	Arrest based on a warrant.
41	Sick or Injured Person	01R	Person who falls on the sidewalk (city property), and/or while in custody, etc.
42	Locate & Notify / Check on Wellbeing	01	Check on wellbeing of a person, attempting to locate owner of a vehicle, etc.
43	Special Detail	01	Special Detail
43S	Special Detail-School	01	School Resource Officer Program
44	Attempted Suicide	01R	Cut wrist, overdose, hanging… any unsuccessful suicide attempt.
45N	Death, Natural	01R	Death due to natural causes.
45OD	Death, Overdose	01R	Death due to an overdose.
45S	Death, Suicide	01R	Death by suicide.
45U	Death, Unclassified	01R	Suspicious or unknown cause of death.
46	Extra Duty Detail	01	Working extra duty details.
47	Bomb Threat	01R, 01A	Threats received of a bomb or device at a location.
48	Explosion	01R, 01A	Violent or destructive shattering or blowing apart of something (bomb, etc.).

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

SIGNAL	MEANING	DISPOSITION	EXAMPLES
49	Arson	01R, 01A	Deliberately setting something or someone on fire (car fire, house fire, etc.)
50	Directed Patrol	01R, 01A	Assigned posts for patrol.
51	Nuisance	01R, 01A	Person/thing/circumstance causing inconvenience or annoyance – ongoing (vagrants trespassing on vacant property).
52	Animal	01	Loose vicious dog, barking dog, peacock on roadway, farm animals in yard, etc.
53A	Abduction	01R, 01A	Forcibly taking someone away against their will (parental abduction, etc.)
53H	Hostage	01R, 01A	Holding someone against their will.
53HT	Human Trafficking	01R, 01A	Illegally transporting people from one place to another for purposes of forced labor or commercial sexual exploitation.
54	Fraud	01R, 01A	Fake check, fake money, flim/flam, identity theft, etc.
55F	Domestic Violence (Felony)	01R, 01A	Domestic related aggravated assault or battery.
55M	Domestic Violence (Misdemeanor)	01R, 01A	Domestic related simple assault or battery.
56	Crisis Intervention Call	01	Mentally ill person causing a disturbance, mentally ill person who needs to be baker acted, etc.
57	Narcotics Related Incident or Arrest	01, 01R, 01A	People selling narcotics on corner, possession of narcotics, etc.
58	Prostitution Related Incident or Arrest	01, 01R, 01A	Solicitors on the corner, etc.

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

SIGNAL	MEANING	DISPOSITION	EXAMPLES
59	Court Order/Injunction /Warrant Served	01	Serving a stay away order, etc.
60	Abused/Abandoned /Neglected Person	01R, 01A	Child being abused, elderly person in unlivable conditions, etc.
61	Transport	01	For wagon unit or any transport tat is not directly associated to a report or incident already active.
62	Suspicious Package/Device	01, 01R, 01A	Suspicious package, brief case left unattended, etc.
ID	Crime Scene Investigation	01	Crime scene incident to process a scene.
ID16	DUI Crime Scene Investigation	01	Crime scene incident to process a DUI scene.
ID17	Accident Crime Scene Investigation	01	Crime scene incident to process an accident scene.
ID18	Hit and Run Crime Scene Investigation	01	Crime scene incident to process a hit and run scene.
ID22	Stolen Vehicle Crime Scene Investigation	01	Crime scene incident to process a stolen vehicle.
ID26	Burglary Crime Scene Investigation	01	Crime scene incident to process a burglary scene.
ID27	Larceny Crime Scene Investigation	01	Crime scene incident to process a larceny scene.
ID28	Vandalism Crime Scene Investigation	01	Crime scene incident to process a vandalism scene.
ID29	Robbery Crime Scene Investigation	01	Crime scene incident to process a robbery scene.
ID30	Shots Fired Crime Scene Investigation	01	Crime scene incident to process a shots fired scene.
ID31	Homicide Crime Scene Investigation	01	Crime scene incident to process a homicide scene.

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

SIGNAL	MEANING	DISPOSITION	EXAMPLES
ID32	Assault/Battery Crime Scene Investigation	01	Crime scene incident to process an assault/battery scene.
ID33	Sex Offense Crime Scene Investigation	01	Crime scene incident to process a sex offense scene.
ID45	Death Crime Scene Investigation	01	Crime scene incident to process a death scene.
ID54	Fraud Crime Scene Investigation	01	Crime scene incident to process a fraud scene.
ID55	Domestic Violence Crime Scene Investigation	01	Crime scene incident to process a domestic violence scene.
ID57	Narcotics Crime Scene Investigation	01	Crime Scene incident to process a narcotics scene.
ID58	Prostitution Crime Scene Investigation	01	Crime Scene incident to process a prostitution scene.
FL	Fuel	N/A	Getting gas.
RC	Roll Call	N/A	Attending roll call.
WO	Watch Order	N/A	Conducting a watch order.

ADMINISTRATIVE SIGNALS: signals 01 through 12, FL, RC and WO.

- These signals, when entered in the CAD system do not generate an Incident Number, and therefore do not require a Disposition.

DISPOSITIONS: utilized to indicate the conclusion of an incident.

- 01 – Call Completed
- 01R – Call Completed, Report Written
- 01A – Call Completed, Arrest Made
- 01S – Call Completed, Supplement Written
- 02 – Handled by Another Unit
- 03 – Complainant GOA

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

- 04 – Complainant did not call
- 05 – Another Jurisdiction
- 08 – Duplicate Call
- 10 – Complainant call back to cancel
- 11 – Bridge Supervisor Authority
- 14 – Invalid Alarm Account

Q-SIGNALS LIST

- QSL - Do you receive me OK and acknowledgement
- QTR - The time
- QRU - Nothing for you here
- QSM - Repeat your message
- QTH - Give your location
- QSK - Proceed with your transmission
- QRM - Repeat I have interference
- QSY - Change channels
- QAH - Quiet air hold
- QRX – Stand-by

PHONETIC ALPHABET

- A - Alpha
- B - Bravo
- C - Charlie
- D - Delta
- E - Echo
- F - Foxtrot
- G - Golf
- H - Hotel
- I - India
- J - Juliet
- K - Kilo
- L - Lima
- M - Mike
- N - November
- O - Oscar
- P - Papa
- Q - Quebec
- R - Romeo
- S - Sierra
- T - Tango

STANDARD OPERATING PROCEDURES: S.O.P. 16
(Continuation)

- U - Uniform
- V - Victor
- W - Whisky
- X - X-ray
- Y - Yankee
- Z - Zulu

TIME

Military Time	Standard Time
0000	12:00 AM
0100	1:00 AM
0200	2:00 AM
0300	3:00 AM
0400	4:00 AM
0500	5:00 AM
0600	6:00 AM
0700	7:00 AM
0800	8:00 AM
0900	9:00 AM
1000	10:00 AM
1100	11:00 AM
1200	12:00 PM
1300	1:00 PM
1400	2:00 PM
1500	3:00 PM
1600	4:00 PM
1700	5:00 PM
1800	6:00 PM
1900	7:00 PM
2000	8:00 PM
2100	9:00 PM
2200	10:00 PM
2300	11:00 PM

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP	**17**
SUBJECT:	**TELEPHONE/DISPATCH PROCEDURES – CALL PRIORITY**
PURPOSE:	To establish a procedure for prioritizing calls for service.
SCOPE:	Any type of call could be potentially dangerous, or require a multi-unit response under certain circumstances. The dispatcher's primary concern is for the citizen and officer's safety. This is best accomplished by proper call screening that elicits all the important information about the incident and correctly prioritizes the signal.

Commander
Communications Unit

4/11/19
Effective Date

I.   The following factors should be considered when processing calls:

    A.   Time-lapse since occurrence:

        Time lapse may negate or increase the necessity of immediate dispatch. In all apprehension type calls, the first two to five minutes are critical if an apprehension is to be made.

    B.   Number of persons involved:

        Are they present?

    C.   Armed with a weapon:

        The type of weapon is very important because of the threat imposed by a gun as compared to a knife or club.

    D.   Mental condition:

        Senile, confused, suicidal, unreasonable, vindictive, violent, or potentially violent.

    E.   Under the influence of drugs:

        Persons using alcohol or drugs always have the potential for violence, and whether violent or not, they are difficult to handle.

    F.   Hazardous conditions:

        Conditions, which create hazards, are factors to be considered.

        An Emergency Dispatcher should never dispatch one officer to an incident where common sense would indicate he/she is hopelessly outnumbered or where violence or the potential for violence exists.

II.   The following general guidelines will be used in prioritizing citizen's requests for service:

    A.   Emergency Dispatchers/Dispatch Assistants will place a number (3, 4, 5, 6, 7, 8 or 9) in the appropriate field in the Incident Form, according to the priority placed on the call. This will be based on the information received at the time of the call. Subsequent calls or additional information may

change the priority. In this event, dispatch personnel should be immediately notified.

III. Call Priority Number Description

A. Priority 3: requires immediate dispatch. There is no set time frame, however it must be dispatched expeditiously and usually within seconds of receiving the call. (EMERGENCY)

All calls which are potentially life threatening and/or where serious injury has occurred or is imminent, are prefaced by a **"3"** signal.

Examples (Not all inclusive):

3-15   Officer requesting emergency assistance
3-17   Officer involved in a vehicle accident with injuries
3-26   Burglary in progress to an occupied structure/dwelling
3-29   Person stabbed or shot as a result of a robbery in progress
3-32   Person stabbed or shot

Note: Any call where fire rescue is en-route and the offender of a crime is on the scene requires a priority 3.

B. Priority 4: requires dispatch within five (5) minutes or immediate dispatch if unit is available. (EMERGENCY)

1. All in progress calls

2. All calls where a suspect has been apprehended except shoplifters held in secure areas.

3. Any crime that has occurred within the last ten (10) minutes and there is sufficient information on the offenders and/or the property taken, where a rapid response may result in the apprehension of the offenders.

4. All calls involving a confrontation where there is a significant probability of violence to occur.

Examples (Not all inclusive):

4-17   Vehicle Accident
4-25   All Burglar Alarms except for audible

4-47   Bomb Threats
4-44   Attempt Suicide
4-55   Domestic Violence

C.   Priority 5: requires dispatch within thirty (30) minutes or immediate dispatch if unit is available. (NON-EMERGENCY)

1.   All calls where an offense occurred some time in the past and that a supervisor approves for dispatch rather than be handled as a N.E.T. referral.

2.   All calls that require a police report and on-scene investigation, but do not require immediate police response.

Examples (Not all inclusive):

5-17   Vehicle Accidents
5-25   Audible Alarms
5-26   Burglary
5-27   Larceny (over $5,000)
5-36   Habitual Runaway

D.   Priority 6: requires dispatch within one (1) hour or immediate dispatch if a unit is available. (NON-EMERGENCY)

1. Non-confrontational situations with no apparent danger.

2. Non-enforcement calls that require police response.

E.   Priority 7: Utilized only for no-response alarms and high priority ID calls.

F.   Priority 8: Utilized only for low priority ID calls.

G.   Priority 9: Field officers self dispatch. All incident entry initiated by a Field Officer, will be created using a priority 9.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **18**

SUBJECT: **TELEPHONE/DISPATCH PROCEDURES – DOMESTIC VIOLENCE**

PURPOSE: To establish guidelines for the law enforcement response to domestic violence.

SCOPE: I.   Domestic Violence:

Means any assault, aggravated assault, battery, aggravated battery, kidnapping, false imprisonment, sexual assault, sexual battery, stalking, aggravated stalking, or any criminal offense resulting in physical injury or death of a family or household member by another who is or was residing in the same single dwelling unit.

_L.1 _____ 27576._
Commander
Communications Unit

4/11/19
Effective Date

<u>Family or household member</u> - Means spouse, former spouse(s), person(s) related by blood or marriage, person who are presently residing together as if a family or who have resided together in the past as if a family, and persons who have a child in common regardless of whether they have been married or have resided together at any time. Included are gay and lesbian couples.

II.   The Communications Assistant/Operator receiving a domestic violence call should attempt to elicit from the caller, and should communicate to the responding officer(s), as much of the of following information as possible:

A.   The address of the incident, including apartment number or name of the business, where appropriate. The addresses on the ALI may not be accurate because they are based on telephone billing addresses, so therefore verify all information.

B.   A telephone number where the victim/caller can be called back.

C.   Is Fire Rescue needed?

D.   Suspect's actions against the victim or nature of the incident.

E.   Determine if the abuser is present and whether the caller can speak freely or has the suspect left the scene. Also, is the suspect aware that law enforcement has been called and/or has made any threats toward responding officers?

F.   Obtain descriptive information such as complete name, relationship to victim, physical description (including race, gender, height, weight, etc.) clothing description, possible whereabouts, method and description of transportation used.

G.   Determine whether weapons, dangerous animals or threats to officer safety are present at the scene.

H.   Determine if the suspect is under the influence of drugs or alcohol.

I.   The number of people present at the scene, including children.

J.   What is the complaint history at the location? Have the police been to this address before? If yes, when were they last at this address? If the operator is able to research the last incident, the information should be relayed to the responding officer(s).

K.   Determine if the victim has a current injunction or equivalent order.

L.   Protection, no contact or restraining orders:

1.   Ascertain from the caller if the court order or restraining order has been served otherwise, the suspect could not be accountable for the violation. (Note: other circumstances could warrant that an officer be dispatched anyway).

2.   When verifying the existence of court orders, it is critical that the Communications Assistant/Operator should verbally identify the name of the court order located on the upper right hand corner of the document. Protection, no contact, and restraining orders have different arrest provisions depending on the type of order and alleged violation.

3.   If an operator receives a call reporting violation of a court order, and the suspect is present during the call, it should be treated as a crime in progress. Follow proper questioning protocol for in progress calls.

4.   Injunctions from other states should be treated like a Florida injunction and a call shall be entered for dispatch.

5.   Injunctions can now be valid for more than one (1) year at a given time by order of a judge. Also, an expired injunction is no longer valid and cannot be enforced unless renewed or extended. (Note: other circumstances could warrant that an officer be dispatched anyway).

L.   Communications personnel will ascertain whether the victim has special needs (for instance, this may include but is not limited to situations in which the victim is hearing impaired and/or does not speak English). Communications personnel will inform the officer of the special need and will attempt to make available to the officer(s) (at the scene or via phone) the appropriate resources. (Whenever possible, an interpreter resource should be unaffiliated with the victim and perpetrator).

M.   If the crime is in progress, communications personnel shall keep the complainant on the phone and/or ask him/her not hang up even if he/she is away from it, provided the victim is not in any immediate danger. If the operator cannot remain on the telephone with the victim, the operator should attempt to call back periodically to check on the progress of events and relay this information to the police.

N.   Enter a call for dispatch. Domestic violence calls shall be given a high priority. A higher priority dispatch status should always be assigned to calls where there is evidence of an assault in progress, such as a scream or interrupted call and where offender is still on the scene and fire rescue is en-route.

O.   If the suspect has fled the scene when officers arrive, the victim may later call 9-1-1 to report current location of the suspect. The Communications Assistant/Operator should re-enter a call for dispatch including a full description of the suspect and also include the case number of the original incident(s). Enter call for dispatch.

P.   Assisting other agency(s) with violation of court orders:

   1.   Communications Assistant/Operators receiving calls from other agencies asking for assistance in arresting a suspect who has come into the City's jurisdiction should ask the following questions:

      a.   Location of the suspect.

      b.   Location where our unit is contacting the other agency if different from the suspect's address.

      c.   Is the other agency in a marked or unmarked vehicle; uniform or plain clothes? If unmarked or in plain clothes, obtain a description of vehicle and/or officers.

      d.   Description of suspect and if any weapons are involved.

      e.   Ask for the number where the caller may be reached.

      f.   Include all gathered information in call for dispatch.

      g.   Protection, no contact and restraining orders are valid statewide.

   3.   Use discretion as to whether or not an unwilling caller should be advised that a police response is mandatory. In some cases, it may be in the best interest of the caller not to let them know.

   4.   In speaking with a victim of domestic violence, the Communications Assistant/Operator should not discuss the victim's desire "to press charges", "drop charges", or "prosecute". Any comment or

statement, which seeks to place responsibility for enforcement action with the victim, is inappropriate and may increase the dangerousness of the situation. Additionally, any statements questioning the victim's behavior will discourage the victim from seeking assistance in the future.

III. Dispatch serves a vital function in facilitating an immediate, effective police response to domestic violence. Communications personnel shall dispatch units in all situations involving domestic violence.

As a result, this policy includes several dispatch-specific elements, which were included to ensure that the incident is handled so as to:

A. Ensure the safety of the victim and provide necessary aid and support to the victim.

B. Ensure the safety of any children, elderly persons, or disabled individuals present.

C. Ensure officer safety.

D. Preserve evidence.

E. Facilitate apprehension of the suspect.

F. Provide at the scene the tools necessary for effective communication with all victims.

Communications Operators shall dispatch a minimum of two (2) officers on all domestic violence calls that are in progress, just occurred, or where there is an offender on the scene, or might return.

Dispatchers shall not cancel the law enforcement response to a domestic violence complaint regardless if the request is made during the initial call or follow-up call. However, the dispatcher shall advise the officers of the request.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **19**

SUBJECT: **TELEPHONE/DISPATCH   PROCEDURES   –   C.A.D. OPERATIONS**

PURPOSE: The purpose of this lesson is to instruct trainees on how to operate the CAD system while performing functions related to phone handling and dispatching.

SCOPE: The Computer Aided Dispatch System was designed to facilitate the ease of data entry and to expedite the processing of information to the field units.

Command and Formals used by phone handlers and dispatchers:

AB -   Address Book: used to look up employees and ready references.

CC -   Console Control: used to add and remove a channel.

Commander
Communications Unit

4|11|19
Effective Date

CI -   Clone Incident: used to create a clone of an incident.

CR -   Contractor Request: used to request a wrecker.

CS-   Call Stacking: used make changes to stacked incidents.

CU -   Contractor Update: used to update wrecker requests already made.

CW -   Clear Work Area (F5)

DI -   Disassociate Incident: used to disassociate incidents that have been associated in error.

DS -   Display Status: used to refresh screens.

FI -   Field Initiate (F7): used to place a unit on a call that he/she is initiating.

FR -   Free Units from Incident: used to 07 all units from a call and place the call back on the pending screen.

IA -   Incident Associate: used to merge or associate calls together.

ID -   Incident Dispatch (F9): used to dispatch or assign units to an incident.

IH -   Incident History (F4): used to display the history of an incident.

II -   Incident Initiate (F8): used to create an incident.

IO -   Incident Open: used to reopen an incident that was already closed.

IR -   Incident Recall: used to display an incident or research previous calls entered.

IS -   Incident Summary: used to view a summary of calls pending, active, or stacked citywide or by channel.

IU -   Incident Update: used to update information on incidents.

LD -   Location Detail: used to verify if a location is within the City's jurisdiction and to obtain information on landmarks, previous calls, premise and information.

LL -   Lineup List: used to view all the units currently active in the CAD system.

MA -   Monitor Area: used to monitor a particular channel.

MC -   Map Command: used to display incidents on the map.

MR -   Message Read: used to view/read messages received.

NR -   Notification Read: used to read notifications received.

NT -   Notification Send: used to send notifications.

ON -   Unit On Duty: used to in-service a unit at the beginning of their tour of duty.

PH -   Premise Hazard: used to view and create new premise hazards.

PU -   Primary Unit: used to make a unit primary on a call.

QV –   Query Vehicle: used to obtain vehicle information by tag or vin number.

QY -   Query Request: used to query articles, boats, driver's license, guns, Lojack, Persons, and vehicle.

RA -   Release all but: used to in-service all units except for specific units.

RC -   Roll Call: used to place a unit in roll call status.

RE -   Reset Emergency: used to reset a CAD emergency button that was depressed.

RI -   Reset Incident Time: used to reset the timer on an incident.

RN -   Report Number: used to display an incident using the report number.

RR -   Ready Reference: just like address book; used to references.

SB -   Status Backdating: used to backdate a unit status time.

SF -   Sign Off: used to sign off of the CAD console.

SM -   Send Message: used to send messages via CAD to other consoles, MDC's and/or personnel.

UF -   Unit Off Duty: used to take a unit out of service at the end of their tour of duty.

UH -   Unit History: used to view a unit's history.

UO -   Reset Unit Time: used for QRU checks and to reset a unit's status time.

US -   Unit Status (F11): used to view and update a unit's status.

UX -   Unit Exchange: used to exchange a unit already assigned to a call with another unit.

VQ -   View Query (F2): used to view query responses received.

WH -   Who is Logged On: used to view everyone who is currently logged on,

WT -   Workload Transfer: used to transfer a channel to another console.

07 -   Cancel; used when canceling or reassigning a unit to a call.

II.   **Function Keys:**

F1   Moves focus to the command line and highlights.

F2   Display query responses (VQ command).

F3   Incident update shortcut (IU command).

F4   Incident History shortcut (IH command).

F5   Clear the primary work area (CW command).

F6   Message read shortcut (MR command).

F7   Field Initiate shortcut (FI command).

F8   Initiate Incident shortcut (II command).

F9   Dispatch Incident shortcut (ID command).

F10   Submits command from command line.

F11   Unit Status shortcut (US command).

F12   Submits a form.

Shift F2   Map Command shortcut (MC command)

Shift F3   Incident Recall shortcut (IT command).

Shift F4   Log out shortcut (SF command).

Shift F5   Premise hazard tab shortcut (PH command).

Shift F6   Incident Management Summary tab shortcut (IS command).

Shift F7   Persons tab shortcut.

Shift F8   Vehicle tab shortcut.

Shift F9   Incident dispatch tab shortcut.

Shift F10   Context menu shortcut (displays edit options for field in focus)

Shift F11   Populates the II form with recent ANI/ALI. If pressed again toggles to previous ANI/ALI.

Shift F12   Previous Tab shortcut.

III.   <u>CAD System:</u>

The Communications Unit utilizes the Motorola PremierOne CAD System and Mapping.

A. <u>Signing into the CAD System and Mapping:</u>

All Emergency Dispatchers/Assistants are given log-ins for the CAD System and Mapping. The Username is preset to the employees 5-digit employee ID numbers. The CAD System is linked to the Mapping. Once an employee signs into the CAD System, it automatically signs them in to the Mapping System

B. <u>Logging into the CAD System:</u>

1. Environment: the CAD System has 2 environments.
   a. Production: the live environment.
   b. Training: the training environment for learning and testing purposes.

2. Agency: The Agency will always be set as M1.

3. User ID: the employees 5-digit employee ID number.

4. Password: are CJIS compliant.
   a. minimum of 8 characters
   b. minimum of 1 numeric character
   c. minimum of 1 uppercase and lowercase character
   d. minimum of 1 special character
   e. expires every 90 days, reminder starts 7 days prior to expiration
   f. at least 10 password changes prior to reusing previous password

5. Role: the Communications roles are Call Taker, Dispatcher, or Communications Supervisor.

6. Coverage Group: may select individual channels or Citywide option.

C. PremierOne CAD Client Interface
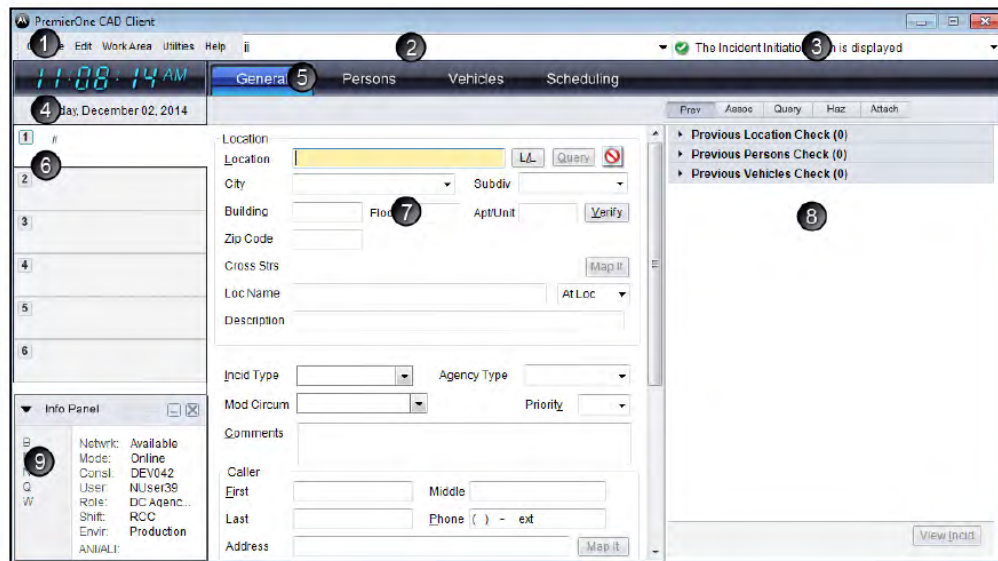
1. Menu Bar – The area above the clock. The Menu Bar displays the five menus available in the PremierOne CAD Client: Console, Edit, Work Area, Utilities, and Help.
2. Command Line – The area located to the right of the menu bar. The command line is where you type PremierOne CAD commands to open forms for data entry. You can also use the command line to type commands to complete transactions without using a form.
3. Status Message Area – The area to the right of the Command line. The status message area displays success and error messages related to your commands and form submissions.

4. Time and Date – The area located below rge menu bar. Your agency configures the format.
5. Main Tabs- The tabs located to the right of the clock. These tabs are specific to the type of work object you are working on.
6. Work Area Tabs – The area on the left side of the window below the time and date. This area displays tabs for each of the work areas. You can activate a work area by selecting the tab with the mouse of pressing Alt+tab number.
7. Primary Work Area – The area in the middle of the window. The Primary Work Area is where you do most of your task-related operations, such as initiating incidents and dispatching units.
8. Work Assist Area – The area on the right side of the window. The Work Assist Area displays information to assist you in completing your task in the Primary Work Area, such as showing you hazards at an incident location or showing you previous incidents at that location.
9. Information Panel – The area on the lower left of the window. The information Panel provides you with information about your sign-on environment and displays dynamic message counters for unread BOLOs, unread messages, unread notifications, unviewed query responses, and unviewed hot hits.

D. Date and Time Stamps **(CALEA 6.2.4 b)**

All events entered into the CAD system are automatically stamped with the date and time.

