



# SOUTH MIAMI POLICE DEPARTMENT

<b>GENERAL ORDER NUMBER:</b> 33.3	<b>DATE OF ISSUE:</b> July 31, 2011	<b>EFFECTIVE DATE:</b> August 1, 2014	<b>NUMBER OF PAGES:</b> 06
<b>CFA STANDARD:</b> 25 <b>SUBJECT:</b> <i>Communications - FACILITIES, EQUIPMENT, SECURITY AND KEY CONTROL</i>	<b>NEW (X) RESCINDS (X)</b>  <b>AMENDS ( ) OTHER ( )</b>	<b>By Order Of:</b>    <b>Rene Landa,</b> <b>CHIEF OF POLICE</b>	

**CFA STANDARD:** 25.01M, 25.10

**SECTIONS:**

- 33.3.1            Communications Center Security**
- 33.3.2            Alternate Power Source**
- 33.3.3            Telephone System**
- 33.3.4            Mobile/Portable Radios**
- 33.3.5            Station Security**
- 33.3.6            Key Control**
- 33.3.7            KeyTrak**

**RESCINDS:** All existing orders in conflict.

**PURPOSE:** To establish departmental policy and guidelines for security measures for the South Miami Police Department Communications Center. These measures include limited access, equipment protection, and back-up resources; to provide procedures for maintaining sufficient communication capabilities on a 24-hour basis.

**SCOPE:** All departmental personnel.

**POLICY:** It is the policy of this department to maintain proper radio communications throughout any emergency or situation, and to maintain the safety and security of the Communications Center.

**PROCEDURE:**

**33.3.1            Communications Center Security**

- A. The following personnel are authorized to access the South Miami Police Department Communications Center: [CFA 25.01M(a)]

1. Chief of Police
  2. Supervisors
  3. Communications personnel
  4. Accreditation Manager
  5. Personnel relieving a communications dispatcher upon request
  6. Maintenance and repair personnel (with prior approval of a supervisor)
  7. Any other personnel authorized by a supervisor, when admittance of such personnel is immediately necessary to accomplish a task, and other methods are either unavailable or impractical.
- B. South Miami Police Department base radio equipment and CAD system are located in the Communications Center at police headquarters. Only authorized personnel are permitted to use Communications Center related equipment. **Personnel authorized to enter the Communications Center will leave promptly upon completion of necessary business.**
1. Doors to the Communications Center are to remain closed and locked at all times. The on-duty Dispatcher(s) may at any time direct anyone interfering with the communications function to leave the Center.
- C. In the event of a power failure, the Department has a backup emergency generator designed to start automatically. All computers and communications equipment are also attached to uninterrupted power supply systems which will supply emergency power until the generator is in full operation. The generator powers the entire headquarters building, including the Communications Center. [CFA 25.01M(b)]
1. In the event of a power failure, the dispatcher will notify the shift supervisor and the Assistant Chief of the failure. The appropriate repair personnel will be notified in order to restore power and to get all of the necessary equipment functioning. Considering the nature of the problem, repair personnel may include City of South Miami Public Works, Florida Power and Light Company, Miami-Dade Fire Department, ATT Telephone Company, and/or a communications/computer repair service contracted to handle such occurrences.
  2. In the event of a loss of power and malfunction of the emergency generator, Communications personnel should immediately test communication availability by portable radio. If communication is not possible, the communications dispatcher will notify the shift supervisor and Assistant Chief. Communications personnel will also notify Public Works of the situation.
- D. Security for South Miami Police Department transmission lines, antennas, and power sources are provided by a combination of buried lines, repeater stations,

back-up generator power, and security cameras monitored in the Communication Center. [CFA 25.01M(c)]

- E. If an equipment failure significantly impairs the efficiency or effectiveness of the Communications Center, prompt and immediate remedial action will be taken. If such a failure does occur, the shift supervisor and Assistant Chief will be advised immediately.

### **33.3.2 Alternate Power Source [CFA 25.10M]**

- A. The Department has a backup generator located at the South Miami Police headquarters. This generator automatically activates when the commercial power supply is interrupted. The generator provides power to the entire police department, including the Communications Center and radio and telephone systems.
- B. The generator is programmed to self-test according to manufacturer recommendations (once a week on Wednesdays for approximately 15 minutes). The generator is inspected monthly and maintained by the City Public Works Department.
- C. To ensure continuous emergency communications capability, the Department and Communications Center are also equipped with uninterrupted power supply systems which will supply emergency power to the individual radio and computer terminals until the generator is in full operation.

### **33.3.3 Telephone System**

- A. The telephone system operated by the South Miami Police Department Communications Center provides the means for those persons within the City of South Miami to report police, fire or medical emergencies immediately.
- B. 9-1-1 Calls are dispatched by Miami-Dade Police Department. To ensure that a citizen calling a 9-1-1 line for an emergency does not receive a busy signal, the 9-1-1 system is linked to other emergency lines and an overload of emergency calls will be routed to a vacant emergency telephone line.
- C. The police department maintains telephone trunk lines for non-emergency services and administrative business. These lines automatically rotate to another number if the dialed number is busy. Additionally, there are lines dedicated to the administrative functions, such as the Office of the Chief of Police, the Assistant Chief, Administration Bureau Captain, and the Accreditation Manager to help free

up Communications personnel to handle emergencies and other important police related matters.

