Communications SOP

Coral Springs Police Communications Unit Standard Operating Procedures

Communications S.O.P. Table of Contents

CHAPTER ONE
INTRODUCTION TO THE COMMUNICATIONS UNIT

I. INTRODUCTION

A. General

1. The Communications Center performs a critical function in the police department. The Communications Center receives large quantities of calls for service from the community resulting in dispatching police, fire, and rescue resources as required. Communications is the first point of contact for emergency situations.

2. Personnel that operates the communications equipment are known as Public Safety Telecommunicators. The equipment can consist of utilizing radio, telephone, computers, or other electronic devices. Public Safety Telecommunicators must know the capabilities and limitations of the system they are authorized to operate. Public Safety Telecommunicators must familiarize themselves with the organization of the department in order to route calls properly. In addition, they must be aware of equipment and resources available to the department for the performance of regular and emergency duties.

3. Public Safety Telecommunicators are responsible for monitoring all the communications within a specific geographic area, therefore they must be familiar with the geographic layout. Radio operation is required to comply with the Federal Communications Commission (FCC) Rules and Regulations that govern our functions as a public-safety Communications Center. The FCC issues radio talk groups for the use of public safety personnel. The FCC ensures the agency maintains licenses for all assigned talk groups and regulates the proper use of the radio. The FCC rules and regulations are as follows:

a. All Public Safety Telecommunicators shall maintain professional dialogue when transmitting over a radio.

b. All radio transmissions between the Public Safety Telecommunicators and field units shall be restricted to the minimum dialogue necessary to dispatch calls for service and business-related communications between personnel.

     c. Any unprofessional dialogue transmitted over the radio should be reported to the Shift Supervisor.

     d. The Shift Supervisor shall notify the field supervisor of the violation. If the matter is not resolved, the Communications Center Manager shall be made aware for further intervention.

B. Specific

     1. Coral Springs Police and Fire Departments Communications is a designated Public Safety Answering Point (PSAP) and is responsible for dispatching police, fire, and medical calls for the City of Coral Springs, as well as fire and medical calls for the City of Parkland. In addition, we handle calls for service of crimes, as well as, fire and medical calls that occur on the Sawgrass Expressway. Any call that is on the Sawgrass Expressway from 441 South to Commercial Blvd shall have a police and/or fire unit dispatched as appropriate. These services are provided twenty-four hours a day.

     2. The center has an Enhanced 9-1-1 emergency telephone system, and access to nationwide law enforcement records and communications via the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC). Calls for service are processed via a computer-aided dispatching system, known as the CAD system.

II. MISSION STATEMENT

To dedicate ourselves to deliver the vital link between the community and emergency services while maintaining professionalism, integrity, and quality.

III. CODE OF ETHICS

Communications personnel shall abide by the following code of ethics:

I acknowledge respect for human life, recognizing diversity among the members of the communities and departments I serve.

I shall exhibit honesty and integrity through ethical behavior.

I shall be obedient to the laws of the City of Coral Springs, the State of Florida, and the United States of America.

I shall not, in the performance of my duty, work for personal advantage or profit.

I shall, at all times, recognize that I am a public servant, and that ultimately, I am responsible to the public.

I shall give the most efficient, impartial and courteous service of which I am capable at all times.

I shall regard my fellow employees with the same standards as I maintain myself.

I shall accept responsibility for my actions.

I shall recognize the positive relationship between good physical and mental conditioning and the performance of my duties.

I shall do only those things that will reflect honor on my fellow employees, my supervisors, my agency, and myself.

CHAPTER TWO
COMMUNICATIONS UNIT DUTIES AND RESPONSIBILITIES

I.   ORGANIZATIONAL CHART

   A. The Coral Springs PSAP organizational chart is as follows:

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                    CHIEF OF POLICE

                    DEPUTY CHIEF
                    ADMINISTRATION

                   COMMUNICATIONS
                   CENTER MANAGER

        PRINCIPAL OFFICE
        ASSISTANT TO
        MANAGER

        COMMUNICATIONS          COMMUNICATIONS
        TECHNICAL               TRAINING
        COORDINATOR             COORDINATOR