E. Initiating Incidents

1. Receipt of Information: (Call Source)
   a. 911
   b. Alarm
   c. DCF
   d. Field
   e. Fire
   f. Inter-City
   g. Mobile
   h. Non-Emrg
   i. Phone

2. Required information for an incident:
   a. Location
   b. Incident Type
   c. Priority – automatically filled based on the Incident Type. Can be modified accordingly.

3. Other information for an incident:
    a. Callers Name
    b. Callers address
    c. Callers phone number
    d. Comments
        • Priority Comments – appears in red letters and sends a notification to the dispatcher.

4. Automatic Incident Initiation Processes
    a. Location Verification
    b. Check for Premise Hazard
    c. Check for Previous Incidents
    d. Previous name, vehicle, incident check for past 30 days.
    e. Incident number

F. Incident Status

1. Pending – call is waiting to be assigned to a unit.
2. Active – unit(s) have been assigned.
3. Closed – call completed.
4. Stacked – call assigned but stacked.

G. Managing Incidents

1. View/Update Incidents from Incident Management form utilizing the F3 function.
    a. Summary Tab
    b. Dispatch Tab
    c. History Tab
    d. Persons Tab
    e. Vehicle Tab

H. Incident Recall Functions

1. Incident recall from the command line (IR Command) or from the form. The search criteria includes:
    a. Agency
    b. Incident Type
    c. Priority
    d. Status of Incident
    e. Report Number
    f. Disposition
    g. Incident Source
    h. Location – Address, Common place, intersection

      i. Date Range

      j. Persons

      k. Vehicle – license plate #, make, model, color, year

      l. Contractor

      m. Initiating ID

      n. User ID

      o. Console ID

      p. Unit ID

2. Using wildcards:
   a. Wildcard for search is %
   b. Wildcards can be used in any of the search criteria fields.

I. Unit History – returns a maximum of 250 records.

J. Dispatching Units to Incidents – can dispatch from the Command Line or from the form.
   1. Dispatch based on recommendations or closest unit available.
   2. Allows preassigning a call.

K. Updating Unit Status
   1. Arriving units
   2. In-servicing units
   3. Assigning units on calls
   4. Showing units delayed
   5. Self-initiating incidents
   6. Showing units transporting
   7. Showing units out of service

L. Mapping
   1. Overview of the Mapping Window
      a. Map Area
      b. Map Scale
      c. Expander
      d. Panning Tools
      e. Zoom Tools
      f. Map Tab
      g. Tool Bar
      h. Scale List
      i. Multiple Map Tools
      j. Message Area
      k. Task Area – contains areas that expand for searching, finding directions, locating positions on maps, displaying road closure information, unit communications, and location tracking.

- Search – Locates addresses, jurisdictions, incidents, resources, common places, and additional features on the map.
- Find Directions – Displays directions from the present location to a new location or from points you select on the map.
- Locate on Map – Displays a list of features you search for on the map.
- Road Closures – Displays road closures within a selected map area. Also displays scheduled road closures within a selected map area.
- Unit Communications – Locates units in a map, and allows you to communicate with the unit based on incident location, unit IDs, capabilities, agency, areas, sectors, and beats.
- Location Tracking – Displays a history of unit locations

M. Messaging
1. Fields and attachments
2. Buttons with arrow options for drop-downs
3. Defaults to Inbox view
4. WAA list of mailboxes
5. Clicking on To, CC, or BCC fields accesses Address Book
6. Agencies and Books can be selected for search
7. Select "logged on users only" where appropriate
8. Arrow buttons next to To, CC, and Bcc boxes must be used to copy selected users to the box

N. Queries
1. Article Query
2. Boat Query
3. Drivers Licenses
4. Gun Query
5. LoJack
6. Person Query
7. Vehicle Query

O. Emergency Activations from Mobile Units
Emergency notification sent to Dispatchers/Call Takers covering an area, all units in the same agency, and anybody on the system one half mile away.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP	**20**
SUBJECT:	**TELEPHONE/DISPATCH PROCEDURES – OPERATOR SUPPORT POSITION**
PURPOSE:	The purpose of this lesson is to establish the proper guidelines that will assist operators when working the Support Position.
SCOPE:	Employees working the Support Position should be easily and efficiently accessible to the dispatchers. The Support Position is the primary link between the dispatcher and the numerous agencies, departments and organizations that significantly assist the police department. The only exception to a delay in assisting a dispatcher is that the Support Position is already handling an emergency request or incident.

_____ 27576
Commander
Communications Unit

4|11|19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 20
(Continuation)

COMPLETING THE LOG BOOKS:

All persons working position 11 are to fully complete the proper notification logs pertaining to requests from dispatchers, officers, citizens, e.g. It is imperative that the agency or office be notified as soon as possible and that the log be completed immediately thereafter. The log should reflect the person's name and IBM number entering the request, the date, the time, the location and persons contacted including all the pertinent information relating to the specific log.

When receiving a request for any of the below listed agencies the operator processing the request must ensure that all the information required on the log is thoroughly completed. The operator must also ensure that these agencies are given a log number for each request made whenever applicable.

I.   Barricades

      Requests will be made with Bob's Barricades (24 hours a day, 7 days a week)

II.   Traffic Control Systems Defects and Miscellaneous Request Log

      When receiving a request for any hazardous situation where one of the below listed agencies have been contacted for situations such as (Not all inclusive):

      A.   D.O.T. (Department of Traffic)

            Any requests reference a malfunctioning traffic light, stop sign down, (not for portable stop signs) flashing traffic lights.

      B.   F.E.C. (Florida East Coast Railroad)

            Any requests reference malfunctioning railroad arms, flashing railroad-warning lights.

      C.   F.P.L. (Florida Power and Light Company)

            Any requests reference wires down, (not only live or sparking wires), power outages, blown transformers.

      D.   Sanitation (City or Miami-Dade)

            Any requests reference debris in the middle of the road, dumped garbage or dead animals.

STANDARD OPERATING PROCEDURES: S.O.P. 20
(Continuation)

E.   Public Works (City or Miami-Dade)

Any request for barricades, between the hours of 0800-1700, Monday thru Friday, any missing manhole covers, trees down in the middle of the roadway or partially obstructing the roadway.

III.   Disabled Vehicle/Round Tire Company

When receiving a request for a disabled Police city vehicle, the operator processing the request must ascertain from the officer the reason/nature of the request.

A.   Round Tire Company:

Round Tire Company will only be requested in the event the officer has a flat tire and his vehicle does not have a spare tire. If the officer has a spare tire for his vehicle he will be instructed that he needs to change the tire himself/herself. Upon contacting Round Tire Company the operator must also ensure that they   are given a log number for each request made.

B.   Disabled vehicles (inside city limits):

If a city owned vehicle becomes disabled in the City of Miami limits, position 11 should determine what towing zone the vehicle is located in. They will then call the towing agency that is on regular rotation for that day for normal police requested tows.

C.   Disabled vehicles (outside city limits):

If the vehicle is disabled outside of the city limits use the on call wrecker company for that month, based on the current rotational list. When the last company is utilized, simply revert back to the company at the top of the list and so on.

D.   The towing agency is prohibited from refusing to respond to a City owned vehicle-towing request. Document any failure to respond and forward it to the wrecker detail office.

STANDARD OPERATING PROCEDURES: S.O.P. 20
(Continuation)

IV. Severe Weather Damage Notification Log

A.   Utilized to log any incident that results in property damage due to severe weathers.

For example:

Flooded streets, traffic lights on the ground, trees down, etc.

V.   Homeless Assistance Program Tally Sheet:

At 9:30 every night, Support Position 11 will receive a call from the H.A.C. advising us of a bed count. It is the responsibility of the operator to tally this count on the Homeless Assistance Program Tally Sheet.

Additionally, Channel 9 will advise Support Position 11 whenever a unit has advised him/her of a transport to the H.A.C. The Support Position 11 operator will then deduct that county from the tally in order to keep an accurate count.

See the current Tally Sheet for additional information concerning the unavailability of bed space.

VI. Rotational Wrecker Request(s) (Non-private wrecker request made by a police officer for a citizen)

A.   To order a wrecker, you must use the WR function on your second page along with the last 4 digits of the case number. Then, contact the wrecker company listed on the screen with the telephone number provided. Make sure that the comment field includes a vehicle descriptor such as a tag number, VIN number or description of the vehicle. If it is not included, then contact the requesting dispatcher for the information.

B.   Secondly, modify the original incident with the wrecker company, number of wreckers requested, your IBM number and time.

For example:

MOLINA 1WRK, IBM/9999, 0645HRS.

STANDARD OPERATING PROCEDURES: S.O.P. 20
(Continuation)

VII.   City Vehicle Request

When receiving a wrecker request for a city vehicle (police, solid waste, etc.), contact the assigned rotational wrecker company for requests within the city limits. For requests outside of the city limits, refer to the out of city jurisdiction city vehicle tow log. This procedure will be adhered 24 hours a day, 7 days a week.

VIII.   Private Wrecker Request(s)

When receiving a request for a private wrecker company on behalf on a citizen, obtain the wrecker company name and telephone number (if available) from the dispatcher to make the request. If a case number is available, modify the request information in the incident.

IX.   Ordering Fire Rescue

A.   After requesting fire rescue, modify the original incident with the proper information including your IBM number and the time.

For example:

FRS REQUESTED, IBM/9999, 0645HRS.

B.   When calling back on incidents make sure you modify the incident with the outcome of your call including your IBM number and the time.

For example:

CALL BACK NR, IBM/9999, 0645HRS.

X.   Importance of Support Position 11

A.   Position 11 is never to be unmanned unless   otherwise instructed by a supervisor. The abandonment of position 11 could prohibit the request of emergency assistance and cause severe damage.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **21**

SUBJECT: **TELEPHONE/DISPATCH PROCEDURES – BACKUP CARD SYSTEM**

PURPOSE: In the event of a computer failure each dispatch position has been supplied with three pre-designated unit card slot racks.

SCOPE: The supervisor on duty will make the decision of when to go to the Card System. If a discussion with the on duty computer operator reflects that down time is expected to be only minutes, then notes may be taken and updating completed later. If the down time is not known or extensive, the card system will be implemented.

_____ 27576

Commander
Communications Unit

4/11/19

Effective Date

During any down time, telephone operators will fail over to cards to prevent any delay in entry/response.

I.   Complaint Card

Used for all calls for police service (time lost to patrol other than administrative duties).

Dispatchers shall be responsible for the completeness of all calls assigned to or requested on their channel:

A.   Name of business (if applicable)

B.   Location dispatched, complete address or geographic area

1. Acceptable

400 N.W. 2 Av.
N.W. 2 Av. & 5 St.
MPD-Central Station

2. Not Acceptable

400 2nd Avenue, N.W.
2nd Avenue 5th Street

C.   Telephone number they are calling from

D.   Complainant's telephone number (if provided and different from telephone number they are calling from)

E.   Complainant's address (if different from dispatch location and if same state "same")

F.   Complainant's name

G.   Service Area and Zone

H.   Final Signal

I.   Primary Unit

J.   Comments

STANDARD OPERATING PROCEDURES: S.O.P. 21
(Continuation)

    K.   Additional Unit

    L.   Primary Signal

    M.   Dispatch Time

    N.   Telephone operator position, Time/IBM No.

    O.   Backup Units

    P.   Arrival Time

    Q.   In-Service Time

    R.   Dispatch IBM

    S.   Reports

After the computer comes back on line it will be each shift's responsibility to enter those incidents with assigned incident numbers from the Case Number Log, into the C.A.D. System. This is done by using the ED (Enter Dispatch) downtime incident entry function.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **22**

SUBJECT: **DISPATCH PROCEDURES – B.O.L.O. SYSTEM**

PURPOSE: To provide Communications Operators and Assistants with the overall guidelines and procedures for the proper use of the B.O.L.O. (Be On the Look Out) function of the C.A.D. system.

SCOPE: The City of Miami Police B.O.L.O. system is an important tool that aides Law Enforcement Personnel in locating and apprehending stolen items and missing or wanted persons. Verification via the F.C.I.C./N.C.I.C. system and a confirmation by the entering agency is still mandatory for an actual arrest or recovery.

_L.f._____ 27576
Commander
Communications Unit

_4/11/19_____
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 22
(Continuation)

I. B.O.L.O. Entry:

    Upon receipt of a B.O.L.O. with sufficient descriptive information from a field unit, the operator will enter a B.O.L.O. into the B.O.L.O. system.

    A. Determine the most easily identifiable information and enter those items in the "key" fields on the top portion of the B.O.L.O. format (not all inclusive).

        1. Tag number
        2. Make of vehicle
        3. Model of vehicle
        4. Color of vehicle
        5. Name (victim and/or offender)
        6. Make of gun
        7. Model of gun
        8. Type of article (bicycle, jewelry, television, etc.)
        9. Any other unique descriptors (D.O.B., tattoo, scars, etc.)

    B. When completing the key fields of a B.O.L.O. use the following guidelines:

        1. Do not use abbreviations.

        2. When using a slang name (such as Chevy for Chevrolet) enter it on a separate key field.

        3. Do not enter non-descriptive information in a key field that is too general and not unique to a particular person such as shirt, pants, male, etc.

    C. Make sure the middle portion of the B.O.L.O. is complete with the following:

        1. Signal

            The signal must match the signal in the original incident otherwise; the C.A.D. System will not accept the B.O.L.O. entry.

        2. Incident number

        3. Agency name (not all inclusive)
            City of Miami Police use "Miami"
            Miami-Dade Police use "Metro"
            Coral Gables Police use "Gables"
            Hialeah Police use "Hialeah"
            Miami Beach Police use "Beach"

D. When completing the narrative portion of the B.O.L.O use the following guidelines:

1. Do not use abbreviations. Spell out all words using Standard English.
2. Do not break up words at the end of a sentence that continue unto the next line. Keep a uniform and organized body of text.

3. The first line of the narrative should contain the reference, location and time of occurrence if available.

4. The body of the narrative should contain (if available) the following information:

   a. Missing person or wanted suspect's name (including any alias or nickname).

   b. Date of birth or age.

   c. Physical description (including height, weight, color of hair and eyes).

   d. Clothing description (including hat or cap, shirt, pants, shoes, etc.).

   e. Weapons (including guns, knives, pipes, etc.).

   f. Any distinctive feature (including tattoos, scars, etc.).

   g. Mode of transportation (including make of vehicle, model of vehicle, two (2) or four (4) door, tag, etc. or any other mode of transportation such as bicycle, moped, etc.)

   h. Direction of travel

5. The last line of the narrative should include the unit number, operator IBM number and name.

6. The C.A.D. system will forward the B.O.L.O. to each dispatch terminal automatically.

II. B.O.L.O. Modifications:

A B.O.L.O. can be modified from the Main Input Screen in the B.O.L.O. system. The B.O.L.O. number is required.

STANDARD OPERATING PROCEDURES: S.O.P. 22
(Continuation)

1. Display the B.O.L.O. by inputting the B.O.L.O. number and clicking on Display.

2. Make the necessary modifications and click on Modify.

III. <u>B.O.L.O. Query:</u>

B.O.L.O. queries can be done via the Query menu of the B.O.L.O. System. B.O.L.O.s can be queried by B.O.L.O. number, Incident Number, key types, keys, tag number, tag state, and signal.

IV. <u>B.O.L.O. Display:</u>

B.O.L.O.'s may be displayed via the B.O.L.O. System with the B.O.L.O. number. B.O.L.O. numbers are reissued by the system once a B.O.L.O has been cancelled or expunged.

Enter the B.O.L.O. number in the Main Input Screen and click on Display to view the B.O.L.O.

V. <u>B.O.L.O. Cancellation:</u>

B.O.L.O.'s can be cancelled for any of the following reasons:

A. Person:
   1. Apprehended (suspect)
   2. Returns (missing person)

B. Vehicle/Tag located or recovered

C. Article recovered

To cancel a BOLO:

A. Display the B.O.L.O. utilizing the B.O.L.O. number.

B. Click on the Cancel button.

VI. <u>B.O.L.O. Procedures:</u>

A. Once a B.O.L.O has been entered and a B.O.L.O number is obtained, modify the original incident with the B.O.L.O. number for future research.

B. Each channel shall read **all** B.O.L.O.'s as soon as possible, upon receipt.

C. When vehicle/tag or article is recovered and not an offender or vice versa, **do not** cancel the entire B.O.L.O., modify the B.O.L.O. narrative to reflect the date, time and location of recovery. If everyone or everything in a B.O.L.O. is recovered, then delete the entire B.O.L.O.

D. When canceling a B.O.L.O. send a message to all dispatchers using the DTALL C.A.D. function, so that the B.O.L.O. is cancelled citywide.

E. **It is the responsibility of the dispatcher handling the recovery incident, to make sure that any associated B.O.L.O. is deleted from the C.A.D. System or modified to reflect any changes, and to make the other dispatchers aware of such changes.**

F. Upon retrieving B.O.L.O. information from the C.A.D. System, all operators **will** verify tag or V.I.N. information if available via the F.C.I.C./N.C.I.C. system before disseminating it to the field unit.

If the tag or V.I.N. is coming back without hit information, make sure you inform the field unit of such in addition to disseminating the B.O.L.O. information, also make sure that you inform the unit of the date of occurrence as reflected on the B.O.L.O.

In addition, notify one of the bridge personnel whose responsibility it will be, to verify and delete the B.O.L.O. if it is no longer valid.

G. B.O.L.O.'s with insufficient identifiable information will be read on the applicable channel(s) and not entered into the B.O.L.O. file.

VII. <u>B.O.L.O. duration:</u>

The following is the duration period given to each type of B.O.L.O. If a B.O.L.O. has not been removed, the computer will automatically expunge the B.O.L.O. when the time expires:

Stolen vehicles	fifteen (15) days
Robberies	sixty (60) days
Homicides	one hundred twenty (120) days
All other B.O.L.O.'s	eight (8) days

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **23**

SUBJECT: **MENTAL DISORDER/CRISIS INTERVENTION (C.I.T).**

PURPOSE: It is the policy of the Miami Police Department to provide the highest level of professional service to all members of our community. The Crisis Intervention Team is part of the police service team that allows the Miami Police Department to render services to members of the community with mental illness or emotional disorders. The purpose of this policy is to develop a humane approach that preserves the dignity and confidentiality of those recognized as suffering from mental illness or emotional disorder in accordance to established laws and procedures.

SCOPE: The purpose of the Crisis Intervention Team is to protect the individual dignity of all persons suffering from emotional disorders or mental illness or in a crisis. This shall include any occasion when a person suffering from emotional disorders or mental illness is taken into custody or transported to a mental health facility pursuant to the Baker Act statue.

_____ 2716
Commander
Communications Unit

4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 23
(Continuation)

I.   A Crisis Intervention Team (C.I.T.) member will be dispatched to all calls for service involving (not all inclusive):

    A. Person(s) with emotional disorders, or mental illness.

    B. Ex-Partee Orders for emergency admission.

    C. Persons threatening to commit suicide.

    D. Suicide callers.

    E. Medical practitioners who have completed the Baker Act form and have requested assistance in transporting the mentally ill individual to the nearest facility.

    F. If a C.I.T. (Crisis Intervention Team) officer is not available in the designated NET area then another unit will be dispatched to handle the call. Priority will be to get an officer to the scene as soon as possible to assess the situation before any further escalation occurs.

    G. If the unit has not been C.I.T. trained or the person in crisis is violent and out the expertise of the officer then a C.I.T. officer will be cross dispatched.

    H. An Officer on the scene of a Baker Act incident will be required to handle the paperwork.

    I. When a unit Baker Acts an individual in crisis the officer will immediately transport that person to the nearest receiving facility.

- Banyan Health Systems 3850 W Flagler St
- Mercy Hospital 3663 S Miami Av
- Jackson Behavioral Health Hospital 1695 NW 9th Av
- University of Miami Hospital 1400 NW 12th Av
- Veteran's Administration (VA) Medical Center 1201 NW 16th St

II.   The Emergency Dispatch Assistants/Emergency Dispatchers receiving a call involving a person described as possibly having a mental disorder or experiencing a mental crisis will attempt to elicit from the caller all pertinent information about the situation occurring, and all this information will be communicated to the responding officer(s) when the call is dispatched.

    A. The address of the incident, including apartment number or name of the business, where appropriate. The address on the ALI may not be accurate because they are based on telephone billing addresses, so therefore verify all information.

STANDARD OPERATING PROCEDURES: S.O.P. 23
(Continuation)

B. A telephone number where the victim/caller can be called back.

C. Is Fire Rescue needed?

D. Suspect's actions to determine the exact nature of the incident.

E. Determine if the person with the mental disorder is present and whether the caller can speak freely or has the suspect left the scene. Also, is the suspect aware that law enforcement has been called and/or has made any threats toward responding officers?

F. Obtain descriptive information such as complete name, relationship to victim, physical description (including race, gender, height, weight, etc.) clothing description, possible whereabouts, method and description of transportation used.

G. Determine whether weapons or threats to officer safety are present at the scene. Additionally, if any threats, threats to do bodily harm and/or an assault have been committed by the person in crisis.

H. Determine if the suspect is under the influence of drugs or alcohol.

I. The number of people present at the scene, including children.

J. What is the complaint history at the location? Have the police been to this address before? If yes, when were they last there.

K. Communications personnel will ascertain whether the caller has special needs (for instance, this may include but is not limited to situations in which the victim is hearing impaired or handicapped and/or does not speak English). Communications personnel will inform the officer of the special need and will attempt to make available to the officer(s) (at the scene or via phone) the appropriate resources. (Whenever possible, an interpreter resource should be unaffiliated with the victim and perpetrator).

L. If the incident is in progress, communications personnel shall keep the complainant on the phone and/or ask him/her not hang up even if he/she is away from it, provided the caller is not in any immediate danger. If the operator cannot remain on the telephone with the caller, the operator should attempt to call back periodically to check on the progress of events and relay this information to the police.

M. Enter a call for dispatch. Mental disorders/crisis calls shall be given a high priority. A higher priority dispatch status should always be assigned to calls where there is

evidence of violence or not, such as a scream or interrupted call and where the person with the mental disorder is still on the scene and fire rescue is en route.

Use discretion as to whether or not an unwilling caller should be advised that a police response is mandatory. In some cases, it may be in the best interest of the caller not to let them know.

Any comment or statement, which seeks to place responsibility for enforcement action with the person with the mental disorder/crisis, is inappropriate and may increase the dangerousness of the situation. Additionally, any statements questioning the behavior of the person with the mental disorder/crisis will discourage them from seeking assistance in the future.

N. If the person with the mental disorder has fled the scene when officers arrive, a B.O.L.O. (be on the lookout) of the person with the mental disorder will be issued by the officer.

The person reporting the incident may later call 9-1-1 to report current location of the suspect. The Emergency Dispatch Assistant/Emergency Dispatcher should re-enter a call for dispatch including a full description of the suspect and also include the case number of the original incidents(s).

Dispatchers shall NOT cancel the law enforcement response to an incident involving persons with mental disorders/mental crisis regardless if the request is made during the initial call or follow-up call. However, the dispatcher shall advise the officers of the request, who made the request and if the person making the request is on the scene or not.

III. Dispatch serves a vital function in facilitating an immediate, effective police response to incidents involving persons with mental disorders/mental crisis. Communications personnel shall dispatch units in all situations involving incidents with persons with mental disorders/crisis.

As a result, this policy includes several call taking/dispatch-specific elements, which were included to ensure that the incident is handled appropriately:

A. Ensure the safety of the caller and provide necessary aid and support to the persons with the mental disorder/mental crisis.

B. Ensure the safety of any children, elderly persons, or disabled individuals, any and all person's present.

C. Ensure officer safety.

D. Preserve evidence.

E. If a violent misdemeanor or felony has been committed and the person in crisis is apprehended, facilitate help by transporting the person in crisis to the nearest receiving facility.

F. Provide at the scene the tools necessary for effective communication with all victims. Emergency Dispatchers will dispatch a minimum of two (2) officers on all incidents involving persons with mental disorders/mental crisis calls that are in progress, just occurred, or where there is the possibility of eminent danger to others.

City of Miami

ARTHUR NORIEGA, V
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   **24**

SUBJECT: **DISPATCH PROCEDURES – ALPHABETICAL LISTING**

PURPOSE: To outline the requirements, duties and responsibilities of a Emergency Dispatcher (Dispatcher) when dispatching specific types of calls for service.

SCOPE: The duties of an Emergency Dispatcher are such that he or she must be capable of efficiently performing the stressful and complex duties of radio dispatching. Such persons must possess certain qualities and be knowledgeable in City geography, topography, police and communications procedures.

In addition to general dispatch procedures Emergency Dispatchers must be familiar with the procedures that are required for and are unique to, specific types of calls for service.

Unit Commander
Communications Unit

9/1/2020
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 24
(Continuation)

Dispatchers are part of the police service team. They are called upon to ensure the safety of citizens and officers. Their judgment, knowledge and skills are crucial to the performance required to provide that service.

Information is critical to field operations for proper and safe police response. The dispatcher must therefore relay all pertinent information accurately and in a timely manner. Additionally, the dispatcher must maintain a professional demeanor at all times while communicating with field units.

The partnership of field units and dispatcher is interdependent. The field units are accountable to the dispatcher for their availability, status and activities. The dispatchers are accountable for the field units within their dispatch area, and for the responsiveness to the requests and needs of the field units in the performance of their duties.

The following is a guideline to assist the Emergency Dispatchers in the performance of their duties.

9-1-1 HANGUP/UNKNOWN REQUEST FOR POLICE:

Dispatching 9-1-1 hang up calls:

1. Dispatches to 9-1-1 hang-ups from payphones will be entered as non-priority calls (priority 5) and require a one-man unit response. In some cases, a unit may request a backup upon arrival as the unit deems it necessary.

2. Dispatches to all other 9-1-1 hang-ups will be entered as a priority call and require a two-man unit response.

LETTER B:

I.   B.O.L.O.'s (See S.O.P. 23)

II.   Breaks (Meal/Relief):

Each shift will establish a break schedule in compliance with the current civilian contract.

A.   Dispatchers will not leave their assigned position until the relief dispatcher relieves them. In instances where there is no relief dispatcher, permission must be obtained from a Bridge supervisor prior to leaving.