#### **33.3.4 Mobile/Portable Radios**

- A. The communications system for the South Miami Police Department has multi-channel base and portable radio equipment capable of two-way operation on a joint public safety frequency. This permits an uninterrupted flow of information between the South Miami Police Department, the Miami Dade Police Department, and Miami-Dade Fire/Rescue.

#### **33.3.5 Station Security**

- A. Station Security is monitored by Communications Officers. The Administrative Bureau is responsible for the overall security of the facility. It will be the responsibility of every member of the Police Department to promote and enforce station security. Members will be responsible for reporting any breach of security (unauthorized or suspicious person, package, activity, etc.) to the Shift Commander.
- B. Card Key Access: The employees of the city are issued access cards to provide them with access to authorized areas of the City Hall and Police Department. Some City Hall employees and handicapped persons utilize the elevator in the police department to go to the second floor of City Hall. City employees must have their City identification card visible while entering or exiting the building via the police department. Handicapped civilians utilizing the elevator to the second floor of city hall will be escorted by an employee of the department they are visiting.
- C. Issuance of Access Cards: Access cards are issued by the Communications Supervisor. The access cards are the property of the City and it is the employee's responsibility to maintain control of them. If an access card is lost or stolen, it must be reported immediately to the Shift Commander. Loss will be reported to the Communication Supervisor for removal from the system and the issuance of a new card.
- D. Unauthorized Access: It is the responsibility of each employee to challenge anyone in the police department who unfamiliar and is not escorted by an employee. These persons shall be properly identified and if unauthorized, escorted to the front lobby area or out of the building.
- E. Abuse of Station Security: Employees shall not willfully abuse any part of the security system, and shall report any abuse by others to the Shift Commander. Employees shall not allow unauthorized persons access (following through door) into the police building.

- F. Police Employees shall utilize the issued parking permit when parking non city owned vehicles in the City Hall area parking lots. All vehicles shall be parked in designated parking spaces only.

### **33.3.6 Key Control**

- A. Access to the key box in the communications center is restricted to:
  - 1. Chief of Police
  - 2. Supervisors or Acting Supervisors
  - 3. Accreditation Manager
  - 4. Officers, with permission from a supervisor or acting supervisor
  - 5. Service personnel
- B. The key log shall be utilized and completed. A dispatcher shall ensure that the key log is completed and that the key is returned.
- C. A key audit shall be completed daily by each shift. The dispatcher shall complete the audit. The Communication Supervisor shall ensure compliance. Missing keys shall be reported to the Communication Supervisor.

### **33.3.7 KeyTrak**

KeyTrak Management System: is a computerized key control management system designed to provide key control and to provide a verifiable audit trail and reporting functions. The KeyTrak Management System reduces the expenses associated with theft, liability, and replacing lost keys.

- A. The KeyTrak Management System consists of a touch-screen monitor where users enter their password and utilize a biometric fingerprint reader. Once a user has successfully logged in, the user is given a list of keys accessible to that individual. The user then selects from the list what equipment they will be using, and only the selected doors open. The doors then lock automatically once closed. Once logged in, a user is only allowed access to the keys assigned to that individual. Users can be assigned a single key or a series of keys. This transaction will be video recorded by KeyTrak.
- B. The Communications Supervisor will be designated as the administrator of the KeyTrak Management System. The Fleet Maintenance Supervisor shall receive routine computer generated audits of the KeyTrak Management System.
- C. A complete set of keys for all departmental spare vehicles and selected entry points will be contained in the KeyTrak Management System.

- D. Excluding assigned take home vehicles, all employees will utilize keys issued by this department from the KeyTrak Management System. At no time will an employee utilize a vehicle without first obtaining that key from the KeyTrak Management System.
- E. When the use of a key from the KeyTrak Management System is no longer required, or at the end of the shift, the employee will return the key(s) to the KeyTrak Management System, unless the key is for a vehicle that will be used for more than one day. If a key is not returned within three days, KeyTrak will send an email to the employee's supervisor as a notification.
- F. If an employee loses a key from the KeyTrak Management System, the employee will be responsible for the replacement of the key along with the KeyTrak Management System locking mechanism. Replacement costs will be determined by the vendor; as of the date of this policy, the cost is \$50.
- G. Using keys from KeyTrak to make spares for personal use is prohibited.
- H. In an emergency, if a supervisor needs access to a key, that supervisor will contact the Chief of Police or his designee, who will allow KeyTrak to release the key via his computer, or will contact the KeyTrak administrator, who will allow KeyTrak to release the key via her computer.