



SOUTH MIAMI POLICE DEPARTMENT

GENERAL ORDER NUMBER: 33.1	DATE OF ISSUE: July 31, 2011	EFFECTIVE DATE: August 1, 2014	NUMBER OF PAGES: 06
CFA STANDARD: 25 SUBJECT: <i>Communications - ADMINISTRATION</i>	NEW (X) RESCINDS (X) AMENDS () OTHER ()	By Order Of:  Rene Landa, CHIEF OF POLICE	

CFA STANDARD:
SECTION:

- 33.1.1 Communications Center Established**
- 33.1.2 Operations Meet Federal Communications Commission (FCC) Requirements**

RESCINDS: All existing orders in conflict.

PURPOSE: To establish departmental policy and provide guidelines for the Communications Center; to maintain compliance with Federal Communications Commission (FCC) requirements.

SCOPE: All departmental personnel.

POLICY: The South Miami Police Department will operate and maintain a Police Communications System to support the department's functions with radio communication and information retrieval, to respond to routine and emergency needs of the law enforcement function and the community, and all radio communications operations will be conducted in accordance with the procedures and requirements of the Federal Communications Commission (FCC).

PROCEDURE:

33.1.1 Communications Center Established

The South Miami Police Department Communications Center is established as a functional component of the Communications Division for the purpose of providing radio dispatch and complaint reception services for the South Miami Police Department and the City of South Miami jurisdiction. Communications interface with local, state, and Federal agencies is provided through radio networks, telephone/teletype links, and computer-based information systems. Information concerning registration, impoundment,

and motor vehicle theft and recovery is also received and disseminated by the Communications Center.

- A. The South Miami Police Department maintains its own Communications Center and it operates on a 24-hour, seven-days-a-week basis. It is part of a shared or multi-jurisdictional entity; all of the South Miami Police Department's radio communications are handled via the Miami-Dade County Police Radio frequencies.
- B. The South Miami Police Department Communications Center is composed of two functions. Each function has its own duties and responsibilities; however, these duties are assigned to the same dispatcher(s).
 1. Complaint Function:
 - a. Receives and evaluates requests for police services from non-emergency telephone lines.
 - b. Relays information to and from police units regarding citizens' requests for service and assistance needed by field units.
 - c. Receives inquiries from the public and provides general information or referrals.
 - d. Transmits message recovery information to the proper departmental entity or originating agency.
 - e. Utilizes computer information systems to provide clearance checks on subjects, vehicles and other property to police units.
 - f. Enters and updates messages in the Florida Crime Information Center (FCIC) and National Crime Information Center (NCIC).
 - g. Makes landline calls as directed by patrol units, sergeants, staff.
 - h. Monitors the telephone system (TDD) for the deaf.
 2. Dispatch Function:
 - a. Deploys field and support units to the scene of routine and emergency incidents through voice radio transmissions and CAD messaging.
 - b. Monitors and updates the CAD system and disseminates messages over the computer-based information network as requested.
 - c. Relays requests and information from field units to the complaint section or appropriate agency for processing.
 - d. Receives, transmits accurately, and maintains any orders, instructions or information from patrol supervisors to designated units.
 - e. Monitors the Miami-Dade Police Department/Kendall District radio frequency and the "SMPD" frequency; makes landline calls as directed by patrol units.
 - f. At the beginning of each shift, the on-duty sergeant will provide Communications Personnel with the on-duty shift line-up; dispatch

personnel will enter this information into the CAD system for patrol and response usage.

C. Rules of Conduct: All rules are mandatory unless changed by formal directive from the Chief of Police.

1. All Communications Personnel are required to learn and perform all functions listed under their specific job description as well as any other functions deemed necessary by the Chief of Police.
2. It is the responsibility of the person going off duty to advise the on-coming shift of any incidents, teletype entries, special orders or activities that they may be required to deal with. Relieving personnel will review with the person leaving and will ask any necessary questions prior to taking over.
3. All matters related to the Communications Center and the South Miami Police Department is considered confidential and must not be discussed with unauthorized personnel.
4. The Communications Center will be kept neat and orderly at all times.
5. No cursing, yelling, or physical horseplay is permitted in the Communications Center.
6. Putting feet up on desks or sleeping on duty is not permitted.
7. All persons contacting the Communications Center, including walk-ins, requests via radio, or telephone calls will be addressed in a courteous manner. Improper or disrespectful comments will not be used, nor will the voice display irritation, sarcasm, anger or other improper emotion.