B.   Dispatchers will log off each time they leave a channel.

C.   Permission from a Bridge Supervisor must be obtained prior to going on dual for a long period of time.

LETTER C:

I. Calls for Service:

    A. Some calls for service require the response of more than one field unit in order to effectively and/or safely handle the situation. Examples of these calls include, but are not limited to: **(CALEA 6.3.2 a)**

        1. Crimes in progress
        2. Violent Calls
        3. Fights
        4. Shootings
        5. Stabbings
        6. Riots
        7. Suicides
        8. Major traffic accidents
        9. Major hazmat situations

    B. The efficient dispatch of calls for service is a responsibility that must consider the seriousness of each incident (priority), balanced with the desire to maintain service area integrity. This must be accomplished by defining precise ascending steps, designed to dispatch calls within the appropriate time frames, as dictated by their priority, while at the same time making every effort to keep units within their specific geographic areas of responsibility. **(CALEA 6.3.2 b)**

       Priority **"3"** and priority **"4"** calls:

       1. Priority "3-15" calls will be immediately dispatched to the closest unit available, regardless of service area issues.

       2. Priority "3" and "4" calls (excluding 3-15's):

          Require immediate dispatch. Emergency Dispatchers are to use the following protocol to dispatch priority calls:

a. If units are available, primary and backup will come from any on-duty units within the service area to include beats, motors, K-9, P.S.T., C.S.T., etc.

b. If no unit is available, check for any units that are timed out within that service area or a unit just dispatched to a non-priority call. If you are able to clear a unit, assign them to the priority call.

c. If there is still no unit available for primary and/or backup, dispatchers will QSM a unit to handle from within the service area and will advise the sergeant that no units are available.

d. If no response, and/or all units in service area are tied up on priority calls from which they cannot be cleared, then the sergeant will be dispatched. If the call requires a two-man unit, then cross dispatch the primary unit from an adjacent service area and dispatch the sergeant within that service area as a backup.

e. If no sergeant is available within the service area, the units will be dispatched from an adjacent service area(s). If there are no units available from the adjacent service area(s), then the sergeant(s) from the adjacent service area(s) will be dispatched.

f. If no sergeant is available, dispatch a field duty lieutenant who will check the call, evaluate what type of resources will be needed (e.g. Fire Rescue) and stand by until a field unit becomes available to handle.

g. If no field lieutenant responds, notify a bridge supervisor.

C. Priority **"5"** calls:

1. Priority "5" enforcement calls require dispatch within the half-hour or immediate dispatch if a unit is available within that service area.

2. If a priority "5" call exceeds the allocated time and there are no units available, follow the steps utilized for a priority "4".

D. Priority **"6"** calls:

1. Priority "6" enforcement calls require dispatch within the hour or immediate dispatch if a unit is available within that service area.

2. If a priority "6" call exceeds the allocated time and there are no units available, follow the steps utilized for a priority "4".

Priority "5" and "6" report/non-enforcement only calls, will be held for Public Service Aides whenever P.S.A.'s are on duty, or will be held within a reasonable length of time as stated above otherwise they will be held until a unit is available within the service area.

The exception to this policy will be 17's and 18's, which after one (1) hour will be changed to a priority "4" and dispatched accordingly.

Bridge personnel will always have the discretion to make exceptions when necessary.

II.   City Officials:

Request for police service from City officials such as City Manager, Assistant Manager, Mayor or City Commissioners will be immediately dispatched. If no unit is available the dispatcher will notify the Bridge supervisor. The Bridge supervisor will clear a unit from a lower priority call or dispatch a unit from another service area.

III.   Emergency Button Depressed (Radio): **(CALEA 6.3.1 f)**

When a radio emergency button is depressed, the following procedures will be followed:

A. If the emergency button is depressed on one of the working or tactical channels, the dispatcher assigned to the that channel will acknowledge the emergency by:

1. On the radio console, set up the emergency by:

a. Click on the red cross for the channel where the emergency was set off.

b. Click on the icon with the red cross and a pointing finger.

2. On the radio frequency:

a. While setting up the emergency on the radio system, simultaneously QSM the unit with the emergency over the radio.

b. Continue to QSM the unit with the emergency over the radio while simultaneously attempting to identify the unit number through:
1) CAD System

         2) P-Sheets

         3) Equipment Log

    c. If no contact is made, notify the Bridge Supervisor. The Bridge Supervisor will check the Emergency Mailing List (EML) for a contact phone number. If there is no response on the listed phone number, a Police Officer from the perspective agency will be dispatched to the Officers address for a check on the wellbeing.

3. If contact is made with the officer who depressed the button, after identifying the unit and once it's safe to do so:

    a. Reset the emergency on the radio system by clicking on the icon with the red stop sign/red cross and then clicking on close.
    b. Have the officer reset their radio by depressing and holding the emergency button for 30 seconds or by turning off and turning back on the radio.

B. If the emergency button is depressed on any of the specialized or local government channels, the emergency button will be acknowledged by an available dispatcher or the bridge supervisor. The same procedures stated above will be followed.

IV.   <u>Emergency Button Depressed (MDC)</u>: **(CALEA 6.3.1 f)**

When a MDC emergency button is depressed, the following procedures will be followed:

A. The dispatcher for the officer with the emergency will attempt to raise the unit by his unit.

B. Simultaneously, the dispatcher will select "Track" from the "Unit in Emergency" screen.

C. Once the Officer acknowledges on the radio, the dispatcher will reset the emergency by typing the Reset Emergency CAD Function.

RE.Unit # <F10>

D. If the officer does not respond, a 3/15 will be dispatched to the Officers location and a supervisor will be notified.

E. Emergency Dispatch Assistants Duties:

An Emergency Dispatcher is required to be able to perform all the duties of an Emergency Dispatch Assistant, as they will be periodically assigned to a telephone position, or the Support Position.

F. Crisis Intervention Team:

The Crisis Intervention Team is part of the police service team. This was created to provide a guideline and format for members of the Miami Police Department's Crisis Intervention Team to protect the individual dignity of all persons suffering from emotional disorders or mental illness. This shall include any occasion when a person suffering from emotional disorders or mental illness is taken into custody or transported to a mental health facility pursuant to the Baker Act statute.

The procedures of this Department dealing with the mentally ill or those suffering from other emotional disorders is to develop a humane approach that preserves the dignity and confidentiality of those recognized as suffering from mental illness or emotional disorder in accordance to established laws and procedures.

A Crisis Intervention Team member will be dispatched to all calls for service involving (not all inclusive):

A. Person(s) with emotional disorders, or mental illness

B. Ex Parte Orders for emergency admission

C. Persons threatening to commit suicide.

D. Suicidal callers.

E. Medical practitioners who have completed the Baker Act form and have requested assistance in transporting the mentally ill individual to the nearest facility.

The Emergency Dispatcher will dispatch a C.I.T. by selecting one via the daily roster "P" sheet, indicated by "C.I.T." written beside their name. To utilize a C.I.T. officer it may be necessary to cross dispatch. This should be done based on the nearest officer.

In the event an on duty C.I.T. officer is not available the call should be handled utilizing regular patrol units and by adhering to standard dispatch procedures.

Note: If an officer is dispatched to a call involving a criminal act, and the offender is a person with a mental disorder, a C.I.T. officer will be dispatched. The signal will remain the same as originally dispatched, and the C.I.T. officer will complete all the reports and handle the call.

LETTER D:

I.   Delayed Arrival:

    A.   When a unit shows delayed on an arrival, the channel operator will raise the unit and ascertain reason for delay and estimated time of clearance. (A delay is indicated by the time of signal flashing repeatedly)

    B.   If the delay is/will be excessive the channel operator will cancel (07) the unit off the call and assign him to the new signal.

    C.   If the cancelled call is a priority and it is now holding, follow the steps in S.O.P., IV. Calls for Service reference reassigning the call.

II.   Dispatch Procedures:

    A.   Emergency Dispatchers shall assign calls and never hold them unnecessarily.

    B.   Emergency Dispatchers shall dispatch the closest units located near a call for service.

        1. This can be done by:
           a. Utilizing the "Show Preference" option on the Dispatch (F9) screen.
           b. Utilizing the CAD Map to identify the closest available unit.

        2. The closest units will be dispatched within the boundaries of the NET Area where the call for service is located EXCEPT where exigent circumstances dictate otherwise.

    C.   Assign calls as soon as possible.

    D.   Calls will not be held with units in service unless you have an approval from a Bridge supervisor or field supervisor, The incident will be modified or updated with such information.

E.   Beat officers will be utilized in their specific area to respond to calls for service.

F.   Public Service Aides will be assigned calls for service that do not require a sworn officer.

G.   Incident callbacks will be done via the Support Position.

H.   Always inform the unit of the results when a call back has been done.

I.   Channel operators will terminate a call with the appropriate termination code. Bridge personnel may also terminate calls after notifying channel operator of such.

III.   Dispatch Sectors/Zones:

The City of Miami is divided into four (4) dispatch frequencies each covering a designated geographical area. The areas are further divided into service areas, and the service areas are divided into zones.

Unit radio numbers are assigned to each unit according to its function in the Department. For purpose of mobile communications, radio assignment numbers are a combination of the unit assignment, service area and zone.

Unit radio numbers are assigned according to their duties and responsibilities. The radio number may also indicate:

1.   Service Area assignment
2.   Shift assignment
3.   Zone assignment

Example:

1323   Service Area 13 (Upper Eastside)
2   B-Shift (1 indicates A-Shift, 2 is B-Shift and 3 is C-Shift)
3   Zone 3 within the Service Area (See Map)

IV.   Dispatch Techniques:

Proper dispatch techniques and procedures are necessary.

A.   Speak in a normal tone of voice.

B.   Use a moderate speed delivery.

    1.   Most transmissions are reduced to writing and must be delivered at copy speed to avoid repeating.

C.   Punctuate your speech.

    1.   Avoid speaking in a monotone.

    2.   Vary voice tones, pause and drop tone for expressions.

D.   Keep transmissions business like and impersonal.

    1.   Use full mobile radio numbers.

    2.   **Do not transmit on a name basis**.

    3.   Do not argue or be antagonistic.

    4.   Remember to hold pedal down long enough to obtain a complete transmission.

E.   Use short transmissions.

    1.   Dispatchers must develop a radio vocabulary of words that are easily understood and convey a definite meaning.

    2.   All transmissions are to be brief and to the point.

        a.   Understand and arrange information prior to transmitting.
        b.   Use the briefest form possible.
        c.   Eliminate superfluous words or phrases.
        d.   Use the forms and formats provided.

F.   Be attentive.

    1.   Acknowledge transmissions promptly.

    2.   When you are busy, QRX (Stand By) units. Then, clear the air when you become available.

    3.   When updating the computer during busy periods or when receiving information from a coworker during down time (use of cards), a

channel operator must periodically go on the air and advise units to QRX (standby) and the reference for the QRX.

4.   If you do not understand a field unit's transmission, ask that it be QSM'd (repeated). Never ignore a unit.

G.   Time Stamp ALL transmissions.

1.   End ALL transmissions with the time. This will time stamp the transmission.

2.   State the word "Miami" after the time to indicate that the transmission has completed and the air is clear for someone else to transmit.

3.   If the air is not clear, DO NOT state the word "Miami", only provide the time.

4.   During critical incidents, bail-outs, perimeters, etc. time stamping the transmission will provide a time line for the chain of events. This is essential when the recordings are used for investigation purposes, or presented in a criminal or civil court hearing.

H.   Recap activities to relief dispatcher.

1.   Pending calls.

2.   In progress calls.

V.   Dual Channels:

Multiple working radio channels are used when units on an adjoining channel need to be made aware of incidents occurring on another frequency.   (Example: borderline calls, pursuits entering adjacent channel, etc.)

LETTER E:

I.   Emergency backup cards:

A.   In the event of computer failure each dispatch position is equipped with unit card slot racks. The decision to fail over to card system is vested in the Bridge supervisor.

B.   When a decision is made to fail over the card system, the cards will be prepared on all units reflecting their status and will be placed in the appropriate card slots. Dispatchers are responsible for completeness of all calls assigned to their channel.

C.   Computer update:

When the C.A.D. system comes back up, operators will update the computer.

1.   The operator will advise units to "QRX" (standby). Units on administrative signals will be put on the same signals in C.A.D. noting the original signal, original time, and indicating down time case number.

2.   Check the unassigned incident screen to make sure all calls holding are dispatched.

LETTER F:

I.   <u>F.C.C. Rules and Regulations:</u>

Emergency Dispatchers will comply with the following F.C.C. Rules and Regulations:

A.   All communications regardless of their nature shall be restricted to the minimum practicable transmission time and an efficient operating procedure shall be employed by each license.

B.   The station shall transmit the required identification of "Miami" at the end of each transmission.

C.   It is unlawful under the Federal Communications Code:

1.   To transmit superfluous signals, messages, or communications of any kind on the radio transmitter.

2.   To use profane, indecent or obscene language.

3.   To willfully damage or permit radio apparatus to be damaged.

4.   To cause unlawful or malicious interference with any other communications.

5. To intercept and use or publish the contents of any radio message without the express permission of the proper authorities in your department.

6. To make unnecessary or unidentified transmissions.

7. To transmit without first making sure that the intended transmission will not cause harmful interference.

8. To make any adjustments, repairs, or alterations whatsoever to your radio transmitter. It is required by law that only a radio technician, holding a second-class license or higher, may make adjustments and repairs.

9. To deny access to your radio equipment if a properly identified representative of the Federal Communications Commission asks to inspect it. The equipment must be made available for inspection at any reasonable hour.

10. To transmit a call signal, letter or numeral, which has not been assigned to your station or unit.

II. Field Requests/Controlling Air Traffic:

Field unit communications either of a request nature or of an information nature will at times cause a dispatcher to become exasperated. The volume of air traffic created by field units because of number of units assigned to a channel or unusual activity will often result in units overriding each other attempting to be acknowledged. Dispatchers must recognize emergency requests and organize non-emergency requests in the order they can best be handled. A dispatcher may acknowledge a unit and momentarily defer the unit or perform the unit's request without delay. To defer a request is not to ignore the request. At times, operational assistance is as important as dispatching field units.

Dispatchers should be acutely aware of ever changing activity on the street. As the nature of dispatch calls change, help for street officers should be as close as their radio. The attentive dispatcher records the locations of field units and anticipates the possibility of emergency requests.

An officer requesting emergency help is the highest priority radio request. The dispatcher will utilize the emergency time and call for all frequency response if necessary. A field unit prefacing a transmission with **"emergency"** will be answered immediately. All routine air traffic will be cleared.

STANDARD OPERATING PROCEDURES: S.O.P. 24
(Continuation)

A unit may request a backup for assistance in handling police activity. The request may be the result of an on-view situation or a dispatched call wherein an assessment by the unit indicates the need for an upgraded response. When this occurs, the dispatcher will ascertain the nearest available unit and remain alert to gauge any increased immediacy of the request. When a unit calls for a **"3-15"**, the dispatcher receiving the request will immediately put out the emergency tone and dispatch the closest units (minimum of two (2) officers). A separate incident **"3-15"** will be generated.

III. <u>Field Unit Radio Procedures:</u>

1. <u>Proper Radio Procedures:</u>   Proper radio transmissions and procedures are necessary. While on or off duty, sworn personnel shall transmit on their portable radio in a professional manner at all time. Whenever possible, they shall:

    a. Speak in a normal tone of voice.

    b. Use a moderate speed delivery.

    c. Punctuate their speech as much as possible

    d. Avoid speaking in a monotone.

    e. Vary voice tones, pause and drop tone for expressions.

    f. Keep transmissions businesslike and impersonal.

    g. Use full mobile radio numbers.

    h. **Not transmit on a name basis**.

    i. Use short transmissions unless the information being transmitted is important or necessary.

    j. Be attentive to the radio even when they are on a call.

    k. Acknowledge transmissions promptly.

2. <u>Checking into Service:</u>   While on duty, police officers shall make themselves available at all times by checking into service as soon as possible unless directed otherwise by a superior officer.

a. Beginning of Tour of Duty: At the beginning of his/her tour of duty, the patrol officer shall raise the dispatcher by announcing his/her unit number and 09. The dispatcher will acknowledge the officer by repeating the unit number and advising the QTR; the officer will then state his IBM

b. Number and Radio Number or two (2) IBM's and two (2) Radio Numbers if the unit is a two-person unit. Example:

    Field Unit: 1221 __ 09
                  Dispatcher: 1221 __ 09 __ 1530 hours
                  Field Unit: IBM 00000 __ Radio Number 1234A

c. After Handling a Call: After handling a call, the patrol officer would check into service by complying to the following procedures:

5. No Report Written:

    Field Unit: 1221
    Dispatcher: 1221 __ QSK
    Field Unit: 1221 __ 34 __ 09
    Dispatcher: 1221 __ 34 __ 09 __ 1500 hours

6. Report Signal:

    The field unit
    Field Unit: 1221

    e.   onforming to following the raising the dispatcher with his/her unit number with an 09

3.   Failure to Respond: If a field unit fails to respond to the radio after trying him/her a minimum of three (3) times, the following steps will be followed by the Operator to ensure contact is made with the Officer:

    a.   The operator will send a message to all dispatchers requesting that they also try the unit on their regular working/patrol frequency, including the information channel (Channel 13) and the tactical frequency.

    b.   If there is still no response, the operator will then raise the Service Area Sergeant and advise him/her of the outcome.

The Service Area Sergeant in conjunction with the Complaint Sergeant will make the final determination as to having the Operator raise the Officer with an "emergency beep tone" in an attempt to get a response.

c. If there is still no response, the Service Area Sergeant and/or the Complaint Sergeant will have the final decision on re-attempting to raise the officer citywide using the "emergency beep tone".

XVII. Fire Rescue Requests: (See Medical Miranda)

LETTER H:

XVIII. Hazardous Locations:

Hazardous locations are potentially dangerous, based on previous information and experience. They serve as a precautionary measure for officers. It is imperative that dispatchers provide responding units with all available information for their safety.

Hazardous Location calls are identified with a reverse highlighted "H". Dispatchers shall display the hazardous information via the C.A.D. format **DH** along with the case number or location of the call. The hazardous location information is then read to the responding units with the rest of information provided in the call.

XIX. Hourly Check: **(CALEA 6.3.1 g)**

A. An hourly check reminder feature has been established to help insure officer safety. If there has been no activity from a unit for a one (1) hour period, the C.A.D. system will highlight the unit in blue. When this occurs, the operator will raise the unit to verify that they are QRU.
If contact is made, the QRU check will be cleared using the "UO" CAD function.

B. If contact is not made, the operator will notify the Service Area Sergeant. Units will not be cleared without contact being established or at the

direction of a supervisor. The Bridge supervisor may authorize that a **beep tone** be given to a non-responding officer to ensure that he/she is QRU. This procedure shall be followed during other instances when an officer fails to properly answer or acknowledge the dispatcher after several attempts are made to contact him/her.

C. During busier air periods it is feasible to utilize the "UO" CAD function whenever a normal transmission is made specifically with the Beat Units on Channel 3 during the hours of 1100-1700. During this time period Channel 3 can have up to 3 pages of unit status. Instead of raising all of these units for an hourly check, utilize the "UO" CAD function every time one of them transmits.

LETTER I:

XX. I.D. Procedures:

Whenever a unit requests I.D., the operator will create an **"ID"** incident channeling the call to Channel 7. Included in the comment field will be the terminology ID, the field unit number that handled the original incident, the signal of the original event number.

The priority of the I.D. call is a **"8"** unless it falls under one of the following criteria's, then it is a priority **"7"**.

1. Major crime scene
2. Police officer injured
3. City vehicle accident
4. A suspect in custody
5. Domestic Violence scene

XXI. Improper Radio Procedures:

If an operator has a field unit using improper radio procedures, they will notify the Bridge supervisor and keep their response totally professional.

XXII. Incident Command:

Operators handling incidents of a high emergency are required to do the following:

STANDARD OPERATING PROCEDURES: S.O.P. 24
(Continuation)

A.   They are to use the term "In Command" when identifying a field supervisor as being in command of the emergency situation at hand.

B.   Operators must ensure an acknowledgement on the part of the supervisors when identifying them "In Command". The supervisors should respond by stating: "I am in Command" for his/her acknowledgement.

XXIII Intercity Radio Frequency:

Operators will monitor the intercity radio frequency at all times. Any pertinent information transmitted on the intercity radio will be relayed to the field units.

Operators will advise a Bridge supervisor prior to transmitting over the intercity frequency.

A.   To raise another agency:

"Miami control point one to Miami-Dade Pd."

B.   To clear the frequency:

"Miami clear KAA648"

LETTER L:

XXIV. Lojack:

A field unit getting a Lojack hit will receive an alpha/numeric code number. The code number will be relayed to the operator who will access the F.C.I.C. system with the proper format. The F.C.I.C. system's reply provides descriptive information on the vehicle, which the operator will relay, to the field unit. Any alpha/numeric code beginning with "000" indicates a training unit. When the vehicle is recovered, the field officer will contact C.I.S. who in turn will access the F.C.I.C. system to deactivate the signal. (Use the C.A.D. function SU.REP/# in order to accelerate the Lojack signal and retrieve the vehicle information)

LETTER M:

XXV. Medical Miranda:

When receiving a medical request from a field unit(s), the following information shall be obtained from the officer and shall be provided to the Fire Department. This information is necessary to ensure that Fire Rescue applies the appropriate level of response, and that the correct equipment is dispatched. Thereby, ensuring the safety of the responding units, and providing the highest quality of service to the citizens:

A.   Chief complaint and incident type?

B.   Approximate age?

C.   Is the person conscious?

D.   Is the person breathing?

E.   Does the person have chest pains? (If over the age of thirty-five)

F.   Is the person bleeding?

XXVI. Missing Persons:

A.   Juveniles:

A juvenile is defined as a person under the age of eighteen (18). (See F.S.S. 39.01 (13) Child)

1.   Officers will be dispatched immediately to all missing juveniles.

2.   Dispatchers will assist Field Sergeants in setting up a grid search for missing juveniles ages 12 and under or juveniles over 12 years of age that are retarded or otherwise incompetent.

3.   All reports of missing juveniles require the issuance of a B.O.L.O. The B.O.L.O. must also be sent all county through Channel 9.

See Departmental Order 9, 13.4.11 for additional information pertaining to missing juveniles.

B.   Adults:

1.   Officers will be dispatched immediately if the missing person meets the following criteria:

    a.   The missing person is elderly, senile, intellectually disabled or otherwise incompetent.

    b.   Criminal foul play is suspected.

2.   In other cases, a twenty-four (24) hour waiting period is required.

3.   All reports of missing adults require the issuance of a B.O.L.O.

LETTER O:

XXVII. Operator Positions:

For dispatch purposes, the City of Miami is divided into four (4) dispatch areas. An Emergency Dispatcher will be assigned to each channel at all times.

Dispatch channel designations are:

A.   Channel 1

B.   Channel 3

C.   Channel 5

D.   Channel 7

Each shift will schedule a fifth Emergency Dispatcher to provide relief for the four working channels. This operator may use the Supervisor Dispatch console for this duty.

LETTER P:

XXVIII. Public Service Aide Utilization:

The following exemplify the type of calls Public Service Aides can and cannot respond to:

A.   Signal 13

P.S.A.'s may handle supplement reports, direct traffic, assist the Fire Department and respond to locate and notify calls. This signal is also used for special details such as school crossing, transporting witnesses to and from stations, and for processing crime scenes.

B.   Signal 14

P.S.A.'s may handle found property reports as long as the item is not considered a danger or hazard such as guns, syringes, etc.

C.   Signal 15

P.S.A.'s may assist a Police Officer in any non-hazardous situation and should respond to any request for help. However, P.S.A.'s should not assist in any apprehension. P.S.A.'s have been used for area searches and on perimeters at the discretion of the field supervisor.

D.   Signal 16

P.S.A.'s are not qualified to handle any D.U.I. incidents. A Police officer should be requested by a P.S.A. coming in contact with a D.U.I.

E.   Signal 17

P.S.A.'s can handle the report but cannot handle accidents involving D.U.I.'s. To handle accident, the P.S.A. must be assigned a vehicle with emergency equipment. . P.S.A.'s are not authorized to issue summonses leaving the scene of an accident.

F.   Signal 18

P.S.A.'s can handle the report and investigation of Hit and Run accidents; however; however, they are not authorized to issue summonses for leaving the scene of an accident.

G.   Signal 19

P.S.A.'s are not qualified to write moving violations or other summonses. P.S.A.'s may enforce parking violations and handle routine parking problems. They will not be dispatched to calls where there is a dispute involved.

H.   Signal 20

Not handled by P.S.A.'s.

I.   Signal 21
       Signal 22
       Signal 23
       Signal 24

P.S.A.'s may handle all reports associated with these signals unless it is in-progress or if the offender is on the scene.

J.   Signal 25

Due to the possibility of an in progress B & E (breaking and entry) hold up, P.S.A.'s should not handle or go by any alarm call.

K.   Signal 26
       Signal 27
       Signal 28

P.S.A.'s handle each of these calls unless they are in-progress or if the offender is on the scene.

It has been the P.S.A. unit's policy that all burglary calls be evaluated for I.D. processing and that the information be placed on each report and worksheet. There are three (3) possibilities?

1.   I.D. unit #_____ processed scene – I.D. report made.

2.   P.S.A. unit processed the scene – I.D. report made.

3.   P.S.A. unit determined that the scene could not be processed – no process report.

L.   Signal 29

Not handled by P.S.A.'s

M.   Signal 30

Not handled by P.S.A.'s

N.   Signal 31

Not handled by P.S.A.'s

O. Signal 32
Signal 33
Signal 34
Signal 35

Not handled by P.S.A.'s

P. Signal 36

P.S.A.'s may handle missing persons reports and runaway reports. They do not handle recovery of runaways.

Q. Signal 37
Signal 38
Signal 39

Not handled by P.S.A.'s

R. Signal 41

P.S.A.'s may handle

S. Signal 44
Signal 45
Signal 47
Signal 48
Signal 49
Signal 51
Signal 54
Signal 55

Not handled by P.S.A.'s.

XXIX Reference materials:

Communication Operators will report to their workstation with all appropriate reference materials. The following are examples not all inclusive:

A. Headset

B. Maps

      1.   Detailing all channels, N.E.T. Service Areas and Zones

      4.   Detailing N.E.T. Station Telephone Numbers.

  C.   Telephone Directories

  D.   Writing pad and pen

LETTER T:

XXX. <u>Traffic Stops:</u>

Traffic stops are one of the most dangerous situations facing a street officer. The dispatcher's primary concern is for the officer's safety. The information relayed to the field unit by the dispatcher is important in making field response judgments. This mandates adherence to the following:

A.   Units making traffic stops will be placed on a signal 19.

B.   A unit taking a 19 will be given priority and will not be told to QRX.

C.   When a unit takes a 19, it is mandatory that a tag be given. If the vehicle has no tag, a complete description of the vehicle is necessary.