  COMMUNICATIONS      COMMUNICATIONS      COMMUNICATIONS
  SHIFT SUPERVISORS   SHIFTS SUPERVISORS  SHIFT SUPERVISORS
  (BRAVO SHIFT)       (CHARLIE SHIFT)     (ALPHA SHIFT)

     - PUBLIC SAFETY     PUBLIC SAFETY       PUBLIC SAFETY
     TELECOMMUNICATORS   TELECOMMUNICATORS   TELECOMMUNICATORS
     - EMERGENCY CALL
     TAKER
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II. COMMUNICATIONS CENTER MANAGER

A. The Communications Center Manager reports directly to the Deputy Chief of Administration. This is a non-sworn, specialized supervisory position in the area of public safety (police and fire**)** communications**.**

B. Responsibilities

1. Manages, evaluates, and monitors administrative support staff and communications supervisors; coordinates and manages all Communications Center functions 24/7/365 to ensure the accomplishment of departmental schedules, goals, and objectives.

2. Evaluates:

a. The Communications Technical Coordinator

b. The Communications Training Coordinator

c. The Communications Shift Supervisors

d. The Principle Office Assistant

3. Reviews evaluations for:

a. Public Safety Telecommunicators

b. Emergency Call Takers

4. Develops, implements, and maintains policies and procedures for the Communications Center to promote maximum office efficiency and effectiveness.

5. Manages all departmental technical equipment and systems to promote maximum office efficiency and effectiveness of all operations; researches and implements upgrades and/or replacements.

6. Supervises telephone calls through the police and fire communications system; ensures appropriate prioritization of emergency and non-emergency situations and needs; ensures appropriate communication support is provided to law enforcement officers and fire personnel to maximize personnel safety;

monitors appropriate procedures for routing information to police, fire, and medical units.

7. Manages CAD systems and file maintenance, trunked radio systems and corresponding equipment, conventional radio data network and laptop computers (MDT's), Enhanced 911 system, logging recorder, and instant playback equipment.

8. Ensures programming of all city owned radio equipment; maintains inventory records and databases; issues equipment to appropriate personnel.

9. Develops and implements dispatching procedures of police and fire vehicles/personnel to emergency and non-emergency requests for assistance based on zone assignment and availability.

10. Ensures compliance with all FDLE regulations for the FCIC/NCIC.

11. Ensures all appropriate authorities of missing children information and accident reports involving children are notified; ensures all hospitals and emergency medical staff are notified of incoming patient information.

12. Maintains FCC licenses and ensures compliance with all applicable federal regulations and guidelines.

13. Develops and administers unit's operating, capital and Emergency-911 budget.

14. Serves as person of contact with all PSAP's in the County to ensure interoperability.

15. Ensures that accreditation standards and performance standards are met.

III. COMMUNICATIONS TECHNICAL COORDINATOR

A. The Communications Technical Coordinator reports directly to the Communications Center Manager. This is a non-sworn, specialized supervisory position in public safety (police and fire) communications.

B. Responsibilities:

1. Radio system manager for the Coral Springs public safety and local government trunked radio systems and corresponding equipment. Responsible for programming the citywide radios. Upkeep of code plug updates for radios and communicates to radio users when update is complete. Maintains proper certifications for radio programming and code plugs up to date and any emerging technology. Maintains radio, equipment and accessories inventory.

2. Manages departmental technical equipment and systems in relation to the Communications unit and keeps updated on the latest technology and cutting-edge solutions. Manages security access to CJIS; DAVID; NCMEC; VIPER; VIP/Replay playback software; and VPI/Replay quality assurance software. Troubleshoots problems that may arise for the Communications unit. Understanding of the critical facility components such as emergency generator and UPS systems.

3. CAD system administrator. Manages the OSSI CAD system and file maintenance, including reviewing and evaluating dispatch procedures of police and fire vehicles/personnel via OSSI CAD to emergency and non-emergency requests for assistance based on zone assignment and availability. Manages appropriate procedures through CAD for routing information to police, fire and medical units. Ensures that geographic configurations and unit assignment are correct in the OSSI CAD.

4. Monitors radio communications and contact with officers and firefighters to ensure administrative support is provided accurately and efficiently.