D. Uniform: All Communications Personnel will wear the full issued uniform consisting of a uniform shirt, pants, belt and closed toe style shoes. Uniforms will be neat and clean.

1. No civilian attire is permitted to be worn in conjunction with the uniform while on duty, or when traveling to and from work unless the uniform is not visible.
2. A department issued jacket may be worn.
3. Jewelry worn will not be excessive or gaudy and will not distract from the professional appearance of the uniform or impair job performance.

- E. Work Assignments: All on-duty Communications Personnel will remain within the physical confines of the Communications Center unless authorized to be elsewhere.
1. Work schedules will be bid for, by seniority, on a semiannual basis. The Administrative Major reserves the right to place Communications Personnel on specific shifts if the need arises.
 2. When workload permits, a one-half hour meal break will be taken. Two fifteen minute break are also available to Communications Personnel, if needed, for bathroom or personal reasons. Only one Communications Officer may be on a break at a time within the Communications Center.
 3. Vacation or comp time must be requested in writing in advance. Only one Communications Officer per shift will be granted vacation or comp time, unless prior approval is obtained by a supervisor.
 4. Communications Personnel who are unable to report to work because of illness or other emergency will notify the Communications Center at least two (2) hour prior to their scheduled reporting time.
 5. Shift Exchanging: A shift exchange is any change in schedule whereby two or more Communications Personnel exchange shifts among themselves. All requests for permission to exchange shifts will be submitted at least 24 hours prior to the start of the requested shift exchange.
 - a. Each request will be made on an “inter-office” memorandum and will contain the dates, shifts and name of the other dispatcher involved in the exchange.
 - b. Each request will be signed by all dispatchers involved in the exchange.
 - c. All shift exchange requests will be approved based upon the needs of the South Miami Police Department and with the understanding that shift exchanging is a privilege, not a right.
 6. Riding Assignments: Communications Personnel may ride as observers with patrol officers while on an on-duty basis ONLY. Prior supervisory approval is necessary and this can only be made when there are at least two (2) dispatchers assigned to the affected shift.
 7. Overtime will only be permitted by authorization of a department supervisor. Overtime slips must be filled out on the day the overtime is worked and signed by the Communication Supervisor.

8. If necessary, the Communication Supervisor may mandate overtime shift(s) during an unexpected personnel shortage (i.e. personnel calling out sick, family emergency, etc.).

F. Communications Center Safety Rules:

1. Never attempt to repair any equipment in the Communications Center unless you are qualified and authorized to perform the repair.
2. Report all mechanical defects immediately to the Communication Supervisor.
3. Keep the floor clear of anything that might cause a fall or injury.
4. Chair Safety: Never use a chair in place of a ladder. Sit in your chair properly, avoid “free falling” into the chair when sitting down and do not lean too far backwards.
5. Console Safety: Keep cabinets closed, wastebaskets in place and any moveable objects from where you might knock into them.
 - a. Do not stand on the desk for any reason.
 - b. Never spray any chemicals, deodorants, hairsprays or similar substances at or near the console/desk area.
 - c. Keep all food and drinks away from the computer equipment.

33.1.2 Operations Meet Federal Communications Commission (FCC) Requirements

- A. The Federal Communications Commission (FCC) is a regulatory agency whose main purpose is to manage the use of the radio spectrum in a manner that protects the public interest. **All Police Department radio operations will be conducted in accordance with FCC procedures, regulations and requirements.**
- B. The following items list the most important operating rules and regulations in the **Public Safety Radio Services requirements of the FCC** that the South Miami Police Department Communications Center **will** adhere to:
 1. Communications involving the safety of life and property will be a priority;
 2. False calls, false or fraudulent distress signals, unnecessary and unidentified communications, obscene, indecent, and profane language, and the transmission of unassigned call signs are prohibited;

3. Dispatchers are required to monitor the frequency on which they intend to transmit to ensure that their transmission does not interfere with other personnel using the same frequency;
 4. All radio transmissions will be restricted to a minimum practical transmission time.
 5. Inspections: Communications equipment will be available for inspection at any reasonable hour.
- C. A copy of the FCC Radio Station License will be maintained by the Miami Dade Police Department.