D.   The unit will be advised as soon as the automatic tag check is returned of the type of vehicle and if it is QRU. For example:

     Tag ABC123 checks to a 99 Chevy, 4 door and is QRU.

E.   Units will be referred to the Information Channel for the complete check information.

LETTER U:

XXXI. <u>Unit number configuration (Patrol):</u>

The following guidelines will help you identify the types of units:

Patrol Units:

STANDARD OPERATING PROCEDURES: S.O.P. 24
(Continuation)

1.   The first two numbers of a Patrol unit determine the service area they are working in.

                Channel 1   Service Area 11 Model City
                                Service Area 12 Little Haiti
                                Service Area 13 Upper Eastside

                Channe3   Service Area 41 Allapattah
                                Service Area 42 Wynwood/Edgewater
                                Service Area 43 Overtown
                                Service Area 44 Downtown

                Channel 5   Service Area 71 Flagami
                                Service Area 73 Little Havana

                Channel 7   Service Area 74 Coral Way
                                Service Area 75 Coconut Grove

        Example: Unit 1113, first two digits are 11, which indicate the unit is working in Model City.

2.   The third digit indicates the shift the Patrol unit is working on.

        A-Shift   1
        B-Shift   2
        C-Shift   3

        Example: Unit 1113, third digit is a 1, which indicates the unit is working A-Shift.

3.   The fourth digit indicates the zone the unit is working in within the Service Area.

        Example: Unit 1113, the fourth digit is a 3, which indicates he works in zone 3 within Model City.

Patrol Sergeants:

A "0" on the last digit of their unit number identifies Patrol Sergeants.

        Example: Unit 1110, the fourth digit is a 0, which indicates he is a   sergeant and works within Model City.

Patrol Lieutenants:

A "0" on the third digit of their unit number identifies a Patrol Lieutenant.

> Example: Unit 1101, the third digit is a 0, which indicates he is a lieutenant and works within Model City.

> Note: If the third digit is a "0" and the fourth digit is an "8" or a "9", the unit is an N.R.O. (Neighborhood Resource Officer).

XXXII Unit timed Out on a Call: (CALEA 6.3.1 g)

When a unit has been on a call for a specified period of time without checking back into service, or changing the signal, the C.A.D. System will highlight the unit's time on the screen. When this occurs, the operator will raise the unit and check his/her status. If the unit advises 09, he/she will be checked into service with no further action. If the unit advises that he/she must remain on the call, typing the unit number and depressing the appropriate key on the keyboard clears the highlight. His/her supervisor will be requested to call the Complaint Sergeant. The supervisor will be asked to assess the unit's status and check the unit into service. If the supervisor fails to check the unit into service, the Complaint Sergeant will do so.

LETTER W:

XXXIII. Weapons of Mass Destruction (WMD):

Due to the increasing threat of the use of Weapons of Mass Destruction (WMD), involving Chemical, Biological, or Radiological agents (CBR), or the use of Large Vehicle Bombs (LVB), special technical expertise in a coordinated manner is a must.

When receiving a call for service on a call dealing with WMD the following guidelines shall be followed:

A.   Dispatch a minimal of two units and a field sergeant.

B.   Units will be provided with a signal, QTH and be directed to call the Bridge before responding.

C.   Notify the Bridge Supervisor.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   25

SUBJECT: **DISPATCH PROCEDURES – RADIO FAILURE PROCEDURES**

PURPOSE: To provide written guidelines and procedures in the event that a radio communications failure should occur within the City of Miami during normal daily patrol operations.

SCOPE: In the event a radio communications failure occurs while patrol service area units are dispersed within the twelve (12) N.E.T. service areas, standardized procedures will be established. This will ensure officer safety and accountability as well as continued police service within the City of Miami.

Commander
Communications Unit

4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 25
(Continuation)

The current Radio Dispatch System utilized by the City of Miami Police Department is a Motorola Simulcast Radio System, which allows for up to 100 simulcast transmissions at any given time. Due to technological and the high volume of transmissions processed by the radio system it may experience difficulties in functioning as needed. The Radio System mail also experience failures as a result of external factors, such as environmental conditions, loss of microwave signal and the loss of a repeater. In the event where a radio system failure occurs the following steps will be performed by the operators and Bridge personnel to ensure that officer safety is not compromised.

I.   If the system goes into "Idle" for more than twenty (20) seconds, or

II.   If the system goes into "Fail-soft" for more than twenty (20) seconds, and

      1.   The Motorola Gold Elite Dispatch Consoles is down and on every channel box an "X" appears on the screen.

      2.   Make every attempt to raise field units using the portable radio.

III.   An announcement will be made by all the Channel Operators advising the units of the following:

"Attention all units, be advised that the Station is experiencing radio difficulty – maintain radio transmissions to a minimum:

IV.   All on duty Field Duty Lieutenants will be notified.

V.   If the portable radios are not successful, try the MC-3000. Make sure of the following:

      A.   That you are plugged into the correct headset jack. (It is located under the counter top on the left end as you face the console).

      B.   That you are using the correct foot pedal. (It is the single pedal located at the front base of the console.)

      C.   That you are on the correct channel. (Channels may be selected by using the "Channel" button.)

STANDARD OPERATING PROCEDURES: S.O.P. 25
(Continuation)

VI.   Try raising units via the MC-3000; if this works, re-try the console dispatch console, possibilities may be that the dispatch consoles have re-set. Note: MC-3000 Radio Dispatch set and consoles are independent pieces of equipment.
To select the desired system on the MC-3000, by depressing the Zone button and scrolling to "ZONE 2" for all patrol dispatch channels as follows:

Channel 1	Dispatch 1
Channel 2	TAC 1
Channel 3	Dispatch 3
Channel 4	TAC 3
Channel 5	Dispatch 5
Channel 6	TAC 5
Channel 7	Dispatch 7
Channel 8	TAC 7
Channel 9	Dispatch 9
Channel 10	TAC 9
Channel 11	Dispatch 11
Channel 12	TAC 11
Channel 13	Records Check
Channel 14	SP EVNT 1
Channel 15	SP EVNT 2

Note: The portables may not reach the repeaters from inside the Complaint Room.

VII.   If you still cannot communicate, the on duty Bridge personnel will contact the Miami-Dade County Communications shift commander and advise them of the radio failure requesting activation of the Mutual Aide TAC Channels 1, 3, and 4. Once activation is completed by Miami Dade Police, ask them to insure that the repeaters are turned on. These channels may be located following the below chart.

MC-3000	**Astro 3000**	**STX Radio** (Zone 4)	**Mutual Aide TAC Frequencies**
South District	Ch 4 MA1	System 24	Mutual Aide TAC 1
Central District	Ch 5 MA3	System 26	Mutual Aide TAC 3
North District	Ch 6 MA4	System 27	Mutual Aide TAC 4

Upon return to normal status, reestablish your frequency patches.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **26**

SUBJECT: **BRIDGE FUNCTIONS – PROCEDURAL INFORMATION.**

PURPOSE: To provide guidelines to Bridge personnel for handling the different types of situations they will encounter while at their assigned positions.

SCOPE: The Communications Unit is staffed with sworn personnel that must be proficient in dealing with the daily tasks involved in manning the bridge. The following guidelines will assist in successfully completing their tasks

I.   <u>24-Hour Incident Log:</u>

The following is a guide to determine what information is required. This information will assist the Chief of Police and his staff in being abreast of all news worthy events occurring throughout the city. In addition, it will provide a quick reference to incidents by day.

Commander
Communications Unit

4/11/19
Effective Date

A. The 24-hour log will be computer generated and consists of the following fields: Time, Unit, Officer PIN, Sgt. PIN, Incident Number, Address and Summary.

1. Time:

   In the TIME column time will be entered in military/24 hour format. Starting at 0800 hours each day, to 0800 the following day. Enter the time of incident being logged. Specifically the time the incident was received and the CAD incident was generated, not the time the entry was made. TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

2. Unit:

   In the Unit field, list all the units that are at the scene as reflected in the CAD incident. List the primary unit assigned to the incident first, and every other unit that responded as a back up or 15 subsequent to the primary. In the case of a two (2)-person unit, a unit number is to be listed as an ALPHA e.g. 4212A. (Multiple units are to be separated by a space, do not use a comma, period, or a slash). TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

3. Officer PIN:

   In the Officer PIN field, list all the corresponding PINS for all the units at the scene as reflected in the CAD incident. List the primary PIN assigned to the incident first, and every other PIN that responded as a back up or 15 subsequent to the primary. (Multiple PINS are to be separated by a space, do not use a comma, period, or a slash). TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

4. Sergeant PIN:

   In the Sergeant PIN field, list all the corresponding PINS for all the supervisors at the scene as reflected in the CAD incident. List the PIN of the primary supervisor responsible for the generation of any report(s) pertaining to said incidents first, and every other supervisor(s) PIN that responded as a back-up or 15 subsequent to the primary. (Multiple PINS are to be separated by a space, do not use a comma, period, or a slash). TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

5. Event Number:

In the Event Number field, list the primary incident number. Multiple incident numbers may be entered if necessary. Incident numbers will be entered in the following format, e.g. 13213334 (Multiple incident numbers are to be separated by a space, do not use a comma, period, or a slash). TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

6. NET Area:

In the NET Area field, enter the NET Area corresponding to where the actual incident occurred. All NET Areas will be listed in the following abbreviated formats: e.g. Model City (MC), Little Haiti (LH), Upper Eastside (UE), Allapattah (AL), Overtown (OT), Downtown (DT), Flagami (FL), Little Havana (LV), Coral Way (CW), and Coconut Grove (CG). **If the location is outside city jurisdiction, leave the NET Area blank, and provide the synopsis in the summary portion of the log.** TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

7. Address:

In the address field, list the location of the actual incident. In cases in which officers are dispatched to a different location, a notation is to be made in the SUMMARY field, detailing the change and reason. TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

8. Summary:

In this field, a brief SUMMARY of what transpired will be typed, detailing ONLY the pertinent information pertaining to the incident. This summary should not be as detailed as the narrative of a police report, however, must contain the specifics necessary for an overall assessment by the persons reviewing the LOG.

9. Person Entering the Information:

The person making the log entry shall put his/her initials and IBM number in parentheses at the end of the summary (example: AB/1234)

B. The 24-hour log will be printed out daily and distributed. A copy of the 24-hour Log will be hand delivered by 0800 hours to the Chief of Police, to the Deputy Chief, to the Assistant Chiefs of the Investigations and Administration Divisions.

The Deputy Chief's copy will be delivered to his secretary and if she is not available, the copy will be placed in her in-box.

C. The 24-hour log retention period will be one calendar year. This calendar year will be from January 1st thru December 31st of each year.

D. The 24-hour log will be reviewed on a daily basis, prior to distribution by a supervisor to ensure consistency, thoroughness, and accuracy and in compliance with the stated policy. Additionally, the log will be signed, dated together with the PIN of the reviewing supervisor on the top right hand corner of the front page of the 24-hour log.

E. Under no circumstances, will the 24-hour log be e-mailed to anyone.

II.   Backup Communications Center:

A. The Backup site will house all required equipment to render services for the City of Miami.

B. The Backup site will be maintained in a state of operational readiness. The Communications Lieutenant will be tasked with monthly testing and auditing the Backup site to ensure readiness. **(CALEA 6.4.4)**

C. Documentation of the monthly audit will be forwarded to the Unit Commander for review along with any recommendations for deficiencies found.

III. Books/Logs:

All Bridge personnel will be responsible for ensuring that all books and logs utilized on the bridge are kept up to date and organized.

IV.   Boundary Maps:

The C.A.D. Computer is programmed not to accept locations outside of the jurisdictional boundaries of the City of Miami. Should a conflict arise, Bridge personnel should refer to the detailed boundary maps maintained on the Bridge for clarification.

V.   Bridge Assignments Rotation:

Bridge personnel will rotate assignments on the Bridge at the direction of their supervisor.

A. Minimum staffing

    1. Minimum of two (2) supervisors. At least one must be sworn at all times.

    2. Periods of emergency situations may require a higher number of staffing.

B. Mandatory positions and responsibilities

    1. Hot seat

        a. Monitors radio channels

            1) Channel 1 and 3
            2) Intercity Radio

            3) Any other channel in use by M.P.D. personnel.

        b. Monitors C.A.D. Pending Screen and the Assigned Units screens for channel 1 and 3 and ensures calls on those screens are entered properly and dispatched in accordance with Departmental policy.

        c. Provides support to:

            1) Field units.

            2) Emergency Dispatchers

            3) Emergency Dispatch Assistants

            4) Emergency Dispatch Supervisors

    2. Coordinator's seat

        a. Monitors radio channels

            1) Channel 5 and 7

            2) Intercity Radio (when Hot Seat is busy)

        3) Any other channel in use by M.P.D. personnel.

    b. Monitors C.A.D. Pending Screen and the Assigned Units screens for channel 5 and 7 and ensures calls on those screens are entered properly and dispatched in accordance with Departmental policy.

    c. Provides support to:

        1) Field units.

        2) Emergency Dispatchers

        3) Emergency Dispatch Assistants

        4) Emergency Dispatch Supervisors

VI.   Complaints:

    A. It is the policy of the Miami Police Department that all complaints received, or any incident occurring where there may be question as to agency liability, shall be referred to a supervisor. **(CALEA 2.2.3)**

    B. Supervisors shall utilize all available resources, including telephone and radio audio recordings, CAD/computer printouts, and interviews with employees to ensure that all pertinent information is gathered during the investigation.

    C. The results of all completed investigations shall be documented on the Communication's Complaint Form located on the Bridge. Each complaint shall be reviewed by the employee's respective supervisor, who will address any identified policy, training, and discipline issues. Supervisor's recommendations shall be made in writing to the Communication's Commander. **(CALEA 2.2.4)**

    D. The Unit Commander shall provide an annual analysis of all the Complaint Reports to the Administrative Division Major, with a notation of any patterns or trends along with recommendations for any needed training or policy modifications. **(CALEA 2.2.5 & 6.7.5 b)**

VII.   Computer Aided Dispatch (C.A.D.)

Bridge personnel are required to monitor both the Pending Screen and the Assigned Units screens when working the bridge. The following are guidelines pertaining to each C.A.D. screen:

STANDARD OPERATING PROCEDURES: S.O.P. 26
(Continuation)

A. Pending Screen:

1. Check the Pending screen for any no response calls. Verify the alarm incident information via the Open Query Client System for proper entry.

   If information provided is accurate and it is a no response alarm call, modify the incident and terminate with a termination code of 14. If information provided is not accurate and you are able to locate a valid permit for response, change the priority (according to the type of alarm), so that it may be dispatched.

2. Check for calls pending. Make sure that the dispatcher is not holding calls unnecessarily. If needed, provide the operator with alternate resources from adjacent channels to get the calls processed in a timely manner.

3. Check for pending calls that have exceeded their time frame as dictated by their priority and ensure the dispatcher is following the dispatch policies outlines in S.O.P. 24, IV. Ensure the calls have been QSM'd, that a field supervisor has been made aware of the pending timed out call, and that the proper modifications have been made on the CAD.

4. All Bridge personnel will be responsible for ensuring that Dispatchers are not holding calls unnecessarily. If a dispatcher has exhausted all steps as outlined in the current dispatch policy, Bridge personnel are to take necessary measures to clear units for these calls. Additionally, callbacks should be made on those incidents that have been holding for a significant period to ensure that police service is still required.

5. If a channel is holding ten (10) or more calls, ensure the dispatcher notifies the respective Sergeants and Field Duty Lieutenant. Give the Field Supervisors time to implement a plan to tackle the calls holding (10-15mins). If nothing is done within the allocated time, notify the Communications Lieutenant. The Communications Lieutenant will make the proper notifications.

B. Assigned Units/Available Units Screen:

1. Check for units that have not transferred (06'd) on the Assigned and Available Units Screen. If a unit is located that should have been 06'd, contact the dispatcher so that he/she may take the proper steps to locate the unit and if need be, notify a field supervisor or commanding officer of the

pending unit. At times it may require the initiative of bridge personnel to contact the officer at home to verify his/her status.

2. Check for units that have timed out on their calls. Make sure that the dispatchers are not allowing the units to exceed the allocated times to handle calls.

C. Hazardous/Nuisance Locations:

Field supervisor(s) will at times call the Bridge and request that a hazardous or nuisance location be entered into the C.A.D. System. An email should be sent from the field supervisor to the Administrative Supervisor with the pertinent information regarding the hazard.

VIII.   Computer Down Time Failure:

A. Periodically the computer is brought down for maintenance. The Information Technology Support Section (ITSS) will notify Bridge personnel of the problem and the approximate down time. Bridge personnel will insure that each channel prints each page of all their screens and prepares to revert to the back-up card system. The decision to go to the card system rests with the Bridge and will be implemented as outlined in S.O.P. 21.

B. On occasion, the C.A.D. System fails without warning. When this occurs, Bridge personnel will contact ITSS following the procedures outlined in the Computer Problems Reporting Procedures. If the system is down for over fifteen (15) minutes, the back-up card system will be implemented.

IX.   Counseling/Disciplining employees:

At times Bridge personnel will be required to counsel and discipline employees in the absence of a civilian supervisor or to assist a civilian supervisor in doing so.

X.   Daily Attendance Sheets:

A. A daily personnel attendance sheet (P-Sheet) shall be completed by each shift, documenting the employee's assignment for the day and the hours worked or taken off.

B. Overtime slips will be collected for all employees working on an Overtime basis prior to the end of the shift. Overtime slips will be cross referenced with the P-Sheets to ensure validity and signed by the Supervisors.

C. The final corrected P-Sheet will be printed at the end of the shift. The Overtime slips will be attached to the P-Sheet and placed in the inbox for the administrative office.

XI.   <u>Daily Equipment Check List:</u>

A. A Daily Equipment Check List Form (MPD RF # TBA) will be completed daily at the beginning of each shift by a Bridge Supervisor. The following items will be documented on the form:

1. Name an IBM of employee conducting the check.
2. Date
3. Shift
4. The time each item is checked and the initials of the person who conducted the check.
5. Any comments regarding the items checked.
6. Signature of the employee conducting the check.

B. The following items will be checked during the Daily Equipment Check:

1. Wright-Line Dispatch Consoles:
   a. Check all call taker, dispatch and bridge consoles for mobility, broken items, or malfunctions. Make sure all panels are in place.
   b. Document and Report any problems to the Administrative Supervisor.

2. Radios:
   a. Check for static, interference or any other problems with the Radio Consoles on each Dispatch Channel, Relief, WS-13 and the Bridge.
   b. Ensure the Radio computers and double foot pedals are operational and that the equipment does not have any damages.
   c. Check the MC-3000 Back-up Radio, ensure the correct channel is selected and conduct a test transmission, utilizing the single pedal, to ensure it's operational.
   d. Ensure each dispatch console and the Bridge have all their assigned Handheld Radios and that there are no damages to the equipment. Refer to the Communications Radio Assignment List.
   e. Report all failures of the Radio Consoles and MC-3000 Back-up Radio to the Radio Shop following the Radio Failure Procedures. Non-

Emergency requests shall be made during Radio Shop's office hours Monday through Friday from 0800-1600hrs.

f. Report all failures, damages or missing Handheld Radios to the Police Radio Shop Officer at 305-603-6155.

3. Intercity/800MHz band: **(CALEA 6.6.3 e)**
   a. Check that Intercity is turned up on all Radio Consoles (Dispatch Channels, Relief and Bridge).
   b. Conduct a test of the Intercity frequency by raising any agency until an acknowledgement is received. Once acknowledgment is received, request that they QSY to 8CALL90 to test the 800MHz band. Raise the agency on the 8CALL90 frequency and await a response.
   c. Document the time the test was conducted and any findings.
   d. Report all failures to the Radio Shop following the Radio Failure Procedures.

4. West Viper Telephone/Mapping System/Power Ops and SNOM Phones:
   a. Make sure the West Viper Telephone System, West Viper Mapping System, ANI/ALI, Power Ops and SNOM Phones are all operational and that the equipment does not have any damages.
   b. Report all failures and damages to AT&T following the 9-1-1 Phone System Failure Procedures.

5. TTY/TDD: **(CALEA 6.5.2 d)**
   a. Conduct a test 9-1-1 call utilizing the TTY/TDD on the West Viper System to communicate and simulate a 9-1-1 TTY/TDD call.
   b. Document the test call in the Daily TTY/TDD Test & Compliance Form (MPD RF # TBA).
   c. Ensure the equipment is working properly.
   d. Report all failures to AT&T following the 9-1-1 Phone System Failure Procedures.
   e. Report any training issues or concerns to the Communications Training Coordinator (CTC).

6. PremierOne CAD System:
   a. Check all call taker, dispatch, and bridge CAD computers. Ensure they are all operational and that the equipment does not have any damages.
   b. Report all failures and damages to the Information Technology Support Section (ITSS) following the Computer Support Report Procedures.
7. ShotSpotter:
   a. Ensure the ShotSpotter Computer is properly logged in, connected, and that all notifications received have been acknowledged and an incident/report number was added.
   b. Report all failures to the Virtual Policing Unit.

    8. Bridge Logs:
      a. Check all Bridge Logs to ensure that they are accessible, properly working and properly filled out prior to the end of the shift.
      b. Report failures to the Information Technology Support Section (ITSS) following the Computer Support Report Procedures.

XII. District Commander's Notification:

Bridge personnel often become aware of situations that might affect the Department's ability to properly respond to calls for service. The Communications Unit will maintain a good liaison with F.O.D. (Field Operations Division) and advise them of any incidents of potential concern.

XIII. Evacuation Plans:

A. Any event that warrants an evacuation will immediately be addressed and the evacuation of Communications Center will be initiated in conformance to the Evacuation Plan located in the Red Binder on the Bridge. **(CALEA 6.4.2 a)**

B. The highest-ranking member of the Communication Unit will coordinate the evacuation and transfer of responsibilities and services to the backup site. **(CALEA 6.4.2 b & 7.1.1)**

C. Any evacuation will be documented with an Evacuation After Action Report to be submitted to the Unit Commander. In the absence of an actual event triggering evacuation, a training exercise will be held yearly to ensure operational readiness of the Communications Unit. **(CALEA 6.4.2 c & 7.1.5)**

XIV. Fire Suppressing System:

The Communications Unit and the E.O.C. (Emergency Operations Center) room are equipped with a fire fighting system. In the event of a discharge, all personnel must immediately evacuate the room. Just prior to the discharge, a bell will begin ringing. At that time, the following procedures will be implemented.

A. The Bridge will designate a person to hold in the abort button located on the Bridge. The button cannot be released until the system has been deactivated or until the room has been evacuated.

B. The room will be thoroughly checked for the source of the alarm.

     1. A light will come on the side of the sensor, which has been activated.

     2. Activation of two sensors is required to discharge the system.

     3. Sensors are located in the ceiling, as well as under the floor.

C. If a fire is located

     1. Notify the Fire Department.

     2. Evacuate room.

     3. Release abort button.

     4. In the event of a very small fire, consider the use of a portable fire extinguisher.

D. If no fire is located

     1. Obtain master key and enter Room located off the rear hallway.

     2. Open the control box nearest the door and unscrew the large cylinder in it.

     3. Open the control box in the back of the room and remove the cylinder in it.

     4. The abort button may now be released.

     5. Notify the Bridge Maintenance to reset and rearm the system.

E. The Suppression System for the E.O.C. Room is operated in the same manner. The abort button for the E.O.C. Room is located on the south wall of the E.O.C. Room.

XV.   Heliport Procedures and Auxiliary Heliport on Top of the Parking Garage:

The following regulations and information concerning the use of the Central Station rooftop heliport have been promulgated to provide for the safety of the personnel involved, protect against any property damage, and insure the soundness of the building security system.

A. Helicopters will not land without notification and permission of a Bridge supervisor.

B. Only helicopters on official police business will be authorized to land.

C. The agency or pilot of any helicopter requesting authorization to land at the central station heliport shall contact Bridge personnel prior to landing. The Bridge will be advised of the helicopter's actual gross weight.

D. Bridge personnel will not authorize the landing of any helicopter where the gross weight exceeds 3,000 pounds.

E. Helicopters will not be parked outside the designated landing area.

F. Outside agencies will not park in the landing area for an inordinate period of time without permission of a Bridge supervisor.

G. Pilots from outside agencies will not leave the police building while their helicopter is parked on the roof. Additionally, Bridge personnel will be advised of where they will be when not with their helicopter.

XVI.   Intercity:

The following are guidelines in reference to the type of requests that may be received and/or transmitted via the intercity frequency:

A. In the event another agency should transmit a B.O.L.O. on intercity, which contains sufficient descriptive information, Bridge personnel acknowledging inter-city will be responsible for entering the B.O.L.O. and assuring that the working channels read it on the air at the earliest opportunity.

B. Bridge personnel may be required to relay pursuit and/or perimeter information to other agencies via intercity on behalf of the operator. Bridge personnel should be monitoring radio frequencies on a regular basis to stay abreast of incoming incidents. Other request(s) may be received via the intercity frequency requiring our assistance or response to a location within or outside our city limits.

XVII.   K-9 Units – Assist Another Agency:

Bridge personnel upon receiving the request for K-9 unit(s) to assist another agency, will evaluate the need on the basis of units available, activity, time of day, etc., and will send the number of units requested or those which can be spared.

Should the request involve more than a simple search and/or multiple unit involvement, a K-9 supervisor or Senior K-9 Officer will be notified.

XVIII.   Miami-Dade County Public Schools:

Miami-Dade County Public Schools on-call staff duty will call the Bridge at the beginning of their tour of duty to provide their name and contact number. Their information will be posted on the dry erase board.

When possible, Miami-Dade County Public Schools will be notified of all critical incidents involving a school aged juvenile.

XIX.   Miscellaneous Duties:

The following is a list of miscellaneous duties that may be required of Bridge personnel to perform (not all inclusive):

A. Answering questions from Communications Assistants and Operators concerning daily operations or policies/procedures in the absence of a Communications Operator Supervisor.

B. Contact other agencies via landline for information or assistance from our agency.

C. Updating the on call list.

D. Check audible burglar alarm going off within the central station.

E. Complete the off-duty sick report when an officer calls out "I" for an off-duty event and then fax it to the off-duty unit.