5. Works alongside the Communications Training Coordinator to keep updated on CAD issues that relate to training.

6. Works with various vendors such as AT&T; Motorola; Replay Systems; Intrado; and the Broward County Office of Regional Communications and Technology on various technical issues.

7. Serves as Communications 9-1-1 records custodian, which includes attendance at court for duties that correspond to the 9-1-1 records custodian. Handles tape and recording requests for Internal Affairs investigations. Handles record requests from the City Attorney's Office and the City Clerk. Provides copies of tapes for the State Attorney's Office.

8. Evaluates FCIC access for sworn Law Enforcement Officers, Traffic Accident Investigators, and civilian members of the department.

9. Conducts risk analysis reviews of the Communication Center and makes needed corrections to ensure the unit is a safe environment.

10. Assists with budget preparation and monitors various expense items.

11. FEMA certified Communications Unit Leader; writes FEMA operations; plans for various events.

12. Performs duties of an Emergency Call Taker, Telecommunicator, and Shift Supervisor as necessary, for a minimum of 10 hours per month.

IV. COMMUNICATIONS TRAINING COORDINATOR

A. The Communications Training Coordinator reports directly to the Communications Center Manager. This is a non-sworn, specialized supervisory position in public safety (police and fire) communications.

B. Responsibilities:

1. Develops, implements, and evaluates the effectiveness of the Communications Unit training procedures, tactics, and results. Provides feedback regarding employees' progress through the various training classes. Makes appropriate recommendations as a result.

2. Responsible for the training and certifications of staff to ensure that all licenses and certifications are in compliance with State and Federal guidelines. Tracks the status and provides various reports.

3. Instructor for new CTO's and guides the Communications Training Officers. Manages and coordinates the Communications Training Officer (CTO) program.

4. Trains and evaluates progress of employees through continuing education programs that occur in-house or scheduled training seminars offered throughout the tri-county area.

5. Responsible for the CALEA communications programs, manuals, communications standards, and the accreditation process. Assists in managing the CALEA certification files; interprets CALEA communications standards; provides reading and writing directives that meet accreditation compliance; identifies and documents CALEA compliance; and maintains accreditation files through use of PowerDMS.

6. Instructor for Citizens Police Academy, Criminal Justice Operations Course students, and any other City of Coral Springs educational event in reference to the Communications Unit.

7. Brings and keeps up to date training materials to adhere to the State and Federal Guidelines.

8. Performs duties of an Emergency Call Taker, Telecommunicator, and Shift Supervisor as necessary, for a minimum of 10 hours per month.

V. COMMUNICATIONS SHIFT SUPERVISOR

A. The Communications Shift Supervisor reports directly to the Communications Center Manager. This is a non-sworn, specialized supervisory position in dispatching police, fire, medical, and other emergency and non-emergency personnel. There is always at least one supervisor on duty on every shift.

B. Responsibilities

1. Supervises, assists, schedules, and evaluates daily emergency response operations and personnel of the Communications Center.

2. Supervises telephone calls through the police and fire communications system; ensures appropriate prioritization of emergency and non-emergency situations and needs; ensures appropriate communication support is provided to law enforcement officers and fire personnel to maximize personnel safety; monitors appropriate procedures for routing information to police, fire and medical units.

3. Reviews, evaluates, and maintains accuracy of CAD system, e.g., geography, employee files, business callouts, phone lists, call type, recommended response assignment, CAD commands, and units.

4. Supervises the dispatching procedures of police and fire vehicles/personnel to emergency and non-emergency requests for assistance based on zone assignment and availability.

5. Monitors radio communications and contact with officers to ensure administrative support is provided accurately and efficiently.

6. Trains and evaluates employees. Works with supervisors to evaluate and improve training programs. Teaches classes as requested by the Communications Training Coordinator.

7. Enters critical information into the FCIC/NCIC systems for the dissemination of information on Risk Protection Orders (RPO's), articles, boats, guns, persons, tags, vehicles, vehicle parts, and other required data.

8. Reviews and notifies appropriate authorities of missing children information, accident reports involving children; notifies hospitals and emergency medical staff of incoming patient information.

9. Ensures communication and assistance with each caller is provided equally without regard to age, race, sex or dialect; identifies emergency or potential crisis situations and adjusts dialogue or activities accordingly; attempts to calm frantic or fearful callers.