F. At times assist with incoming 911 calls via the bridge when severe staffing shortage exists.

H. Make entry in the Risk Management Log.

I. Answer the bridge telephone lines.

J. Monitor your emails.

K. Look up radio numbers and unit numbers via the computer.

            L. Miscellaneous tasks as needed.

XX.   <u>Monitor Various Radio Frequencies:</u>

Bridge personnel will monitor all radio frequencies in use by shift Communications Operators and Police Department personnel, noting that correct radio and operational procedures are followed. Additionally, the inter-city frequency will be monitored at all times to receive and initiate inter-city B.O.L.O.'s.

XXI.   <u>News Media</u>

Any question brought to Communications Unit personnel by the news media during normal working hours shall be directed to the Media Relations Office, extension 6420. After hours, the Bridge will advise the media of the nature and location of significant incidents. The media will be advised if they have other questions, to contact the appropriate substation office or the supervisor on the scene of the incident. Communications supervisors will notify Media relations of the media representatives who bypass the Media Relations Office during regular hours.

XXII.   <u>Notification Log:</u>

The Notification Log serves to notify concerned departmental personnel of incidents of interest. The log is comprised of the Incident Notification Key and the Communications Notification Log. The Incident Notification Key lists the categories of incidents mandating a notification and a list of numbers to be called. The list of numbers corresponds to personnel listed on the Communications Notification Log. A Communications Notification Log will be completed for each incident requiring notification.

At times, the notification of a listed person is difficult. Bridge personnel should document all attempts made to notify the listed person, and any substitute person contacted. All these notifications should be made from a taped phone.

XXIII.   <u>Out-of-City Dispatch:</u>

A. Assisting other agencies:

Request for assistance received via telephone or radio will be dealt with at the discretion of the on duty Bridge personnel. The primary consideration will be

rendering aid to the law enforcement personnel requesting it. All appropriate notifications will be made as expediently as possible.

Authorization to send up to the equivalent of one squad of units can be given by the on-duty Patrol Commander or the Staff Duty Officer. In these cases, a supervisor will be dispatched.

The Chief of Field Operations and the Patrol Commander are to be notified immediately when a squad of units is sent. After normal business hours notification will be made at the direction of the on duty Patrol Commander. A notation will be made on the twenty-four (24) hour Incident Log.

Requests for assistance of more than one squad must have the specific approval of the Staff Duty Officer, Patrol Commander, Chief of Field Operations Division or Chief of Police.

B. Dispatching patrol units out of city limits for reports.

The policy in dispatching Patrol units outside the City limits to handle calls for service shall be as follows:

1. The Department will respond to calls involving crimes against persons that have just recently occurred. Other than sex crimes and crimes involving significant injury, delayed report of persons crimes will be handled via a N.E.T. Service Station.

2. Authorization to send a unit outside the City limits for calls other than crimes against persons will be the responsibility of the Bridge and a Field Commander shall be notified.

XXIV. Overtime Assignments:

Bridge personnel will be responsible for assigning overtime to all Communications Unit employees during times of personnel shortage. See current overtime policy for assignment guidelines.

XXV. Pursuit Forms:

All bridge personnel will be responsible for completing the Communications Unit portion of the Vehicular Pursuit Form (R.F. 512) for every pursuit. Additionally, complete and submit a corresponding audiotape request form.

XXVI.   Radio Emergency:

When an emergency button is activated, it shall be the Bridge supervisor's responsibility to identify the radio number from the Computerized Equipment Control File, check the radio log to identify which unit has the radio and advise the appropriate dispatcher. If the radio does not show to be signed out, appropriate steps will be taken to identify who has the radio; i.e. "QSMing the unit with radio number _____" and/or calling the appropriate section to determine who has the radio. Bridge personnel will monitor every emergency from the time it is activated until such time as it is resolved.

XXVII.   Report Number Assignments:

All Bridge personnel will be responsible for creating and assigning report numbers to personnel manning reporting stations throughout the city and personnel working special details. Additionally, if sufficient descriptive information is obtained, this information should be entered into the incident and a B.O.L.O shall be generated.

XXVIII.   Resolution of Procedural Problems:

Bridge personnel will resolve procedural and operational problems encountered by Communications Operators and Communications Assistants.

XXIX.   Risk Management:

The Risk Management log has been established to document and control reports of injuries incurred in the line of duty. The supervisor for the injured employee will the Bridge and report the injury. The Bridge will log the necessary information in the Risk Management log and issue a control number. The control number will consist of the year of the injury and run consecutively from 01 for the first injury of the year (i.e. 00-123). During normal business hours, once a supervisor has obtained a control number, they will contact Risk Management and be given instructions as to where the employee is to report for treatment.

When Risk Management is closed, the employee will go to one of the four authorized treatment facilities: Mercy Hospital, Cedars Hospital, North Shore Hospital or Jackson Memorial Hospital.

XXX.   <u>Roster(s)</u>

Each sergeant will ensure the distribution of the daily duty roster of all personnel to the appropriate Communications personnel.

XXXI.   <u>Special Event Channels:</u>

When the Events coordinator is not available, bridge personnel are responsible for assigning channels to personnel working a special event or detail. These assignments, along with location and times, shall be posted on the Bridge white board to keep track of channels already assigned.

XXXII.   <u>Tactical Dispatching Plans:</u>

During a critical incident or any incident requiring notifications the dispatcher will advise the Bridge Supervisor of the following:

A. The location and the channel of the incident.

B. The signal of the incident.

The Bridge Supervisor will make the proper notifications to the Staff Duty Officer and the appropriate NET Commander and will standby for further instructions from the field. (**CALEA Standard 6.2.1 f**)

All emergency dispatchers have been trained to handle critical incidents.

XXXIII.   <u>Tape Requests:</u>

Bridge personnel will initiate tape request forms for the shift's needs. Tape requests from outside the Communications Unit will be forwarded to the Communications Records Custodian.

XXXIV.   <u>Telephone Response:</u>

Bridge personnel when answering the Bridge phones or making an outgoing call, shall identify their section, identify themselves and inform the other party that the line is being recorded.

XXXV.   Threats to kill a Police Officer:

The Bridge will follow the below procedures upon receiving information concerning a threat against a police officer:

A. Insure that a Patrol supervisor is dispatched.

B. Bridge personnel will responsible for completion of all tasks included in the S.O.P.

C. Bridge personnel will notify the officer's immediate commander if threatened officer is on duty. If commander is unavailable, on duty Patrol commander will be notified. If officer is off duty, on duty Patrol commander or immediate commander (if available) will be notified who in turn will be responsible for notifying the police officer.

D. Ensure B.O.L.O. information is read on all channels.

E. If threats are directed to an on-duty officer, the officer will be given an 01 or 05 to contact his commanding officer or on duty Patrol Commander.

F. Place notation on the Incident Log.

G. See S.O.P. 5, Letter T for guidelines when receiving a call reference a threat against a police officer.

XXXVI.   Transmitter/Receiver Site Alarms:

A. The City of Miami has transmitter sites located at the following locations:

1. Miami Fire College
    3425 S.W. Jefferson St.

2. Miami Fire Station #9
    69 N.E. 62nd St.

3. Dade County Administration Building
    111 N.W. 1st St.

4. Miami Fire Station #3
    1175 N.W. 7th St.

5. Miami Police Department
400 N.W. 2nd Ave

6. Biscayne View Apartments
915 N.W. 1st Ave

7. Miami Fire Station #11
5920 W. Flagler St.

Each location is equipped with a silent intrusion alarm, which is monitored by the Fire Department.

B. When an alarm is received by the Fire Department, they will notify the Bridge of the location of the alarm, as well as the permit number and time received.

C. The Bridge will enter the call as a Priority 4, Signal 25.

D. A list will be maintained in the On-Call Book, which gives detailed information as to the exact location of the equipment and method of access.

XXXVII.   Trouble Logs:

Any problems encountered with the C.A.D. System, 9-1-1 System or Radio System will be logged in the 24-Hour Log. The following information will need to be recorded:

A. The time the trouble began.

B. The Event Type:
1. Computer Failure
2. Radio Failure
3. 9-1-1 Failure

C. Detail about the trouble experienced.

D. Information on any trouble tickets opened or person contacted regarding trouble.

E. The time the trouble ended.

XXXVIII.   <u>Weapons of Mass Destruction (WMD):</u>

Due to the increasing threat of the use of Weapons of Mass Destruction (WMD), involving Chemical, Biological, or Radiological agents (CBR), or the use of Large Vehicle Bombs (LVB), special technical expertise in a coordinated manner is a must. When informed of a call involving WMD, verify that the operator has obtained as much information as possible when entering a call for service.

A. Units will be provided with a signal, QTH and be directed to call the Bridge before responding.

    1. Ensure that responding units are advised not to enter the scene and to avoid contamination unless a life-threatening situation arises.

    2. Upon the units' arrival, contain affected personnel and contaminated objects within the hot zone as established by Fire Department or on scene commander.

B. Provide units with as much information as possible for their safety including whether or not primary indicators exist on the scene, mass casualties, etc.

C. Notify a field Commanding Officer.

    1. Ensure that the dispatcher has dispatched field supervisors.

    2. The Communications Bridge Supervisor shall notify the Patrol Shift Commander, and if directed, notify the Staff Duty Officer. In the event that an actual WMD or NBC package or device is located the staff duty officer should be notified.

    3. Notify Fire Operations to inform them of the nature of the call and the type of assistance that is requested.

    4. The on-call S.I.S. Bomb Detail Supervisor shall be immediately notified of the call and the type of assistance that is requested.

    5. All out of city and county responses shall be routed through the Communications Bridge Supervisor.

    6. The Communications Bridge Supervisor shall be notified of all Bomb Detail emergency responses.

STANDARD OPERATING PROCEDURES: S.O.P. 26
(Continuation)

XXXIX.   West Viper 9-1-1 Phone System/Power Ops:

All Bridge personnel will be responsible for monitoring the West Viper 9-1-1 Phone System/Power Ops located on the bridge. This will allow them to keep track of the number of calls being processed and pending in queue, address any abandoned calls, and check the status of the call takers (Ready/Not-Ready).

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **27**

SUBJECT: **RECORDS CUSTODIAN – PROCEDURES.**

PURPOSE: The Communications Records Custodian is a highly confidential position of the Communications Unit. The police department has created this position in order to assist the department's personnel at all judicial proceedings arising from the law enforcement efforts of the department.

SCOPE: The Records Custodian will review, process and maintain a detailed and accurate record of all tape requests from various law enforcement agencies. The communications tapes are of the utmost importance in departmental investigations, civil and criminal court trials, training and other purposes. The Records Custodian will be informed and will keep up with the most recent legal rulings and ensure compliance with Florida State Statutes as they pertain to privacy and the public records request.

Commander
Communications Unit

4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 27
(Continuation)

A. Recording System:

   1. KOVA Recording System:
     Records all E-911, 6111 and SNOM Intercom Phones.

   2. NICE Recording System:
     Records all Police Working Channels, Tactical Channels and Specialized Unit Channels

B. Retention Period:
Digital recordings are retained for a period of four (4) years from the date of recording.

C. Digital Recording Requests:

   1. In House Requests:
     a. All requests for recordings by sworn personnel will require the Communications Unit Digital Recording Request Form (MPD RF#773) to be completed and submitted to the Complaint Room.

       i. The form must be signed by the requesting Officer's Unit Commander.

     b. Requests for open incidents/criminal investigations must be approved by legal and the Communications Section Major or designee prior to release.

   2. Public Records Requests:
     a. All Public Records Requests will be served in accordance to the F.S. 119 Public Records and any policies governing records requests by the City of Miami.

D. Records Custodian:

   1. Responsibilities:
     The Records Custodian is responsible for the day-to-day recording operation of the KOVA and NICE recording equipment and ensuring that the recording system is operating at maximum capacity at all times. This includes:

     a. Daily assessment of the mainframe recording system.
     b. Checking every recording deck and accessing at random different E9-1-1 phone positions or police dispatch channels and monitoring them for verification of system operation.
     c. Completing records requests submitted.
     d. Generating and submitting invoices for records requests.
     e. Provide updates on pending record requests to the requestee.

STANDARD OPERATING PROCEDURES: S.O.P. 27
(Continuation)

    f.   Reporting any service outages.

    g. Logging service interruptions.

    h. Keeping a log of all record requests.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **28**

SUBJECT: **AUTOMATED EXTERNAL DEFIBRILLATOR – A.E.D.**

PURPOSE: To increase the chance of survival of a person that has sustained a cardiac arrest, The Miami Police Department has teamed with the Miami Fire-Rescue Department to place A.E.D.'s (Automated External Defibrillators) on Police patrol vehicles and throughout the three (3) police stations – Central, North, and South Districts. The primary goal of the Miami Police Department is to reduce the amount of time someone is in Cardiac Arrest before the A.E.D. is administered.

SCOPE: The American Heart Association (A.H.A.) reports that Sudden Cardiac Arrest (S.C.A.) is the leading cause of death in the US (over 300,000 people die annually), killing more people than breast cancer, lung cancer and AIDS combined. The A.H.A. also reports

_____ 2716

Commander
Communications Unit

4\11\9
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 28
(Continuation)

that Sudden Cardiac Arrest is usually caused by an abnormal heart rhythm called Ventricular Fibrillation (V.F.). For every minute the heart remains in V.F., the chance of survival decreases 10%. V.F. can be treated and reversed with a Life Saving Shock from an A.E.D. As a matter of fact reports show that up to 70% of patients suffering from Sudden Cardiac Arrest due to V F can be saved if they are shocked within the first three (3) minutes of suffering a Sudden Cardiac Arrest.

Miami Police's Dispatch Procedures:

Upon receiving a request from Miami-Fire Rescue for a A.E.D.-equipped police unit to respond to a "Workable Cardiac Arrest", the M.P.D. Bridge Complaint Sergeant or his delegate will immediately advise the appropriate dispatcher to dispatch the closest available A.E.D.-equipped police vehicle on an emergency response **"3-41"** to the location of the "Workable Cardiac Arrest."

Dispatching of the A.E.D.-equipped unit shall be limited to the Dispatch-Channel of the incident location, unless the Communication Operator can dispatch a unit from another dispatch zone that is actually closer to the scene of the possible Cardiac Arrest.

Note: In the event that a Miami-Fire Rescue unit arrives on the scene before the Police Unit, **the M.F.D. Emergency Medical Dispatcher/9-11 Call-Taker, on-duty Supervisor/Acting Supervisor or Fire Central Officer will notify the Bridge Officer that M.F.D. is on the scene and to 07 the M.P.D. police unit.**

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **29**

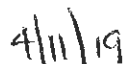**SUBJECT:**   **Dissemination of Information**

PURPOSE: **To establish the proper protocol of the dissemination of information obtained by employees during their employment.**

SCOPE: **Proper method of disseminating information to other agencies, the public, and over communication networks.**

I.   **Dissemination of Information procedures**: The collection of information by the Departments requires stringent rules for sharing the private information of the citizens involved in critical situations. As such, the personnel who handle this information will be trained and held to the following standards:

_Lt_____ 2757,_

Commander
Communications Unit

4/11/19

Effective Date

II. **To the public:** The sharing of information with the general public will always be contingent on general wellbeing and safety of the citizens and residents of the City of Miami. As a general rule, any member of the general public requesting information on police presence will be given information limited to safety concerns and hazards in the immediate area. No detailed incident or offender/victim information will be given under any circumstances.
Any information gathered by the communications members while performing their duties should be gathered and noted if relevant to the incident however, this information shall not be disseminated freely. **(CALEA 6.1.4 b)**

III. **Inter-agency:** As a support unit to the department, the Communications Unit will routinely gather and disseminate critical investigative information as incidents unfold. This information will be recorded and readily available for access by officers and investigative units and authorized personnel. **(CALEA 6.1.4 c)**

IV. **Intra-agency:** The City of Miami is committed to creating partnerships with other law enforcement agencies. The sharing of information with outside law enforcement agencies is vital in ensuring the appropriate response to public safety concerns. Any call taker or dispatcher receiving requests from an authorized law enforcement agent from another agency will direct their request to the Communications Bridge Supervisor. Any information shared with outside agencies will be documented and the receiving agent's information will be logged for future reference. **(CALEA 6.1.4 a)**

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **30**

SUBJECT: **PRIORITY DISPATCH SYSTEM USE**

PURPOSE: To provide all Emergency Dispatch Assistants (EDA's) and Emergency Dispatchers (ED's) with approved procedures and practices for safe and effective Emergency Dispatching. Those procedures and practices include interrogating the caller; assigning an accurate determinant code; providing telephone assistance; and communicating necessary information to police personnel and other responders.

SCOPE: Call receiving and dispatch for assistance shall be provided in a standardized manner following approved Priority Dispatch System (PDS) protocols for caller interrogation, assigning determinant codes, and providing post-dispatch and pre-arrival instructions.

Commander
Communications Unit

4|11|19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 30
(Continuation)

I. PRIORITY DISPATCH SYSTEM (PDS) PROTOCOLS

A. A flip-card file and software program (Pro-QA), containing PDS protocols for Emergency Dispatching, shall be provided and loaded at each call-taking position.

B. These protocols provide standardized interrogation questions, post-dispatch instructions, pre-arrival instructions and priority dispatch determinant codes.

C. The protocol flip-card file shall be kept at every call-taking console at all times and be available for each discipline used by a particular EDA/ED.

D. The PDS protocols have been approved by the City of Miami Police Department.

E. The PDS protocols shall be used and followed on all incoming calls where assistance is requested unless specifically stated otherwise by an authorized supervisor.

II. INTERROGATION

A. All attempts to obtain Case Entry and Key Question information from the caller will be made by utilizing good communication techniques and reading the questions *exactly* as written in the protocol.

B. If the scripted protocol question is not understood, or the caller does not initially provide an answer, the EDA/ED may re-phrase the question in an appropriately clarified form, after reading the question exactly as written two times.

C. Questions may only be omitted if the answer is obvious or has already been clearly provided.

D. EDAs/EDs may adjust the script to address first party callers. (e.g. "How old are you?" vs. "How old is he/she?").

E. For languages other than English, the EDA/ED will use a translator to ask the protocol questions and provide all instructions contained in the protocol, whenever possible.

**STANDARD OPERATING PROCEDURES: S.O.P. 30
(Continuation)**

III. DETERMINANT CODES AND RESPONSES

A. The PDS interrogation protocols will be used to select and enter the applicable PDS determinant code. The PDS determinant code will automatically push over to CAD as an alias for the City of Miami Police Codes.

B. Response configurations and modes will not be altered by the use of the PDS. A response priority will NOT automatically push over to CAD. It will be the EDAs/EDs responsibility to enter the correct priority based on the PDS determinant code populated and information gathered.

IV. RELAY OF INFORMATION TO RESPONDING UNITS

A. The following shall be regarded as the minimum information to be passed to all responding personnel.

1. The location of the incident.
2. A complete description of the problem.
3. The Chief Complaint.
4. Safety issues.

B. Any critical incident information that the call taker receives after responders have been alerted, and prior to their arrival on scene, will be passed to responding units. This includes any responder safety information, descriptions and drastic changes in scene circumstances or patient condition.

V. POST-DISPATCH INSTRUCTIONS (PDIs)

A. The EDA/ED giving PDIs will follow the protocol, giving instructions appropriate to each individual call, and avoiding free-lance information.

B. PDIs shall be provided to the caller whenever *possible* and *appropriate* to do so.

VI. PRE-ARRIVAL INSTRUCTIONS (PAIs)

A. PAIs shall be provided directly from the scripted text listed on each PAI Panel in the protocols. The EDA/ED giving PAIs will follow the script, avoiding free-lance information, unless it enhances and does not replace the written protocol scripts.

B. PAIs shall be provided to the caller whenever *possible* and *appropriate* to do so.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   31

SUBJECT: **PRIORITY DISPATCH CASE ENTRY COMPLIANCE POLICY STATEMENT**

PURPOSE: To ensure proper case entry procedure and to affect an increase in protocol compliance. This will lead to more accurate coding of calls, provision of the correct pre-arrival and post-dispatch instructions and unit response configuration and mode assignments.

SCOPE: Effective June 19, 2018 at 0800 hours each Emergency Dispatch Assistant/Emergency Dispatcher answering a request for assistance shall ask for and attempt to obtain all case entry information after location and call back number have been obtained and verified on every case. It is the intent of this policy that the Case Entry protocol shall be followed 100% of the time, with the exception of fourth party calls.

_Lt. 27576_

Commander
Communications Unit

4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 31
(Continuation)

The case entry questions shall be asked by the EDA/ED, in order and phrased as shown below, to obtain the following information:

1. City of Miami Police 9-1-1, Operator (Last Name), what's the address of the emergency?

2. If applicable: Please repeat the address/location for confirmation.

3. If applicable: Is this a house, apartment or business?

4. What's the phone number you're calling from?

5. If applicable: Please repeat the phone number for confirmation.

6. What's your name?

7. Okay, tell me exactly what happened?

It is recognized that a minority of callers may refuse or be unable to provide the answers to case entry questions. EDAs/EDs shall not be held accountable for this provided they have made a reasonable attempt to ask these questions initially. EDAs/EDs will receive regular feedback from the QIU and will be requested to explain and justify any errors or omissions. The agency expects 100% compliance on attempts to gather case entry level information. Outside agency (fourth party) referrals may be the only exception to this policy.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **32**

SUBJECT: **CALLER MANAGEMENT AND CUSTOMER SERVICE**

PURPOSE: To provide a guide with several effective telecommunication techniques that will assist with managing calls better and providing good customer service.

SCOPE: Emergency Dispatch Assistants (EDAs)/Emergency Dispatchers (EDs) shall handle all calls for emergency assistance using established caller management and customer service practices. It is understood that not all callers will be calm and/or cooperative. EDAs/EDs will anticipate those situations and respond as trained professionals, following protocols to the best of their ability and providing emotional care and comfort to callers.

_27571_

Commander
Communications Unit

4/11/19

Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 32
(Continuation)

I.   **CALLER REASSURANCE AND EXPLANATIONS**

    A. Once Case Entry is complete, or whenever necessary to maintain caller focus, the EDA/ED will use reassuring statements and brief explanations.

    B. Politely but firmly focus the caller on answering all questions *as you ask them.* If callers lose their focus, get agitated or uncooperative; say **"It's important I get this information, so we can get the right help to you."** Repeat this as often as necessary *using repetitive persistence.*

II.   **Coping with Distressed, Hysterical, Aggressive and Abusive Callers**

    A. It is recognized that some callers will be highly distressed, uncooperative and, at times, abusive. Callers behave this way because they are frightened and feel helpless. When faced with these callers, the EDA/ED will maintain a professional demeanor and caring approach.

    B. The EDA/ED will remain calm and courteous at all times. Maintain normal speaking volume and a professional, caring voice tone, avoiding yelling, and any display of anger or contempt.

    C. Whenever possible, the **EDA/ED will give clear, brief explanations as to what he/she is doing and why.**

    D. The EDA/ED will continually reassure callers that he/she is there to help. It may be necessary to repeat this.

    E. The EDA/ED will whenever possible, obtain and use a caller's first name or title (Jane, Bill, Mr. Jones, Mrs. Stevens, etc.).

    F. The EDA/ED will use 'REPETITIVE PERSISTENCE.' *Give the caller an action, followed by a reason for complying with the action.* Repeat this, using exactly the same phrasing, and in a calm level voice, as often as is necessary until the caller listens and cooperates.

    G. The EDA/ED will, when necessary, use 'POSITIVE AMBIGUITY (promise only what you can deliver).' Do not 'lie' to the caller, even if motivated by kindness. Do not make promises or create unrealistic expectations for the caller.

    H. During pre-arrival instructions, the EDA/ED will give the caller firm but gentle encouragement.

STANDARD OPERATING PROCEDURES: S.O.P. 32
(Continuation)

    I.   When the caller is unable to answer questions after the EDA/ED makes multiple attempts to employ sound caller management techniques, the EDA/ED will calmly ask the caller to speak to someone else.

    J.   The EDA/ED will never make any statements that foster or create feelings of helplessness, guilt or panic in a caller.

    K.   The EDA/ED will never threaten a caller in any way, or engage in any discriminatory, derogatory or demeaning behavior toward the callers, patients, family members or bystanders, explicitly or implicitly, through language, attitude, or voice intonation.

III.   Caller management for Third Party Calls

    A.   The EDA/ED will *not* assume that third party callers know nothing, even if they say they know nothing.

    B.   The EDA/ED will always attempt to ask all Case Entry and Key Questions of third-party callers when possible.

    C.   Once the EDA/ED has made several attempts to gather information without success, he/she may choose to terminate the call, once it has been determined that the caller has no further information **and** cannot or will not get close to the incident.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **33**

SUBJECT: **EMERGENCY POLICE DISPATCH (EPD) CERTIFICATION**

PURPOSE: To inform all Emergency Dispatch Assistants (EDAs)/Emergency Dispatchers (EDs) of the Emergency Police Dispatch (EPD) requirements for certification and re-certification.

SCOPE: Staff employed in the position of Emergency Dispatch Assistant (EDA) and Emergency Dispatcher (ED) is required to have an initial certification as an Emergency Police Dispatcher (EPD) and to maintain this qualification through the re-certification process.

_Lt_ _27511_
Commander
Communications Unit

_4|11|19_
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 33
(Continuation)

I.   **EMERGENCY POLICE DISPATCH (EPD) CERTIFICATION (CALEA 5.2.10a)**

      A.   All current and future personnel employed in the position of Emergency Dispatch Assistant or Emergency Dispatcher are required to be certified as an Emergency Police Dispatcher (EPD) through the International Academy of Emergency Dispatch (IAED).

      B.   The City of Miami Police Communications Unit will provide the necessary training and re-training opportunities to facilitate obtaining and maintaining this certification. **(CALEA 5.2.10b)**

      C.   In the event that an employee does not pass the certification examination on the first attempt, he/she will be provided with supportive training based on feedback received from the IAED. Any EPD student who does not pass the certification exam will then be invited to take the re-test, conducted by the IAED via telephone.

      D.   Should the EDA/ED still be unsuccessful in passing the re-test, they will be invited to attend another complete EPD training course. They will then take the certification examination and if necessary, the re-test on one occasion.

II.   **RECERTIFICATION**

      A.   EDAs/EDs are required to maintain current EPD certification as mandated by the IAED. This currently requires completion of at least 24 hours of Continuing Dispatch Education per two-year period and achieving a passing score in an open book EPD examination at two-year intervals.

      B.   The City of Miami Police Communications Unit will provide all necessary opportunities for completion of the Continuing Dispatch Education (CDE) requirement. It will also maintain CDE records and a record of EPD certification status.

      C.   Details of CDE requirements are contained in SOP 34.

III.   **CERTIFICATION EXPIRATION, REVOCATION OR SUSPENSION**

      In the event that an EDAs/EDs IAED certification expires or becomes void due to suspension or revocation, the employee will be removed from call-taking responsibilities until such time the certification is reinstated or renewed.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   34

SUBJECT: **PRIORITY DISPATCH CONTINUING DISPATCH EDUCATION (CDE) PROCESS, ROLES AND RESPONSIBILITIES**

PURPOSE: To provide all dispatch personnel with ongoing education and skills maintenance for the use of the Priority Dispatch System. Such Continuing Dispatch Education processes shall be sufficient to meet the requirements of the International Academy of Emergency Dispatch for re-certification.

SCOPE: The Continuing Dispatch Education (CDE) process shall follow a standardized procedure as detailed below and as required by the International Academy of Emergency Dispatch to meet EPD re-certification standards.

_____ 27571
Section Commander
Communications Unit

05/13/19
Effective Date

I.   CDE PROGRAM MANAGEMENT

A. The Dispatch Review Committee (DRC) shall be responsible for defining the topics that the CDE program will address.

B. Appropriate CDE topics may be identified in a number of ways:

   1. As a result of the DRC's recommendations (based on the QIU's findings)
   2. Via direct requests for further action by the QIU
   3. Via requests from EDAs/EDs.

C. The QIU Coordinator shall be responsible for scheduling educational opportunities as necessary to address the needs identified above.

D. The QIU Coordinator shall be responsible for ensuring that necessary educational opportunities are:

   1. Delivered by qualified personnel (as defined by the DRC).
   2. Adequate in their content / format to address the identified learning need / objective.
   3. Relevant to EDAs/EDs and their associated work.
   4. Attended by all EDAs/EDs.

E. The QIU Coordinator shall be responsible for ensuring that appropriate records are maintained regarding the CDE program in the QIU filing system and for each EDA/ED individually.

F. The QIU Coordinator shall be responsible for ensuring that a CDE Lesson Plan is completed to an adequate standard for all classroom based education.

II.   MEETING IAED RE-CERTIFICATION REQUIREMENTS

A. The QIU Coordinator shall be responsible for ensuring that all EDAs/EDs are given adequate opportunity to meet IAED re-certification requirements.

B. If it appears likely that an EDA/ED will not meet IAED re-certification requirements, the QIU Coordinator must inform that individual's Supervisor at the earliest opportunity.

C. EDAs/EDs are ultimately responsible for ensuring that they attend sufficient educational opportunities to meet IAED re-certification requirements. They must alert their Supervisor of any likely problems in this area.

III.   TYPES OF CDE

A. The following are acceptable formats and their associated maximum hours for CDE:

1. Workshops and seminars (16 hours minimum / maximum)
2. Attendance at planning and management meetings (e.g. DRC) (8 hours maximum)
3. Quality assurance and case review (8 hours maximum)
4. Review of police related audio, video and written materials (4 hours maximum)
5. Public education (4 hours maximum)
6. Protocol review (4 hours maximum)
7. Miscellaneous, such as ride-a-longs and work experience (4 hours maximum)

B. The minimum CDE requirement in any given year shall be 12 hours of completed CDE per EDA/ED, at least eight hours of which shall be didactic in nature.

C. The bulk of the subject matter accepted as fulfilling IAED requirements will be directly related to the science of Emergency Police Dispatch and the use of the protocol. However, other related material will be considered by the lAED for its educational relevance.

IV.   CDE PROGRAM OBJECTIVES

A. Development of a better understanding of telecommunications and of the ED's specific roles and responsibilities.

B. Improving skill in the use or application of all component parts of the protocol, including interrogation and prioritization.

C. Providing opportunities for discussion practice of skills, and for constructive feedback of performance.

City of Miami

ARTHUR NORIEGA, V
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   35

SUBJECT: PRIORITY DISPATCH PROTOCOL COMPLIANCE; PERFORMANCE MANAGEMENT AND REMEDIATION

PURPOSE: To provide clear emergency dispatcher performance requirements and minimum compliance levels, and identify areas for remedial training, education for individuals not meeting minimum levels, and the criteria for the removal of the Quality Assurance Proficiency (QAP) Pay.

SCOPE: It is the policy of the City of Miami Police Communications Unit to comply with the Priority Dispatch System (PDS) protocols. Telecommunicators are required to meet regular minimum performance/compliance requirements as detailed below. Remedial training and education will be provided for Telecommunicators that do not meet minimum compliance levels.

_7649_

Unit Commander
Communications Unit

_9/1/2020_
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 35
(Continuation)

I. COMPLIANCE

Each individual Telecommunicator is required to meet the following average PDS compliance levels:

	ACE
High Compliance	
Compliant	
Partial Compliance	10%
Low Compliance	10%
Non-Compliant	7%

Percentage of Deviation Accepted	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
Individual Performance Benchmark	3%	3%	3%	3%

Each Telecommunicator shall achieve and maintain the compliance rates detailed in this policy. Any Telecommunicator not maintaining these compliance rates in any one month will be subject to remedial training and/or a performance improvement action plan.

This policy does not exclude the need for discipline when considering individual cases of gross negligence and/or gross improper behavior, or cases of persistent failure to use the protocol system and/or in the manner trained. This policy does not exclude any other existing progressive disciplinary process.

II. Progressive Discipline vs. Quality Improvement

A. When compliance becomes a progressive discipline versus quality improvement problem, the quality improvement team will identify the individual to the Communications Quality Assurance/Improvement Supervisor or Communications Center Administrator.

B. All on-line remedial training shall be handled by the Training Supervisor or Communications Center Administrator.

C. All progressive discipline cases shall be handled according to current progressive disciplinary policy and via the chain of command for the individual concerned.

D. A 90-day period of not maintaining the said compliance rates detailed in this policy may result in the cease of the QAP Pay. The Telecommunicator's QAP Pay may only be re-instated after a 90-day period of successfully completing

the performance improvement plan and meeting the compliance rates detailed in this policy.

III. Trigger Points for additional review and action plan

An Telecommunicator may be subject to progressive disciplinary action after sufficient remedial training and performance improvement interventions have not yielded desired results. Progressive disciplinary action, which may also include the cease of the QAP Pay, may result from any of the following:

1. Partial compliance above 10% for two out of three months
2. Low compliance above 10% for two out of three months
3. Non-compliant above 7% for two out of three months
4. Case Entry, Chief Complaint, Key Question, Dispatch Life Support, Final Code, and/or Customer Service Deviation (Critical, Major, Moderate, and/or Minor) above 3% for two out of three months.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   36
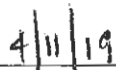
SUBJECT: **MAINTAINING CURRENT PRIORITY DISPATCH SYSTEM STANDARDS**

PURPOSE: To provide all EDAs/EDs the latest version of the PDS protocols and necessary training in order to keep up-to-date with the most recent standards in emergency dispatching. As new research and technologies become available in emergency dispatching, EDA's/ED's will require trainings, protocols and practices to deliver the best possible service to the community.

SCOPE: The City of Miami Police Communications Unit will utilize the most current Emergency Police Dispatch (EPD) practices by implementing the latest version of the Priority Dispatch System (PDS) and Emergency Dispatch Quality Improvement (EDQ) performance standards within one year of its official release by the International Academy of Emergency Dispatch (IAED). They will provide all of its certified EDA's and ED's with the necessary training to use the latest version of the PDS.

_____ 27576
Commander
Communications Unit

4|11|19
Effective Date

A. The International Academy of Emergency Dispatch will notify the City of Miami Police Communications Unit when a new release of the PDS or the EDQ performance standards are available for use.

B. The City of Miami Police Communications Unit will acquire the new releases of the Priority Dispatch System protocols for all call-taking positions, and the EDQ performance standards for the Quality Assurance positions, and schedule a date for on-line use of the new system, standards, or versions.

C. The Steering Committee will evaluate and approve the use of all new versions of the PDS and performance standards.

D. All EDAs/EDs will be provided the necessary training to use new versions of the PDS.

E. All quality improvement personnel will be provided the necessary training on updated versions of the PDS or scoring standards. All members of the Dispatch Review Committee and Steering Committee will be provided information on the updated version of the PDS.

F. All field responders will be provided information on the updated version of the PDS.

G. These provisions apply to the Police protocol systems.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **37**

SUBJECT: **LOCAL EPD RESPONSE ASSIGNMENT PLAN**

PURPOSE: To ensure the response assignment plan is maintained and kept current with changes in law, policy, procedures, research and standards. In order to meet the needs of the local community, the response assignments will subject to annual review and revision.

SCOPE: The City of Miami Communications Unit will maintain the most current response assignment plan, using response assignments for each of the determinant descriptors (sub-determinant codes) approved by the Steering Committee. A review of the response assignment plan should be done annually. Any recommended changes should be submitted to the Steering Committee. The Steering Committee will make final any changes to the response assignment plan upon approval of the Administrative Supervisor.

_____ 27576

Commander
Communications Unit

4/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 37
(Continuation)

A. The Administrative Supervisor will evaluate the Priority Dispatch System (PDS) response assignment plan annually, by comparing response assignments for each PDS determinant descriptor to available data, including disposition information, local policies and procedures, and the availability of system resources.

B. The Administrative Supervisor will make final decisions on proposed changes to the response assignment plan and provide this plan to the Steering Committee. The Administrative Supervisor will list specific PDS codes for which response changes are made, with a written rational for each change.

C. The Steering Committee will ensure that approved changes are made to the response assignment plan.

D. All agency personnel will be notified in writing of response plan changes no later than seven (7) days before actual implementation of the new plan.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   38

SUBJECT: **OVERRIDING   SOFTWARE   FINAL   CODING RECOMMENDATION**

PURPOSE: To provide EDAs/EDs with a defined procedure for overriding the standard PDS Determinant Code when the EDA/ED suspects a more serious condition or situation exists.

SCOPE: The Emergency Dispatch Assistant (EDA)/Emergency Dispatcher (ED) may override the ProQA recommended coding to a higher priority when the caller spontaneously reports a serious sign, symptom, situation or condition not identified by the standard protocol questioning, where that situation or condition may require a more urgent response than the one assigned to the ProQA-recommended code for that case. Or when such a situation exists due to conflicting, ambiguous, or suspicious information provided by the caller.

Lt. _____ 2757L

Commander
Communications Unit

4/11/19

Effective Date

A. The ProQA software will display the recommended determinant coding immediately after all Key Questions have been answered on the button in the upper right-hand portion of the screen, next to the word "SEND" (e.g. "SEND: 3-D-1).

B. When the EDA/ED in his or her judgement, believes that a higher determinant coding is necessary based on the conditions stated in this policy, he/she will select the override determinant code from the override codes highlighted in yellow on the lower portion of the screen.

C. The EDA/ED will make a special note in the text of the case explaining his/her rationale for the upgrade.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   39

SUBJECT: **PRIORITY DISPATCH PROTOCOL USE FOR COMBINED INCIDENTS**

PURPOSE: To provide a standardized procedure for call taking and protocol use in situations requiring a combined response from multiple public safety agencies: local FRS, police, sheriffs, lifeguards, transit security, state police, federal and provincial authorities, etc. Whenever the caller(s), victim(s), patient(s), bystanders or first responders are in any danger from violent or threatening persons or scene hazards, it is the first responsibility of EDA/ED to provide sufficient interrogation and instructions to protect lives, as well as secure and maintain the safety of all involved.

SCOPE: For any incident requiring an emergency response from multiple public safety entities (FRS, police or sheriff, etc), the EDA/ED shall invoke the Police Priority Dispatch System (PPDS) protocol for safety and scene stabilization.

_____ 27516
Commander
Communications Unit

4/11/9
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 39
(Continuation)

This includes gathering information, initiating a response and providing instructions to protect callers, victims, bystanders, and responders from injury or harm, particularly for cases involving serious crimes or hazardous conditions. Once primary safety concerns and scene stabilization issues have been addressed, the call taker will transfer calls to the appropriate public safety entity (FRS, police or sheriff, etc).

I. **COMBINED LAW ENFORCEMENT/FRS CASES WITH IMMINENT DANGER PRESENT:**

    A. For incidents requiring both police and FRS responses, the EDA/ED will immediately invoke the Police Priority Dispatch System (PPDS) for all cases reported as:

        • Assaults, sexual assaults, shootings, stabbings, suicide attempts, violent or disruptive psychiatric events, dangerous animal attacks, homicides or attempted homicides, riots, fights, suspected terrorist attacks, SWAT team cases and any other cases involving violent crimes and In-Progress or just occurred crimes where suspects may be present.

    B. When a FRS response is required, the EDA/ED will transfer the call to FRS following the completion of all Key Questions. PDI's will be provided to the caller by the FRS dispatcher.

II. **COMBINED LAW ENFORCEMENT/FRS CASES WITH NO IMMEDIATE DANGER PRESENT:**

For crimes with injuries or illness, where there is no immediate danger present, such as past criminal events where the assailant is gone or cases where the crime occurred at a different location, the EDA/ED will obtain the Case Entry information and then transfer the call to FRS. The EDA/ED will remain on the phone while FRS obtains all the information needed to properly enter a call for FRS dispatch. Once FRS completes their interrogation, the EDA/ED will resume control of the call and obtain the rest of the information needed to properly enter a call for Police dispatch. For example:

    • A sudden cardiac arrest, unconscious or potential heart attack case, accompanied by some past criminal activity (chronic drug addiction, child neglect, endangering a minor, stolen property, etc.) would call for using the FRS protocol first.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   **40**

SUBJECT: **NEW HIRE TRAINING PROGRAM**

PURPOSE: To train and develop the employee into a proficient trainee of the Department, capable of functioning independently, as a Police Dispatcher and/or Police Call Taker, in the provision of services to the community

SCOPE: The MPD Communications Public Safety Telecommunicator (PST) Academy Training program is designed to develop Call Takers and Dispatchers into competent, productive employees. It operates under guidelines mandated by Florida Statute 401.465 governed by the Florida Department of Health/911 Public Safety Telecommunicator (PST) Program.

27576

Commander
Communications Section

4|11|19

Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 40
(Continuation)

The MPD Communications Academy Training Program has been approved as equivalent to the Public Safety Telecommunication Training Program curriculum framework developed by the Florida Department of Education. The MPD Program is overseen by the Administrative Emergency Dispatch Supervisor/Communications Training Coordinator (CTO), who acts as the Lead Instructor. The program includes academic and on-the-job training. All newly hired Dispatchers and Call Takers are required to complete a training program prior to routine assignment in any capacity, in which the telecommunicator is allowed to answer calls for service or is in a position to make dispatching decisions. **(CALEA 5.2.1)**

There are three (3) steps in the Training Program.
1) Step 1: Entry Level Class Training
2) Step 2: On-The-Job Training for Call Taker and Dispatcher
3) Step 3: Probationary Employee working independently

Call Takers are only trained in Call Taking, whereas Dispatchers are trained in Call Taking and Dispatching. Dispatchers will be trained in Call Taking first and then Dispatching unless extenuating circumstances arise.

I. **REQUIREMENTS:**
All newly hired Dispatchers and Call Takers will participate in classroom training and on-the-job training. **(CALEA 5.2.2)**

A. **Entry Level Class Training (Step 1):**

1. Newly hired Call Takers and Dispatchers will participate in an eight (8) week Public Safety Telecommunicator (PST) Academy. The Academy training will be provided by the Communications Training Coordinator (CTC), an Emergency Dispatch Supervisor (EDS), a Communications Training Officer (CTO), or other qualified personnel. It will consist of the following:

   a. A combination of classroom and field training.

   b. The mandated State of Florida Department of Health Public Safety Telecommunicator (PST) Training Program covering the twelve student performance standards outlined in the curriculum framework.

      i. 104 Didactic Hours (classroom training)
      ii. 136 Skills Practice/Laboratory Hours
         • 72 hours of field training (Riding Assignments and Geography Excursions).

2

STANDARD OPERATING PROCEDURES: S.O.P. 40
(Continuation)

- 64 hours of on-the-job training (the on-the-job training will be completed after successful completion of the PST Academy).

c. The MPD Communications Unit Standard Operating Procedures (SOP's) and Departmental Orders related to Call Taking and the agencies policies, procedures, rules and regulations.

d. Training of the 911 Phone System/Mapping, CAD/Mapping, Intercom Phones, Support Position 12, SharePoint Logs and Aries AutoReturn.

e. Geography and Topography of the City of Miami's jurisdiction and boundaries to include understanding the City of Miami Geography and the geography for each NET Service Area.

f. The newly hired employees will obtain the following certifications:

   i. FCIC / NCIC online Training and Certification.
   ii. Emergency Police Dispatch (EPD) protocol training and certification and Pro-QA software training (28-hours).
   iii. Active Shooter: What You Can Do FEMA online course and certification. (1-hour).
   iv. Introduction to the Incident Command System (ICS 100) FEMA online course and certification (2-hours).
   v. National Incident Management System (NIMS) FEMA online course and certification (3.5-hours).
   vi. State of Florida Department of Health Public Safety telecommunicator Certification (232 hours). **(CALEA 5.2.2a)**

g. The information taught is evaluated through:

   i. Daily Quizzes covering the information taught the day before, except on field training days.
   ii. Weekly Tests covering the information taught the prior week.
   iii. Final Exam covering everything taught since day one. **(CALEA 5.2.2b)**

h. Students will be required to maintain a minimum score of at least 70%.

   i. If a student fails a quiz or exam they will be remediated and permitted a second opportunity to re-take the exam. Failure to obtain a minimum of 80% on a re-take will result in a recommendation of expulsion from the Public Safety Telecommunicator (PST) Training Academy.

      i.   Probationary Monthly Performance Appraisals will be completed for each student during the classroom training.

2. After the successful completion of the eight (8) week Public Safety Telecommunicator (PST) Academy:

    a.   Call Takers will proceed to the on-the job training.

    b.   Dispatchers will proceed to the Dispatch Training Class.

3. Any lateral-entry personnel will be required to complete the same training as stated above with the except of any certifications already obtained. **(CALEA 5.2.2d)**

B. Dispatch Training Class (Step 1):

1. Newly hired Dispatchers who successfully complete the eight (8) week Public Safety Telecommunicator (PST) Academy will participate in a two (2) week Dispatch Training Class. The Dispatch Training Class will be provided by the Communications Training Coordinator (CTC), an Emergency Dispatch Supervisor (EDS), a Communications Training Officer (CTO), or other qualified personnel. It will consist of the following:

    a.   The MPD Communications Unit Standard Operating Procedures (SOP's) and Departmental Orders related to Dispatching and the agencies policies, procedures, rules and regulations.

    a.   Training of the Radio System and CAD/Mapping as it pertains to Dispatching.

    b.   Review of the City of Miami Geography.

    c.   Emergencies, Vehicular Pursuits and Perimeters.

    d.   Presentations and Demonstrations of Field Support Units (K9, SWAT, Air Unit, Mounted Unit, Motor Unit, and Marine Patrol.

    e.   The information taught is evaluated through:

        i.   Daily Quizzes covering the information taught the day before.
        ii.   Final Exam covering everything taught since day one. **(CALEA 5.2.2b)**

STANDARD OPERATING PROCEDURES: S.O.P. 40
(Continuation)

    f.   Students will be required to maintain a minimum score of at least 70%.

        i.   If a student fails a quiz or exam they will be remediated and permitted a second opportunity to re-take the exam. Failure to obtain a minimum of 80% on a re-take will result in a recommendation of expulsion from the Dispatch Training Class.

    g.   Probationary Monthly Performance Appraisals will be completed for each student during the classroom training.

2.   After the successful completion of the two (2) week Dispatch Training Class, Dispatchers will proceed to the on-the-job training.

3.   Any lateral-entry personnel will be required to complete the same training as stated above. (**CALEA 5.2.2d**)

C. On-The-Job Training for Call Taking (Step 2): (CALEA 5.2.2c)

1.   Newly hired Call Takers and Dispatchers who successfully complete the eight (8) week Public Safety Telecommunicator (PST) Academy will complete the following Call Taking Training Phrases:

    a.   **Phase I:** The Call Takers and Dispatchers will be assigned to train on A-Shift with a certified Public Safety Telecommunicator (PST) answering emergency 9-1-1 calls, non-emergency calls and administrative calls, and learning how to operate the Support Position. (**CALEA 5.2.7**)

        i.   During this training phase, the trainee will be assigned to one (1) Communications Training Officer (CTO) for four (4) weeks.

        ii.   The following steps will be taken during this training phase:

            1)   Trainee will take notes while observing the Communications Training Officer (CTO) answering and processing emergency 9-1-1 calls, non-emergency calls and administrative calls.

            2)   Trainee will perform all the computer functions on the CAD and 9-1-1 System/Mapping while the

STANDARD OPERATING PROCEDURES: S.O.P. 40
(Continuation)

Communications Training Officer (CTO) does all the talking.

3) Trainee will do all the talking while the Communications Training Officer (CTO) does all the computer functions on the CAD and 9-1-1 System/Mapping.

4) Trainee will talk and perform all the computer functions on the CAD and 9-1-1 System/Mapping. The Communications Training Officer (CTO) will assist the trainee with answering and processing calls.

b. **Phase II:** After completing Phase I, the trainee will transition to B-Shift and continue their training with a new certified Public Safety Telecommunicator (PST) answering emergency 9-1-1 calls, non-emergency calls and administrative calls, and learning how to operate the Support Position. **(CALEA 5.2.7)**

   i. During this training phase, the trainee will be assigned to one (1) Communications Training Officer (CTO) for four (4) weeks.

   ii. The trainee will continue to talk and perform all the computer functions on the CAD and 911 System/Mapping. The Communications Training Officer will assist and guide the trainee with answering and processing calls and focus on enhancing the trainee's call taking skills.

2. Each training phase can be extended by no more than 2 weeks when recommended by the Communications Training Officer (CTO), the Communications Training Coordinator (CTC) or the trainee's assigned Emergency Dispatch Supervisor (EDS). A redline memo must be submitted requesting the extension and indicating the reason for the request. Weekly evaluations must substantiate the request.

3. Weekly Evaluations documenting the trainee's progress will be completed by the assigned Communications Training Officer (CTO) and submitted to the assigned Emergency Dispatch Supervisor (EDS).

4. Probationary Monthly Performance Appraisals will be completed by the assigned Emergency Dispatch Supervisor (EDS) based on the Weekly Evaluations and their observations.

5. Successful completion of the two phases indicate that the trainee is considered trained and proficient in the knowledge, skills, and duties required to function alone as a Call Taker.

   a. The trainee will be observed and evaluated by an Emergency Dispatch Supervisor (EDS) or the Communications Training Coordinator (CTO) to ensure the employee meets the standards and is ready to work independently.

      i. The trainee will be observed from an adjoining position and evaluated on each call handled utilizing the Call Taking Quality Assurance Form.

   b. At the end of the observation and evaluation, the Emergency Dispatch Supervisor (EDS) or Communications Training Coordinator (CTC) will recommend whether or not the trainee may move forward to the final Training Step, which is working independently as a Call Taker.

      i. A recommendation to be released to work independently will be written on a redline memo by the Emergency Dispatch Supervisor (EDS) or Communications Training Coordinator (CTC) indicating the employee was observed and evaluated satisfactory and is ready to work independently.

      ii. If the trainee is not functioning at a satisfactory level, the following steps will be taken:

         1) The Emergency Dispatch Supervisor (EDS) and/or the Communications Training Coordinator (CTC) along with the Communications Training Officer (CTO) will meet with the trainee and discuss the areas needing improvement and a performance improvement plan.

         2) The trainee will be required to attend a special training to correct deficiencies identified. **(CALEA 5.2.10)**

         3) The trainee will receive remedial training for an additional two (2) to four (4) weeks with a the same or a new Communications Training Officer (CTO). The length of time in re-training will be determined on a case by case basis. Daily Observation Reports (DORs) will be completed to document the trainees progress.

4) The trainee will be re-observed and re-evaluated after the remedial training.

5) An unsatisfactory observation and evaluation with no improvement will result in a recommendation for termination.

c. The trainee will shadow their Communications Training Officer (CTO) for a two (2) week period after being released to work independently. The Communications Training Officer (CTO) will be assigned a position near the trainee and will answer any questions the trainee may have.

d. The trainee will be assigned a temporary assignment according to operational requirements until they qualify to participate in the yearly BIDS or for Dispatchers, until their Dispatch Training Phases begin. (Step 3)

e. There may be variations to this training depending on staffing, availability of Communications Training Officer's (CTO's), prior level of experience and material to be covered while training on the floor.

D. On-The-Job Training for Dispatchers (Step 2): (CALEA 5.2.2c)

1. Newly hired Dispatchers who successfully complete the eight (8) week Public Safety Telecommunicator (PST) Academy and the two (2) week Dispatch Training Class will complete the following Dispatch Training Phrases:

   a. **Phase I:** The Dispatchers will be assigned to train on C-Shift with a Communications Training Officer (CTO) for a one (1) month period. **(CALEA 5.2.7)**

      i. This training phase will concentrate primarily on learning the CAD functions and recognizing when to utilize them.

   b. **Phase II:** After completing Phase I, the trainee will transition to A-Shift and continue their training for a two (2) month period. **(CALEA 5.2.7)**

      i. During this training phase, the trainee will be assigned to two (2) different Communications Training Officers (CTO) for a period of four (4) weeks each.

      ii. This training phase will concentrate on integrating simultaneously transmitting and typing the appropriate CAD functions and being

able to handle the dispatch channel during slow and regular air traffic.

c. **Phase III:** After completing Phase II, the trainee will transition to B-Shift and continue their training for a three (3) month period. **(CALEA 5.2.7)**

    i. During this training phase, the trainee will be assigned to three (3) different Communications Training Officers (CTO) for a period of four (4) weeks each.

    ii. This training phase will concentrate on picking up the speed and working emergencies.

d. There may be variations to this training depending on staffing, availability of Communications Training Officer's (CTO's), prior level of experience and material to be covered while training on the floor.

2. Each training phase can be extended by no more than 2 weeks when recommended by the Communications Training Officer (CTO), the Communications Training Coordinator (CTC) or the trainee's assigned Emergency Dispatch Supervisor (EDS). A redline memo must be submitted requesting the extension and indicating the reason for the request. Weekly evaluations must substantiate the request.

3. Weekly Evaluations documenting the trainee's progress will be completed by the assigned Communications Training Officer (CTO) and submitted to the assigned Emergency Dispatch Supervisor (EDS) during each training phase.