10. Utilizes the records retrieval system to file paperwork, retrieves information as necessary, and organizes emergency records.

11. Compiles performance reviews for employees. Performs daily reviews for trainers; quarterly reviews for probationary employees that have completed training; semi-annual reviews for regular employees; annual reviews for all Emergency Call Takers and Telecommunicators.

12. The Communications Center Manager shall appoint a Communications Shift Supervisor to act as the Accreditation Manager for the CALEA Communications accreditation process. Once appointed, they shall receive CALEA Accreditation Manager training within one year and shall be responsible for providing accreditation training to other personnel assigned to assist with the accreditation process.

13. The Communications Center Manager shall appoint a Communications Shift Supervisor to act as the FCIC Agency Coordinator (FAC). The FAC shall

ensure compliance with the Legal and Policy Requirements contained within the CJIS User Agreement and facilitate communication between FDLE, CJIS and the USER Agency regarding FCIC related matters. The FAC shall maintain a current CJIS Limited or Full Access Certification and shall have attended a TAC training class within the last 5 years or attend FAC training within six months of being assigned to this designation.

14. Performs all duties of the Emergency Call Takers and Public Safety Telecommunicators as necessary.

   a. When there is one supervisor on-duty, that said supervisor will be the last to answer the phones, if at all possible.

      1) Police main channel and Fire main channel are usually unable to answer 9-1-1 calls. If they do answer a call and it needs to be dispatched, delegate the call or ensure another PST dispatches the call.

      2) If info channel is busy running multiple people, all PST's are busy on any said channel, and there is a 9-1-1 hang-up, assist with the call back.

   b. When there are two or more supervisors at any given time, the supervisor sitting at the supervisor console shall assume the role of the Shift Supervisor (unless you communicate with your co-supervisor and take turns in a different manner due to responsibilities). The other supervisor(s) is still a supervisor; however, the additional supervisor(s) shall assist with answering the phones or help with a radio position.

   c. If there is more than one supervisor working and only three PST's, the supervisor shall take a rotation of Police main channel, if at all possible. Back-up console should never be empty. If there is not a PST occupying that seat, then one of the supervisors shall do so.

13. Has the ability to run the room if a substantial incident occurs.

VI.   PUBLIC SAFETY TELECOMMUNICATOR

A. The Public Safety Telecommunicator reports to a Communications Shift Supervisor. This is a specialized, non-sworn position receiving, screening, and dispatching calls for service over a police and fire-rescue communications system equipped with Enhanced 9-1-1 and computer-aided dispatch (CAD).

B. Responsibilities:

1. Operates a multi-line call system to receive 9-1-1 emergency and non-emergency calls and operates basic office equipment.

2. Receives telephone calls through the police and fire communications system; assumes control of the conversation; ascertains the nature of the call; prioritizes emergency and non-emergency situations and needs; routes information to the appropriate police, fire, and medical units. Provides essential emergency instructions to callers prior to the arrival of police or fire units.

3. Alerts other agencies (hospitals, air rescue, etc.) as needed regarding the status of emergency transport.

4. Enters information from callers into a CAD system or prepares complaint cards.

5. Dispatches police and fire vehicles/personnel to emergency and non-emergency requests for assistance based on zone assignment and availability. Determines appropriate apparatus needed to be dispatched for each call. Multitasks between phone, radio, and dispatch. Tracks and logs available and unavailable units in the field.

6. Monitors radio frequencies and maintains open contact with officers to provide administrative support as needed.

7. Enters critical information into the FCIC/NCIC systems for the dissemination of information on articles, boats, guns, persons, tags, vehicles, vehicle parts, and other required data.

8. Researches status of guns, vehicles, parts, boats, and other items to determine if they are stolen. Then notifies the appropriate agency of the results of their research.

9. Calls for tow trucks and taxis; requests specialty units and outside agencies for mutual aid as needed.

10. Notifies the appropriate authorities of missing children information, accident reports involving children; notifies hospitals and emergency medical staff of incoming patient information.

11. Communicates and assists each caller equally without regard to age, race, sex or dialect; identifies emergency or potential crisis situations and adjusts dialogue or activities accordingly; attempts to calm frantic or fearful callers.