4. Probationary Monthly Performance Appraisals will be completed by the assigned Emergency Dispatch Supervisor (EDS) based on the Weekly Evaluations and their observations.

5. Successful completion of the three phases indicate that the trainee is considered trained and proficient in the knowledge, skills, and duties required to function alone as a Dispatcher.

a. The trainee will be observed and evaluated by an Emergency Dispatch Supervisor (EDS) or the Communications Training Coordinator (CTO) to ensure the employee meets the standards and is ready to work independently.

    i. The trainee will be observed from an adjoining position and evaluated on each call handled utilizing the Dispatch Quality Assurance Form.

STANDARD OPERATING PROCEDURES: S.O.P. 40
(Continuation)

b. At the end of the observation and evaluation, the Emergency Dispatch Supervisor (EDS) or Communications Training Coordinator (CTC) will recommend whether or not the trainee may move forward to the final Training Step, which is working independently as a Dispatcher.

   i. A recommendation to be released to work independently will be written on a redline memo by the Emergency Dispatch Supervisor (EDS) or Communications Training Coordinator (CTC) indicating the employee was observed and evaluated satisfactory and is ready to work independently.

   ii. If the trainee is not functioning at a satisfactory level, the following steps will be taken:

      1) The Emergency Dispatch Supervisor (EDS) and/or the Communications Training Coordinator (CTC) along with the Communications Training Officer (CTO) will meet with the trainee and discuss the areas needing improvement and a performance improvement plan.

      2) The trainee will be required to attend a special training to correct deficiencies identified. **(CALEA 5.2.10)**

      3) The trainee will receive remedial training for an additional two (2) to four (4) weeks with a the same or a new Communications Training Officer (CTO). The length of time in re-training will be determined on a case by case basis. Daily Observation Reports will be completed to document the trainees progress.

      4) The trainee will be re-observed and re-evaluated after the remedial training.

      5) An unsatisfactory observation and evaluation with no improvement will result in a recommendation for termination.

c. The trainee will shadow their Communications Training Officer (CTO) for a two (2) week period after being released to work independently. The Communications Training Officer (CTO) will be assigned a position near the trainee and will answer any questions the trainee may have.

d. The trainee will be assigned a temporary assignment according to operational requirements until they qualify to participate in the yearly BIDS. (Step 3)

II.   INSTRUCTORS:

Agency personnel assigned to conduct training activities will be required to attend FDLE's Florida General Instructor Techniques Course (1186). This course will introduce the student to the role, responsibilities, skills, knowledge, and expectations of a successful instructor and to enhance the student's facilitation and instructional abilities. The course covers the following items: **(CALEA 5.1.5)**

1. Instructor Course Certification Requirements
2. Training Liability
3. Diversity in the Classroom
4. Training the Adult Learner
5. Communication Skills
6. Facilitation Skills and Group Management
7. Instructional Techniques/Aids
8. Lesson Plan Development
9. Performance Objective Development
10. Evaluation, Measurement, and Simulation

Agency personnel whose General Instructor Certification has lapse must meet the following requirements to reactivate the certification:

1. Complete the General Instructor Refresher Course (1115).
2. Reapply for the instructor certification.

III.   RECORDS: **(CALEA 5.1.7)**

The Communications unit will maintain records of each training class it conducts, to include at a minimum:

1. Course Overview and/or Lesson Plan
2. Attendance Sheets
3. If applicable, any quizzes or tests taken. The quizzes and/or tests will be kept in the employee's Training folder.
4. If applicable, copy of the Training Certificate. The copy will be kept in the employee's Training folder.

Lesson Plans will be reviewed on a yearly basis to ensure they are kept up to date with any policy changes and or new equipment.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   41

SUBJECT: **COMMUNICATIONS TRAINING OFFICER PROGRAM**

PURPOSE: To train and develop the employee into a proficient trainee of the Department, capable of functioning independently, as a Police Dispatcher and/or Police Call Taker, in the provision of services to the community

SCOPE: The Communications Training Officer (CTO) Program is designed to be used in conjunction with the Public Safety Telecommunicator (PST) Academy to train new Call Takers and Dispatchers. In addition, this program can be used for training "lateral" Call Takers and Dispatchers who have previous work experience in other agencies.

This program is designed to protect individuals as well as the organization from liability through consistent training, objective evaluation, and through documentation. It also provides for the selection and training of qualified CTOs. Accountability is stressed throughout the program.

_____ 27576
Commander
Communications Section

4|11|19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 41
(Continuation)

I. CTO ROLES

The CTO has many roles that must be assumed during the program. The two most important are to function as a Call Taker/Dispatcher and as a trainer. A CTO must maintain his or her performance level as a Call Taker/Dispatcher and is not relieved of these responsibilities during training. Sometimes these roles are modified, but the CTO must be able to quickly assume the role of a Call Taker/Dispatcher as needed.

1. Supervisor - The CTO often acts as a supervisor. The trainee will make mistakes, and these mistakes need to be addressed and corrected during the training process. There are times when the trainee will do something that is viewed as minor in nature, but due to the new position and the need for positive behavior modification, the CTO must take action and counsel the trainee. It is essential that the CTO take immediate action so that the mistake is not repeated, and the trainee learns from the experience.

2. Teacher - One obvious function of a CTO is that of a teacher. The teaching role may, and in most instances does, occur under actual conditions. There may be other times when teaching occurs during casual conversation. The fact is, CTOs spend much of their time teaching, even when it does not appear to be obvious.

3. Evaluator – The CTO is not just a trainer. A CTO must develop and use skills to evaluate whether or not a trainee is learning at an acceptable rate or whether remedial training is necessary. Evaluation skills are of prime importance to this program. The CTO must be able to both train and evaluate.

4. Counselor – Frequently the CTO will be placed in a situation where he or she must become a problem solver for the trainee. This may include assistance with personal problems as well. Normally, the best way to accomplish this is through counseling. The CTO should develop the skill to help trainees solve their own problems by allowing them to talk it out and by guiding them through the problem.

5. Role Model – The CTO must be a positive role model. This is done by maintaining a professional demeanor and appearance, adhering to rules and regulations, and having a positive attitude toward the department, program, job and training.

6. Recommender – The CTO is responsible for the initial recommendation for extension or release from training and many times termination. The decision to terminate will be made at a higher level; however, it is many times the CTO who makes the initial recommendation.

There are many additional roles for the CTO. The roles of the CTO change constantly. The CTO must be flexible and willing to change as the situation demands. If the CTO refuses to accept these responsibilities, then the trainee and the department will suffer. A poor CTO can disrupt the entire training process. It is of vital importance to project a positive attitude and be a professional.

II. CTO RESPONSIBILITIES: (5.2.11d)

1. To instruct trainees assigned to them and review and evaluate their performance in accordance with the established evaluation scoring standards and directives from the Communications Training Coordinator.
2. To complete trainee evaluation forms on which they document the trainee's knowledge and ability to perform the required tasks on a weekly basis and submit it to the assigned Emergency Dispatch Supervisor (EDS). The EDS will review and submit the completed Weekly Evaluations to the Communications Training Coordinator (CTC).
3. To participate in regular meetings concerning the performance of trainees.
4. To provide the trainee with constructive feedback.
5. To attend updated CTO training meetings and/or course.

III. COMMUNICATIONS TRAINING OFFICER (CTO) SELECTION (CALEA 5.2.11a)

The selection of a Communications Training Officer is an important process. The CTO should be a voluntary position. To simply assign a new dispatcher to any senior dispatcher would be tantamount to returning to the old style of training. Communications training officers must have a combination of skills, experience and patience. It is paramount for administrators to choose their trainers carefully. Many factors must be taken into consideration: experience, temperament, and teaching skills, just to mention a few. The CTO must be able to assume all the roles of a trainer at any time.

A. REQUIREMENTS

At the time of appointment to the program, the communications officer should meet the following requirements.

1. Have served at least two years as a communications officer.
2. Not be on any type of probationary status.
3. Have not received a written reprimand in the previous year.

STANDARD OPERATING PROCEDURES: S.O.P. 41
(Continuation)

B. SELECTION PROCESS

1. Posting
   The first step of the selection process is the posting of the position. The announcement should allow all qualified applicants time to submit an application. The announcement should include the requirements the applicant needs to possess to be qualified for the position of CTO.

2. Application

   Each communications officer expressing an interest in the CTO program should submit an application to the Communications Training Coordinator (CTC). The application will include all personnel information requested, as well as previous experience and assignments while working in communications.

3. Personnel File Review

   Once the recommendation of the supervisor has been received, the Communications Training Coordinator (CTC) will review all performance records and evaluations to determine if the candidate is qualified. Poor evaluations, substandard work records, or abusive use of sick leave should disqualify a candidate. The Communications Training Coordinator (CTC) should then complete a list of qualified candidates for review by oral examination.

4. Selection

   Once the application and personnel files have been reviewed, the Communications Training Coordinator (CTC) will make the final selection from the qualifying applicants.

IV.   TRAINING AND IN-SERVICE TRAINING FOR CTO'S: (CALEA 5.2.11b)

Communications Training Officers (CTOs) will be provided initial training, as well as periodic in-service training, to prepare them for and keep them current with their assigned responsibilities. The initial training will consist of a 3-day CTO Certification Course provided by a qualified institution (APCO, PSTC, etc.). CTO's will be required to attend a 2-day refresher CTO course, every 2 years, to refresh their CTO training and provide them with new ideas and resources.

4

Additionally, CTO's must complete a minimum of 24 hours of Continued Dispatch Education (CDE) every 2 years.

V.   CTO PROGRAM SUPERVISION: (CALEA 5.2.11c)

A. Emergency Dispatch Supervisor:

The shift Emergency Dispatch Supervisor (EDS) is responsible for first line supervision of day-to-day operations. In addition, the EDS, under the direction of the Communications Training Coordinator (CTC) has the responsibility of monitoring trainee progress and CTO performance and ensuring compliance with the program guidelines. The EDS provides input on the training program, selection of CTO personnel and training assignments. They maintain open dialog with the CTO's and trainees regarding problems, remediation, and personnel and program strengths or weaknesses. The EDS reviews documentations for discipline, remediation, and certification.
CTO's will be immediately supervised by the assigned shift Emergency Dispatch Supervisor (EDS). The EDS will ensure the CTO is functioning within the realm of their duties and responsibilities. They will ensure the proper documentation is being completed and submitted in a timely manner.

B. Communications Training Coordinator:

The Communications Training Coordinator (CTC) has primary responsibility for management of the Communication Training Officer (CTO) Program and associated personnel. Specifically, the CTC directs all the activities of the CTO Program directly or through subordinate personnel. Responsibilities include maintaining the employee training records, selection of all CTO Program personnel, recommending update training, review of trainee evaluations, periodic review and evaluation of the program and curriculum, and implementing changes as necessary. The CTC is responsible for keeping management informed of program and personnel status and any potential problems that may arise. The CTC reviews all subordinate recommendations for discipline, termination, and certification of all trainees. The CTC also participates in the final observation and evaluation of the trainees to confirm they meet the standards to be released to work independently.

VI.   PERFORMANCE REVIEW (CALEA 5.2.5b)

In an effort to ensure that each Communications Training Officer (CTO) maintains a high level of skill, performance and interest, a Communications

Training Officer (CTO) Performance Form is presented to the trainee for completion at the end of each On-The-Job Training Phase.

The purpose of this form is to provide objective feedback to the CTO's so they can use the information to enhance their teaching/training skills. It is imperative that these questions be answered honestly, so that each CTO's level of skill and their continued suitability for the position can be monitored by the Communications Training Coordinator (CTC).

This performance form is confidential and will only be reviewed by the Communications Training Program administrative personnel. The general content (not the person's identity) of the feedback will be relayed to the CTO to assist with improving training methods.

VII.   TRAINING PROGRAM EVALUATION (CALEA 5.2.5a)

While every effort is made to keep our training program current, suggestions for improvement of the Training Program are welcome and should be addressed to the Communications Training Coordinator (CTC) through the chain of command.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   42

SUBJECT: CONTINUING TELECOMMUNICATIONS EDUCATION
                  (CTE)

PURPOSE: The purpose of this policy is to establish guidelines pertaining to
                  Continuing Telecommunications Education (CTE).

SCOPE: As with any profession, continued education is vital to remaining
                  current with technical developments and operational changes
                  necessitated by those developments. In-service training assures
                  continued adherence to the local, state, and national requirements
                  and standards of 9-1-1 service. Without regular educational
                  experiences, the Public Safety Telecommunicator (PST) may
                  become less proficient.

Commander
Communications Section

4/11/19

Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 42
(Continuation)

I. DEFINITIONS:

A. In-Service Training:
After the initial certification, the Public Safety Telecommunicator (PST) must meet specified Continuing Telecommunications Education (CTE) requirements to maintain eligibility to work in the PSAP.

B. Continuing Telecommunications Education (CTE):
1. A program designed and developed to provide the PST with applicable educational topic experience which will enhance their general knowledge and skill in the philosophy and application of the 9-1-1 program within the 9-1-1 agency.
2. Training and other educational activities designed to address issues based on quality assurance findings and to remediate weaknesses identified during call reviews.
3. Retraining to correct errors or deviations from the agency's standard operating procedures.
4. Educational opportunities designed to enhance the PST's performance and to broaden the PST's scope of knowledge in the field of public safety emergency communications or related fields.

C. Specialized Training:
Training designed to enhance knowledge, skills, and abilities above the level taught in the initial training or other in-service trainings.

D. Remedial Training:
Personalized training to correct a specific deficiency, usually identified by either testing or other evaluation during training, or by supervisory evaluation during routine job performance.

II. CONTINUING TELECOMMUNICATIONS EDUCATION (CTE) OBJECTIVES:

A CTE program must be organized around the standards of care, practice, and responsibilities of the PST and meet the following objectives:

A. Maintain and develop the PST's understanding of incident types and the priorities necessary when performing caller assessment and prioritization of calls.
B. Maintain and improve skills in providing telephone instructions offered in the scope of the PST's training.

STANDARD OPERATING PROCEDURES: S.O.P. 42
(Continuation)

    C. Maintain knowledge of telecommunications systems as well as seldom used technical aspects of the system such as telephone patching, TTY operation, emergency alerting procedures, etc.

    D. Provide opportunities for discussions, skill practice, and critique of skill performance.

    E. Review and understand issues and findings identified by the dispatch quality assurance process.

    F. Maintain a current understanding of the evolving science of public safety emergency call taking and dispatching methods, procedures, techniques, and standards as well as evolving technologies and procedures with the field.

III. CTE METHODS, TOPICS, AND HOURS APPLICABLE TOWARD IN-SERVICE TRAINING CREDIT: (CALEA 5.2.7)

    A. Policy Review – maximum of four (4) instructional hours per year.

        1. Can be conducted during Roll Call Trainings, via email, or by utilizing the Target Solutions platform.

        2. The amount of CTE hours given for each Policy Review will depend on the length and complexity of the policy and will be indicated within the component.

    B. Scenario Drills and Role Playing – maximum of eight (8) instructional hours credited per year.

        1. Practical training and role playing using the agency's call guides, equipment, or related to the skills of a PST.

        2. Review of essential telecommunications skills such as telephone scenarios involving children, hysterical callers or other special situations.

    C. Planning and Emergency Management Activities – maximum of eight (8) instructional hours per year.

        1. Active participation in local planning or meetings including general organization for disaster mass casualty and HAZ-MAT related incidents.

        2. Active participation in mass casualty and HAZ-MAT drills.

        3. Attendance at planning and management meetings.

    D. Attendance at Planning and Management Meetings – maximum of eight (8) instructional hours per year.

        1. Participation in Committees for Training, Dispatch Review Committee (DRC), Policy Updates, etc.

E. Call Review Activities – maximum of eight (8) instructional hours per year.

   1. Quality Assurance/Quality Improvement case review.
   2. Planning and analysis of issues or findings identified by QA/QI theoretically or in practice.

F. Audio/Visual Programs – maximum of four (4) instructional hours per year.

   1. Films, audio or video tapes, or other media broadcasts which illustrate or review proper public safety telecommunications procedures.

G. Public Education – maximum of four (4) instructional hours per year.

   1. Teaching the general public (schools, scouts, clubs, or other civic or religious groups) any topic within the scope of the 9-1-1 program.

H. Group Training – maximum of sixteen (16) instructional hours per year.

   1. Participation in workshops, classes, seminars or roll call training related to 9-1-1 or public safety telecommunications.
   2. Programs offered by the PST's agency, educational institutions or training vendors covering topics related to public safety telecommunications legal issues, or other topics which are directly related to the function of a PST.
   3. CPR recertification classes – maximum of two (2) instructional hours per recertification period.

I. Self-paced Study Programs – maximum of eight (8) instructional hours per year.

   1. Online training on the Target Solutions platform
      a. The amount of CTE credit given to each component will be identified within the component
      b. Titles must pertain to public safety call taking, dispatch or telecommunications technology.
      c. Successful completion of the component will be required to receive CTE credit.

J. Field Experience – maximum of four (4) instructional hours per year.

   1. Ride along program with paramedic, ambulance unit, fire unit, or law enforcement unit, to gain insight into issues from the field responder's perspective.

IV.   CTE PROGRAM APPROVAL:

A. In order to receive CTE credit approval, the training instructor/agency/institution must submit the following items to the Communications Training Coordinator (CTC):

1. A copy of the course outline indicating the topics to be presented.
2. A listing of the objectives of the course.
3. A course schedule indicating the number of hours for each component of the course.
4. A copy of any written or practical exams to be administered may be requested.
5. The instructor's title and certifications as they pertain to the presentation of the course material.
6. A copy of the course completion letter or certificate.

B. The Communications Training Coordinator (CTC) may request a copy of any texts, videos, or other training aids to be employed in the presentation of the program.

C. The Communications Training Coordinator (CTC) will determine the number of CTE hours to be credited and whether the course content meets program requirements.

D. The instructor/agency/institution requesting program approval will be notified of the course approval and in-service CTW credit determination. In the event that approval is denied, the instructor/agency/institution will be notified of the deficiencies or problems found with the program.

V.   RE-CERTIFICATION REQUIREMENTS: (CALEA 5.2.6)

A. 9-1-1 Public Safety Telecommunicator (PST) Re-Certification:

1. All PST certifications expire February 1st of each odd year.
2. Requires 20 hours of renewal training based on the Department of Education's Public Safety Telecommunicator Curriculum Framework (per F.S.S. 401.465 (6) (e)).

B. Emergency Police Dispatch (EPD) e-Certification:

1. EPD Certifications expire every 2 years.

 2. Requires 24 hours of Continuing Dispatch Education (CDE) as outlined in SOP 34.
 3. Requires achieving a passing score in an open book EPD examination at two-year intervals.

C. Customer Service Champions:

 1. Mandatory training provided by the City of Miami Department of Human Resources (HR) Training Division.
 2. Two (2) hours of didactic training.
 3. Renewed every 2 years.

D. Professionalism and Ethics:

 1. Mandatory training provided by the City of Miami Department of Human Resources (HR) Training Division.
 2. Two (2) hours of didactic training.
 3. Renewed every 2 years.

E. Equal Employment Opportunity, Sexual Harassment & Diversity:

 1. Mandatory training provided by the City of Miami Department of Human Resources (HR) Training Division.
 2. Two (2) hours of didactic training.
 3. Renewed every 2 years.

F. FCIC/NCIC Limited Access:

 1. Mandatory FDLE training.
 2. Two (2) hours of didactic training.
 3. Renewed every 2 years.

G. Tactical Dispatching:

 1. FEMA IS-100, IS-200 and IS-700
 2. Joint training exercises with Police and Fire Rescue.
 3. Dispatch techniques and equipment.
 4. Renewed annually.

VI. REMEDIAL TRAINING: (CALEA 5.2.8)

A. Upon the direction of the Communications Training Coordinator (CTC) or his/her designees, remedial training shall be afforded to any employee who:

    1. Demonstrates a lack of skill, knowledge or ability in job-task performance, based on evaluation reports and first-hand observations by supervisors.
    2. Has received disciplinary action that may be corrected through supplemental training.
    3. Has been out of work for an extended period of time.

B. Notification of employees scheduled for remedial training will be in writing. Upon completion of such training, evaluations of participants will be forwarded to the Communications Training Coordinator (CTC).

    1. A meeting will be held with the employee, Emergency Dispatch Supervisor (EDS), and Communications Training Coordinator (CTC) to discuss the employee's deficiencies and a Performance Improvement Plan (PIP) specifying the timeframes for remedial training. The Remedial Training form will be completed and sent through the channels to the Chief of Police.
    2. Daily Observation Reports (DOR) documenting the employees remedial training and progress will be completed on a daily basis by the Communications Training Officer (CTO) or Emergency Dispatch Supervisor (EDS).

VII. SPECIALIZED TRAINING (CALEA 5.2.10)

B. Specialized training will be given to telecommunicators assigned to duties requiring specialized knowledge and skills, including but not limited to:

    1. Emergency Police Dispatch (EPD) Protocol Training
    2. Communications Training Officers (CTO) Certification Course
    3. Instructors Training Workshop (ITW) Course
    4. Supervisors Orientation

C. Training commensurate with the duties of the position shall be given to telecommunicators as soon as is practicable.

D. Specialized training shall include, at a minimum:

    1. Development and/or enhancement of the skills, knowledge and abilities particular to the specialization.
    2. Management, administration, supervision, and support services of the function.
    3. Performance standards of the function.

4. The Department's policies, procedures, rules, and regulations specifically related to the function.
5. Supervised on-the-job training.

VIII.   ACCREDITATION TRAINING:

A. Any person assigned to the position of Accreditation Manager shall receive training for the position that has been endorsed by the accrediting body within one year of his/her appointment. **(CALEA 5.2.13)**

B. All Department personnel will receive information relative to the accreditation process as follows: **(CALEA 5.2.9)**

1. To newly hired personnel within a reasonable period after being hired. **(CALEA 5.2.9a)**
2. To all Department personnel during the self-assessment phase associated with initial accreditation and each re-accreditation. **(CALEA 5.2.9b)**
3. To all Department personnel just prior to any on-site assessment. **(CALEA 5.2.9c)**

IX.   TRAINING RECORDS:

A. The Communications Training Coordinator shall maintain training records for all personnel who attend any type of in-service training. Training records shall include:

1. Lesson plan.
2. Names of attendees
3. All results of any tests administered.

B. Attendee training records shall include:
1. The attendee's name.
2. The training location and the date that the training was administered.
3. The course title and the identity of the instructor(s).
4. A copy of the training certificate, if any.

X.   IN-SERVICE CTE TRACKING:

A. The Communications Training Coordinator (CTC) will maintain a record of in-service CTE hours completed during each recertification period.

B. Tracking of CTE hours may be accomplished by utilizing Target Solutions or the CTE tracking form.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **43**

SUBJECT: **EMERGENCY OPERATIONS PLAN**

PURPOSE: To provide guidelines for Communications personnel during an emergency or critical incident. These policies and procedures are in place to ensure effective and efficient operations during unusual or emergency situations within the Communications Unit.

SCOPE: This policy shall apply to all Communications personnel.

_Lt._ #27576
Commander
Communications Unit

05/13/19
Effective Date

I.   **Planning and Coordinating**

The Unit Commander is responsible for planning and coordinating the response to an emergency or unusual incident within the Communications Unit. **(CALEA 7.1.1)**

The highest ranking supervisor at time of incident will determine the necessary course of action.

II.   **Operational Readiness**

The nature of the Communications Unit within the Miami Police Department requires it to be able to provide emergency call taking and dispatch services for our residents, visitors and first responders. The Communications Unit must always remain in a state of operational readiness.

A. The Complaint Sergeant is responsible for inspecting all equipment daily and documenting any deficiencies on the Daily Equipment Checklist (RF # TBA).

B. The Communications Backup Center will be inspected and tested monthly to ensure full functionality and operational readiness. The Monthly Equipment Checklist (RF # TBA) will be completed documenting any deficiencies. **(CALEA 7.1.4)**

C. The Administrative Supervisor will be responsible for coordinating the fixing or replacement of worn or damaged equipment.

III.   **Emergency Operations Plan:**

A. The Communications Unit will have an Emergency Operations Plan in place to address any critical or unusual incidents that will jeopardize or impact normal operations. The criteria for determining such a threshold will be the following:

1. The incident effects the efficiency of the call center.
   a. Equipment Failure or Power Failure resulting in a significant delay in receiving, processing and dispatching emergency requests.

2. There is an imminent threat to safety of the personnel in the unit.
   a. Active shooter scenario
   b. Suspicious package
   c. Fire
   d. Escaped prisoner

    e. Any other life threatening hazard

3. An evacuation order given by a Communications Unit Commanding Officer, Staff Duty Officer or superior rank.

B. Evacuation Procedures:

Upon determination of the need to evacuate, the highest ranking supervisor will determine and execute the following evacuation procedures:

1. The highest ranking supervisor will notify and direct all employees to evacuate.

    a. The highest ranking supervisor will identify the safest evacuation route out of the building, the staging area and advise personnel to begin preparing to evacuate.

        1) Preplanned evacuation routes to the North/West and South/East side of the building can be found on the Evacuation Floor Plan.

            i. North/West Side: Employee will exit the Communications unit through the rear door and take the stairs near the Deputy Chiefs Office down to the 2nd floor to exit the building.

            ii. South/East Side: Employees will exit the Communications unit through the front door and take the stairs near the women's restroom down to the 1st floor to exit the building.

        2) The following are the preplanned staging areas:

            i. West Side: On the 1st floor of the parking garage near the SWAT vehicles. This will be the primary staging area.

            ii. North Side: Across the station in front of the post office on NW 5th St.

            iii. South Side: Near the automatic gate in the rear of the Police College.

            iv. East Side: Across the station in front of the state building on NW 2nd Av.

    b. The highest ranking supervisor may choose to separate employees into two (2) groups during the evacuation.

        1) A leader will be identified for each group and will be responsible for the safety of each employee and maintaining the group together.

        2) The leader will report directly to the highest ranking supervisor.

2. The highest ranking supervisor will take all necessary precautions for the safety of the Communications Center personnel. **(CALEA 7.1.2 b)**

3. The highest ranking supervisor will designate a Call Taker to act as a scribe. The scribe will document all times, events and orders given. This information will be utilized to assess times, responses and to complete the After Action Report.

4. The highest ranking supervisor will gather all needed materials to evacuate. This includes:

    a. Transport Van Keys
    b. Red Book
    c. On-Call Book

5. A request will be made for 2 patrol officers in marked vehicles to report to the staging area to escort the transport vans to the back-up site. **(CALEA 7.1.2 e)**

6. The highest ranking supervisor will give the employees the order to evacuate and meet at the preplanned staging area for transport to the backup site.

7. The highest ranking supervisor will designate two (2) employees to retrieve and operate the transport vans. If the transport vans are not available, employees will be transported utilizing patrol vehicles, preferably patrol supervisor vehicles that do not have a cage.

8. The highest ranking supervisor will notify Miami Dade Police of the need to evacuate and establish radio and/or phone contact to receive information on our calls. **(CALEA 7.1.2 e)**

9. The highest ranking supervisor will make all necessary notifications to the Command Staff.

10. If necessary, the highest ranking supervisor will contact the Public Information Office to initiate a public awareness announcement in the interest of public safety. **(CALEA 7.1.2 f)**

11. Employees will be escorted by patrol marked officers in the transport vans to the back-up site.

12. Upon arrival at the backup site, employees will login and resume with normal operations.

13. Once confirmed that we are receiving our 9-1-1 calls, the highest ranking supervisor will notify Miami Dade Police that we are back to normal operations at our back-up site.

14. The highest ranking supervisor will also notify the Command Staff.

15. In situations where we are unable to evacuate to our Backup Site, employees will be evacuated to Miami Dade Police Communications with handheld radios and CAD laptops.

16. Continuity of Service:

   Regardless of the reason for the evacuation, it is the Miami Police Communications Unit mission to continue to provide necessary emergency communications functions to our residents, visitors and first responders. Continuity of services will remain a priority throughout the incident. As such, the following procedures will be followed: **(CALEA 7.1.2 d)**

   a. Dispatchers:

      1) Upon notification of the need to evacuate, Dispatchers will make the following announcement on their working channel utilizing the emergency beep tone:

         "Attention all units, the Communications Unit is activating an emergency evacuation. Keep all transmissions to a minimum and minimize proactive work as Miami will be on handheld radios."

      2) If it's safe to do so, Dispatchers will gather, in addition to any personal belongings, their handheld radios, additional battery, notepad and pen/pencil.

      3) If it's safe to do so, Dispatchers will sign completely out of the CAD system.

      4) Dispatchers will continue radio communications with officers, documenting transmissions on their notepads, until they are arrival at the backup site.

5) Upon arrival at the backup site, Dispatchers will login and resume normal operations. Dispatcher's will make the following announcement on their working channel:

   "Attention all units, the Station is now clear and resuming normal operations."

6) Dispatchers will need to update their CAD computers with any transmissions that were documented during the transition to the backup site.

b. Call Takers:

1) If it's safe to do so, Call Takers will gather all personal belongings. Additionally, the Support Position Call Taker will gather the Resource Book.

2) If it's safe to do so, the Call Takers will sign completely out of the 9-1-1 System, CAD System and Pro-QA.

3) Upon arrival at the backup site, Call Takers will login to the 9-1-1 System and CAD System and resume answering 9-1-1 emergency and non-emergency calls.

c. CIS Desk Operators/Validations:

1) If it's safe to do so, gather all personal belongs.

2) If it's safe to do so, forward calls to the fire college and sign completely out of the CAD System and E-Agent.

3) Upon arrival at the backup site, log back into the CAD System and E-Agent and resume normal activities.

C. Occupants with Special Needs and/or Disabilities:

1. If an evacuation is necessary, individuals with special needs and/or disabilities will be assigned someone to assist them in leaving the building or to stay with them until further assistance is provided.

2. A secondary person will be assigned the task of informing emergency personnel of their presence and where they are located so that further assistance can be provided.

3. Individuals with special needs and/or disabilities will take shelter in the stairway located on the west side of the building, unless it is not safe to do so, at which point they will take shelter in the stairway located on the southeast side of the building.

   a. Stairway on the West Side: The individual with special needs and/or disabilities will exit the Communications Unit through the rear door with the designated assistant and report to the stairway located near the Deputy Chief's Office. They will remain in the stairway platform on the 4th floor until further assistance arrives.

   b. Stairway on the Southeast Side: The individual with special needs and/or disabilities will exit the Communications Unit through the front door with the designated assistant and report to the stairway located near the women's bathroom. They will remain in the stairway platform on the 4th floor until further assistance arrives.

4. Transporting of individuals with special needs and/or disability up or down stairwells should be avoided without the assistance of trained emergency response personnel.

D. Active Shooter:
In the event of an Active Shooter at the station, the primary concern is for the safety of the personnel in the Communications Unit. The following information will be used to facilitate the evacuation or shelter in place-lockdown. Shelter in place is the use of the structure and its indoor atmosphere to temporarily separate individuals from a hazardous outdoor environment.

1. Once an Active Shooter has been identified as being inside the building, the highest ranking supervisor will gain as much information on the whereabouts of the Active Shooter. Be advised that there may be more than one (1) shooter or subject involved in the incident.

2. Evacuating the Building:
Once the location of the Shooter is identified, the highest ranking supervisor must identify whether the preplanned escape routes can safely be accessed and used to get away from the area. If the egress route is clear of danger, the highest ranking supervisor will order all personnel to immediately begin evacuating the area through the preplanned escaped routes.

   a. Clear of Area:

Once cleared of the area and safely away from the threat, the highest ranking supervisor will take a roll call of personnel and identify any persons missing.

b. The highest ranking supervisor will then follow the procedures for evacuating personnel to the backup site.

3. Shelter in Place-Lockdown:
If the highest ranking supervisor is unable to determine the location of the Active Shooter(s), or if the building cannot be evacuated safely then the safest alternative would be to barricade the personnel inside of a safe area.

a. This safe area may be a series of offices which can be locked or better defended in the scenario that the Active Shooter is on the same floor or general area.

b. Once secured in the area, the highest ranking supervisor will communicate the location and number of personnel to responding units. This can be done via police radio or by calling 911.

c. Personnel will remain quietly in the secured area until advised that it is safe to come out by emergency responders. .

4. Dispatchers, Call Takers, and CIS Operators will follow the evacuation procedures when taking shelter in place-lockdown.

5. The highest ranking supervisor will make the necessary notifications to neighboring agencies and the Command staff.

E. A staffing assessment will be made and if the incident cannot be remedied in a reasonable amount of time or if emergency staffing is needed to carry out the evacuation, additional Communications Center personnel will be activated utilizing the MIR3 notification system. **(CALEA 7.1.2 c)**

F. The highest ranking supervisor will request whatever additional resources are needed to return operations to normal. This may include, but is not limited to, contacting the Radio Shop, AT&T, and the Information Technology Section. **(CALEA7.1.2 e)**

G. Return to Normal Operations:

As soon as it is safe to return to normal operations, we will begin manning the main site before terminating operations at the backup center. Once enough personnel are at the main site, they will be directed to log into the 9-1-1 system,

CAD System and Radio System. Once everyone is logged in and it is confirmed that we are receiving 9-1-1 and non-emergency calls, and that all equipment is working properly, then operations at the backup site will be terminated. **(CALEA 7.1.2 g)**

IV.   **Risk and Impact Assessment on Operations:** **(CALEA 7.1.2 a)**

Following any significant event in which normal operations are unable to continue, it shall be the responsibility of the Unit Commander to, individually or with a team, develop an assessment of the situation to assist in formulating the necessary plan for returning to normal operations. This assessment shall take into account any outside resources that may be necessary to restore any and all physical properties necessary for recovery.

A. After Action Report

   The highest ranking supervisor will prepare an After Action Report for events where the Emergency Operations Plan is activated including pre-planned drills or evacuations. The After Action Report will include the following: **(CALEA 7.1.3)**

   1. Nature of the circumstances or event which caused the Emergency Operations Plan to be activated. **(CALEA 7.1.3 a)**

   2. Specific components or resources within the plan which were utilized. **(CALEA 7.1.3 b)**

   3. Impact of command and supervisory actions. **(CALEA 7.1.3 c)**

   4. Expenses incurred (staffing, etc.) **(CALEA 7.1.2 h)**

   5. Strengths, weaknesses, and any areas where future operational or administrative improvements should be considered. **(CALEA 7.1.3 d)**

B. The Unit Commander will review the After Action Report when submitted and ensure that a review of the Emergency Operations Plan is conducted. **(CALEA 7.1.2 i)**

V.   **Training & Review**

A. Training on the emergency operations plan will be conducted annually and documented on the Emergency Operations Plan Reviewed/Test Log (RF #

STANDARD OPERATING PROCEDURES: S.O.P. 43
(Continuation)

        TBA). **(CALEA 7.1.5)** The training may include shift training, in-service training, tabletop, actual exercises, and multiple agency involvement.

    B. The Emergency Operations Plan will be reviewed annually and updated as needed. The review and updates will be documented on the Emergency Operations Plan Reviewed/Test Log (RF # TBA) **(CALEA 7.1.2 i)**

VI.   **Accessibility of Plan**

A copy of the Emergency Operations Plan can be found on the Bridge in the Red Book. Additionally, all personnel can access the plan on the City Intranet under the Department Policies tab. **(CALEA 7.1.6)**

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **44**

SUBJECT: **INCIDENT TRACKING SYSTEM**

PURPOSE: To identify and monitor an employee's course of conduct, behavior
and bring about corrective action through structured supervisory
review. The long-term objective of ITS is to create a culture of
accountability throughout the Department.

SCOPE: This policy shall apply to all Communications personnel.

This program shall provide a systematic review of events and shall send out alerts when a
member has exceeded the set criteria. The Communications Unit will follow the procedures
outlined under Departmental Order 2 Chapter 5 Incident Tracking System.

_Lt._ _____ #27576
Commander
Communications Unit

_5/13/19_
Effective Date

I.   **ITS Quarterly Memorandum**

Internal Affairs will prepare ITS Quarterly Memorandums that will be sent to the COP and forward to the perspective chain. The ITS Quarterly Memorandum will review the following: **(CALEA 3.4.7 a, b, c)**

A. Complaint Cases

A listing of all employees with two (2) or more complaints, with a finding of "Substantiated" or "Inconclusive", within a twelve (12) month period.

B. Reprimands
A list of employees with two (2) or more reprimands within a twelve (12) months period.

II.   **Responsibilities**

A. The Unit Commander will review each incident noted on the ITS Quarterly Memorandum Report. The Unit Commander will ensure the employee's supervisor conducts a complete written review of all the employee's incidents listed on the ITS Quarterly Memorandum Report. The review will take into account any indicators, behavioral or procedural, that may have directly or indirectly affected the increase of incidences activating the ITS. **(CALEA 3.4.7 d)**

B. At the conclusion of the review, the employee's immediate supervisor will generate a memorandum that contains and reviews the details and corrective action recommendations, as necessary. **(CALEA 3.4.7 f)**

The Supervisors Memorandum will:
1. Include a brief explanation of the specific issues discussed in the meeting and findings.
2. Date of incident or reprimand.
3. Time of incident, if applicable.
4. Race and sex of employee.
5. Race and sex of offender involved.
6. Synopsis of incident or reprimand.
7. Recommendation focusing on correcting the behavior of the employee. This may include: **(CALEA 3.4.7 g)**
    a. Retraining
    b. Reassignment
    c. Referral to the Employee Assistance Program (EAP) **(CALEA 3.4.7 h)**
    d. Fitness for duty evaluation.

2

C. In incidents where an employee appears on an ITS list but shows no new activity within a twelve (12) month period, the supervisor will only document that information in the required memorandum with no further action. **(CALEA 3.4.7 e)**

D. The Supervisors Memorandum will be forwarded through the chain of command to the Internal Affairs unit. **(CALEA 3.4.7 c)**

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **45**

SUBJECT: **SPECIALTY ASSIGNMENTS (CALEA 1.3.4)**

PURPOSE: To establish and define the Communications Unit specialty positions.

SCOPE: This policy shall apply to all Communications personnel.

The Communications Unit utilizes specialty assignments to address specific problems or conditions within the Unit. Periodic reviews of these positions and the conditions that lead to their creation shall be conducted. Selection for the specialized assignments shall be standardized and should include the announcement of an opening, length of the assignment, eligibility, application process and criteria for selection.

Commander
Communications Unit

05/13/19
Effective Date

I. **Policy**

The Communications management staff shall review the listed specialty assignments within the first quarter of each calendar year. This written review shall include:

A. Listing of the specialty assignment.

B. Statement of purpose of each listed assignment.

C. Evaluation of the initial problem or condition that required implementation of the specialized assignment.

D. The need to continue or discontinue the assignment (e.g., functions/activities of the position during the past year).

II. **Procedures**

A. Communications Unit Specialty Positions and Purpose

1. Complaint Sergeant – This position oversees the Bridge functions and civilian personnel. It is responsible for providing support to the field units, maintaining the Bridge functions, conducting quality assurance and ensuring all administrative matters pertaining to the shift are handled.

2. Quality Assurance Coordinator – This position ensures that calls received are being handled correctly and professionally and protocols are being followed.

3. Communications Training Officer – This is a specialized position charged with the training and coaching of new employees during the on-the-job training phases.

4. Training Committee – This position is filled by Call Takers and Dispatchers who work together to identify the training needs of their fellow co-workers.

5. Newsletter Committee – This position is filled by Call Takers and Dispatchers who collaborate to create a monthly Newsletter for the unit.

6. Special Events Committee – This position is filled by members who coordinate events for Communications, such as National Public Safety

Telecommunications Week, and Community Projects, such as the Thanksgiving baskets and Christmas Toy Drive.

7. Tactical Dispatcher – This position is filled by trained Emergency Dispatchers who meet the criteria and required mandatory training.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   46

SUBJECT: **AGENCY LIABILITY – PROCEDURAL INFORMATION.**

PURPOSE: To provide guidelines to Bridge personnel for handling the different types of situations they will encounter while at their assigned positions which may result in agency liability.

SCOPE: The nature of emergency call-taking and dispatching can result in incidents which may lead to agency liability. The following guidelines will assist in successfully reporting these incidents.

I.   Communications Agency Liability Log

The following is a guide to determine what information is required. This information will assist the Chief of Police and his staff in being abreast of any event or incident which may result in agency liability.

_____ #2756
Commander
Communications Unit

05/27/17
Effective Date

A. The Communications Agency Liability Log is an electronic log maintained under the Communications SharePoint site and consists of the following fields: Incident Number, Date, Time, Employee Involved, Allege Performance Violation, Description of Violation, Recording Bridge Personnel Name and PIN.

1. Incident Number:

In the incident number column list the primary incident number. Multiple incident numbers may be entered if necessary. Incident numbers will be entered in the following format, e.g. 190121-1234567 (Multiple incident numbers are to be separated by a space, do not use a comma, period, or a slash). TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

2. Date:

In the date column the date of the incident will be entered in a numerical format. Specifically, the date the incident occurred, not the date the entry was made. TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

3. Time:

In the time column, the time will be entered in military/24 hour format. Starting at 0000 hours each day, to 2359 hours. Enter the time in which the incident occurred. TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

4. Employee Involved:

In the employee involved field, list the name of the employee involved. In some cases, there may be more than one employee involved, ensure all are listed. TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

5. Allege Performance Violation:

In the allege performance violation field, select the type of violation that occurred from the drop-down menu. TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

6. Description of Violation:

In the description of violation field, write a brief SUMMARY of what transpired, detailing only the pertinent information pertaining to the

incident. This summary should not be as detailed as the narrative of a police report, however, must contain the specifics necessary for an overall assessment by the persons reviewing the log. TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

7. Recording Bridge Personnel:

In the recording bridge personnel field, enter the name of the supervisor recording the incident. Specifically, the name entered should be the name of the person who is filling out the log. TAB OVER TO THE NEXT COLUMN, **(Using the TAB KEY).**

8. PIN:

In the PIN field, list the PIN of the supervisor who is logging the information/reporting the incident.

B. All incidents in which the Communications Unit personnel may have allegedly acted in a manner that created an increased likeliness in death or injury to persons or significant loss of property will be documented in the Communications Agency Liability Log and reported to the Unit Commander.

II.   Supervisor's Responsibility

Supervisors are responsible for documenting any incidents which may lead to agency liability as soon as they become aware of them. The incidents will be documented in the Communications Agency Liability Log and the Communications Unit Report of Liability form will be completed for each incident. **(CALEA 2.2.3)**

A. The Communications Unit Report of Liability form will include all the information documented in the Communications Agency Liability Log and any previous related incidents.

B. The supervisor's report will include all supporting documentation such as audio recordings, CAD reports, etc.

C. The report will be submitted within 10 days of the discovery of the incident through the Chain of Command for approval. If more time is needed an extension may be requested in writing to the Unit Commander.

    D. Once approved, the report will be presented and reviewed with the employee. The employee will sign whether they agree or disagree with the Supervisor's statement and whether they will submit an addendum.

    E. The final report with all signatures will be placed in the Employee's Unit Personnel File.

    F. The report may be utilized when completing the Employee's Annual Performance Appraisal.

III.   Review

    A. The Unit Commander will review each Communications Unit Report of Liability and address any identified policy, training, and/or disciplinary issues. **(CALEA 2.2.4)**

    B. The Unit Commander or his/her designee will conduct an annual documented analysis of all the reports written to reveal patterns or trends that could indicate training needs, equipment upgrades, and/or policy modifications. **(CALEA 2.2.5)**

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **47**

SUBJECT: **TACTICAL DISPATCHING (CALEA 7.2.2)**

PURPOSE: To provide guidelines for the selection, training and performance of Emergency Dispatchers assigned to Tactical Dispatching.

SCOPE: The Tactical Dispatcher is a trained dispatcher who can respond to a significant incident at the request of the Incident Commander with the ability, equipment and expertise to facilitate and support communications operations as directed by the Incident Commander.

I.   Eligibility Criteria:

The following criteria will determine an Emergency Dispatchers eligibility to work as a Tactical Dispatcher during significant incidents/events.

#27516

Commander
Communications Unit

5/23/19

Effective Date

MIAMI POLICE DEPARTMENT/P.O. BOX 016777 / Miami, Florida 33101 / (305) 603-6100
E-Mail Address: chiefofpolice@miami-police.org

A. Permanent status as an Emergency Dispatcher.

B. Active FCIC/NCIC certification.

C. FEMA IS-100, IS-200 and IS-700 certifications.

II.   Selection Process:

All Emergency Dispatchers meeting the eligibility criteria can be selected to work as Tactical Dispatchers during significant incidents/events.

III.   Training:

A. Tactical Dispatchers will receive initial training as well as annual refresher training to remain proficient in the basic skills and knowledge necessary to:

   1. Understanding tactical communications traffic and terminology.

   2. Accurately verify and record information collected via radio, telephone or any other type if verbal communication.

   3. Obtain and disseminate critical information to the Incident Commander.

B. Tactical Dispatchers will complete training in:

   1. FEMA IS-100, IS-200 and IS-700.

   2. Use of Dispatcher equipment.

   3. Stress management.

C. Tactical Dispatchers will obtain an understanding of field deployment procedures for the following law enforcement tactical and support operations, but are not limited to:

   1. SWAT / Hostage Negotiation Team

   2. K9

   3. Bomb Squad

   4. Active Shooter

5. Office of Emergency Management (OEM)

6. Marine Patrol

7. Aviation

8. Fire Rescue

IV.   Tactical Dispatcher Performance Guidelines:

A. Tactical Dispatcher will, at all times, adhere to these performance guidelines:

1. Notify Bridge Supervisors of significant incidents/events being worked and continue to update them.

2. Utilize all dispatch equipment.

3. Maintain detailed CAD incident log.

4. Provide support to the operational needs of the incident commander.

5. Provide up-to-date information.

6. Receive information from on-scene and investigative sources.

7. Disseminate information to officers for execution of duties and responsibilities.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

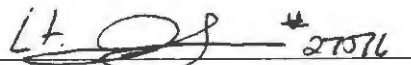## STANDARD OPERATING PROCEDURES

SOP	**48**
SUBJECT:	**AGENCY PERFORMACE MEASUREMENT PROGRAM (CALEA 2.5.1)**
PURPOSE:	To provide guidelines for measuring the performance of the Communications Unit.
SCOPE:	It is the policy of the City of Miami Police Communications Unit to define, measure, analyze, improve and control the performance of the Communications Unit

I.   Administrator:

The Unit Commander will be responsible for overseeing the performance measurement process, including data collection, processing, data cleaning, and reporting. **(CALEA 2.5.1 a)**

_Lt._ _____ 27576
Unit Commander
Communications Unit

6/11/19
Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 48
(Continuation)

II.   Performance Measurement Activities: **(CALEA 2.5.1 c, d)**

A. ECaTs Reports: Emergency Call Tracking System that provides 911 and
   Administrative call statistics analysis via concise descriptive reports.

   1. Day in Review Reports are sent automatically to all Communications
      Supervisors. The report includes 911 and Admin Total Counts,
      Abandoned Calls, Answer Times, and Top Busiest Hours. Supervisors will
      review these reports daily.

   2. Weekly Reports will be pulled by the Administrative Supervisor and
      disseminated to the Unit Commander. The report will include the 911 and
      Admin Total Counts, Abandoned Calls, Top Busiest Hours and Answer
      Times differentiated by shifts.

   3. A Monthly Report will be pulled by the Administrative Supervisor and
      disseminated to the Section Commander. The report will include the 911
      and Admin Total Counts, Abandoned Calls, Answer Times, and Average
      Call Times.

B. Priority Dispatch is a protocol system that systematically collects, records and
   utilizes a comprehensive range of information received from the caller. It
   utilizes structured interrogation sequences, pre-structured instructions, and
   prioritized determinant codes to help ensure that each call is handled
   according to research, supported, and expert recognized best practices.

   National Q, a subsidiary of Priority Dispatch, provides Quality Assurance call
   reviews with unbiased and objective feedback to validate accuracy and
   compliance with the protocol standards. They will provide the following
   reports to the Quality Assurance Supervisors:

   1. Incident Performance Reviews rating and detailing the Call Takers
      performance according to the protocol standards.

   2. Weekly Reports will include the Total Calls reviewed, differentiated by
      the compliance level, and the areas for improvement.

   3. Monthly Reports will include the same information provided on the
      Weekly Reports but for the entire month.

   4. Quarterly Reports will include the dame information provided on the
      Monthly Reports but for the entire quarter.

STANDARD OPERATING PROCEDURES: S.O.P. 48
(Continuation)

C. Computer Aided Dispatch (CAD) Reports:

1. A Monthly Report detailing the dispatch times by priority and the total number of calls entered based on the source (dispatched, self-initiated and NERS) will be provided to the Communications Unit by the Information technology Section.

D. Inaccurate information identified in these reports will be addressed on an individual basis.

E. Weekly, Monthly, and Quarterly Reports will be shared with all Communications personnel for familiarity of the quality and efficiency of service being delivered.

III. Performance Measurement Personnel Training: **(CALEA 2.5.1 b)**

Communications Supervisors will be trained in the process of measuring performance to promote understanding of general performance measurement concepts and implementation of specific performance measurement techniques.

A. Supervisors will be knowledgeable of the NENA call answering standards and utilize the daily ECaTs reports to ensure their shifts are functioning within the mandated guidelines.

B. Supervisors performing Quality Assurance will be trained on the Emergency Police Dispatch Protocol (EPD) System and Emergency Dispatch Quality (EDQ) Management to be able to analyze and interpret the reports provided by National Q.

C. Supervisors will familiarize themselves with the dispatch policies pertaining to the allotted time for dispatching calls based on the prioritization.

IV. Feedback: **(CALEA 2.5.1 e)**

The Unit Commander along with the supervisors will meet monthly to discuss the results of the data provided and identify any deficiencies in staffing based on call volume, training needs, and/or capital improvements, which could include equipment and software upgrades. Additionally, meetings will be held with outside personnel to include, but not limited to, Fire Rescue, Information Technology, Field Operations Division, and neighboring agencies to obtain feedback and ensure a professional level of service is being delivered.

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS UNIT

STANDARD OPERATING PROCEDURES

SOP   **49**

SUBJECT: **RECRUITMENT / EQUAL EMPLOYMENT OPPORTUNITY PLAN (CALEA 4.1.3 a-e)**

PURPOSE: To establish a recruitment plan that is in compliance with the Department's Equal Employment Opportunity policy.

SCOPE: The City of Miami Communications Unit strives to maintain an ethnic and gender composition in approximate proportion to the makeup of the available workforce in its service area and directs its recruitment efforts towards that goal.

To promote the recruitment of qualified personnel, the City of Miami Police Department's Recruitment and Selection Unit, under the supervision of the Administration Division's Personnel Resource Management Section Commander, shall be responsible for the development, implementation, review, and revision for the Department's recruitment plan. Records of recruitment activities and Affirmative Action plans and activities shall be maintained by the Recruitment and Selection Unit.

Unit Commander
Communications Unit

6/13/19

Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 49
(Continuation)

I.   The City of Miami Communications Recruitment Plan shall comply with statutory and constitutional requirements and include these elements:

   A. A statement of measurable objectives.
   B. A statement identifying any impediments in the recruitment process and specific steps taken to overcome the impediments.
   C. An evaluation of progress toward stated goals.
   D. Procedures for seeking assistance and input from various community organizations and key community leaders.
   E. A statement of the Miami Police Department's Communications Unit authorized, budgeted and actual strength.

II.   Recruiting needs should be determined through the use of progressive management principles and techniques to include:

   A. An analysis of demographic and geographic features of the agency's service area.
   B. Specific knowledge of past recruiting efforts by similar agencies.
   C. Evaluate job fair and community events available to promote.
   D. Prepare after-action reports evaluating job fairs and community events for potential applicant opportunities.
   E. Utilize online, social media, and other technological resources for recruiting and marketing.

III. Equal Employment Opportunity Statement and Policy:

   The City of Miami is an equal opportunity employer and strictly prohibits discrimination against any employee or applicant for employment purposes because of an individual's race, color, religion, age, gender, disability, national origin, genetic information, sexual orientation, gender identity/reassignment or expression , military or veteran status, marital status, or any characteristic protected by applicable law. The City of Miami Administrative Policy for Equal Employment Opportunity (APM I-3) is readily available online.

IV.   The City will provide reasonable accommodation to qualified individuals with disability consistent with the American Disabilities Act, as amended.

   All employment decision, including but not limited to those involving recruitment, selectin, promotion, training, compensation, benefits, transfer,

discipline, and discharge shall be free from unlawful and prohibited discrimination.

V.   Annual Analysis:

An annual analysis, due in January, shall be conducted on the Recruitment Plan and shall include:

A. Progress made on stated objectives.
B. Revisions, to the plan, as needed in order to achieve the stated objectives.