12. Utilizes the records retrieval system to file paperwork, retrieves information as necessary, and organizes emergency records.

VII.   EMERGENCY CALL TAKER

A. Emergency Call Taker is a specialized, non-sworn position receiving, screening, and entering messages via an enhanced 9-1-1 system and computer aided dispatch system. Emergency Call Takers report to a Communications Shift Supervisor.

B. Responsibilities

1. Operates a multi-line call system; operates basic office equipment.

2. Receives telephone calls through the police and fire communications system; assumes control of the conversation; ascertains the nature of the call; prioritizes emergency and non-emergency situations and needs; routes information to dispatchers.

3. Enters information from callers into a CAD system or prepares complaint cards.

4. Enters critical information into the FCIC/NCIC systems for the dissemination of information on articles, boats, guns, persons, tags, vehicles, vehicle parts, and other required data.

5. Communicates and assists each caller equally without regard to age, race, sex or dialect; identifies emergency or potential crisis situations and adjusts dialogue or activities accordingly; attempts to calm frantic or fearful callers.

6. Utilizes the records retrieval system to file paperwork, retrieves information as necessary, and organizes emergency records.

VIII.   SPECIALIZED POSITIONS

There are assignments within the Communications Center that require specialized training. These are: Communications Training Officer (CTO) and SWAT Dispatcher. Training is acquired through formal classroom training and/or practical scenario training depending on the position. These programs shall be reviewed annually at the direction of the Communications Center Manager to determine whether they should be continued.

A. Communications Training Officers (CTO's)

1. This is a specialized assignment within the Communications Unit, and its members report to the Communications Training Coordinator on training-related issues. Communications Training Officers (CTO) are responsible for the training of newly hired Public Safety Telecommunicators. This program was initiated to ensure that trainees adhere to a standardized training program.

   a. CTOs receive $25 per day (or $12.50 per half-day) on the days they train.

   b. Any state certified dispatcher may be utilized if a CTO is not available due to manpower issues.

2. Any Emergency Call-Taker or Public Safety Telecommunicator with at least two years of experience and not on probation may apply to be a CTO.

   a. The Human Resources unit will post when a CTO position is available and any candidate that responds to that position will be interviewed by The Communications Training Coordinator and the Communications Center Manager.

   b. Candidates must be state certified dispatchers, demonstrate leadership skills, and must have received at least an overall rating of "meets expectations" on their last annual evaluation.

   c. A member remains an active CTO until they request to not be a CTO by formal documentation, or at the discretion of the Communications Training Coordinator.

3. Our CTO's must successfully complete the APCO CTO course by passing a written test administered during the 3-day course. After the APCO course, the Communications Training Coordinator reviews the training program with the new CTO.

4. All CTO's must obtain 24 hours of Continuing Dispatch Education (CDE) every two years and must pass the CTO recertification exam.

5. All active CTO's are members of the training team, headed by the Communications Training Coordinator. CTO meetings are held at least twice a year to review techniques, update training material and the progress of trainees.

6. When need arises, as deemed by the Communications Center Manager, it is possible for CTO's to be re-assigned to another shift.

B. Swat Tactical Dispatchers

1. SWAT (Special Weapons and Tactics) calls have become increasingly complicated and hazardous. This position was created to provide the SWAT team with dispatchers to help facilitate communications during tactical situations, and to free up the SWAT commander for tactical and planning operations.

    a. The SWAT dispatchers may operate either from the Communications Center or the Command Vehicle.

    b. These members are on-call and used whenever the Mobile Command Vehicle is deployed by SWAT.

    c. On SWAT dispatching matters, the members report to the Communications Shift Supervisor who has been designated to handle this function (also a team member). This supervisor works closely with the SWAT Team Leader during training scenarios and in actual SWAT situations.

2. The Human Resources unit will post when a SWAT position becomes available and will invite members to apply.

a. Public Safety Telecommunicator with 2 years of previous dispatching experience, not on probation and at least an overall rating of "meets expectations" on their last annual evaluation will be considered for the position.

b. The Communications Center Manager and the SWAT Team Leader select who is granted this position.

3. SWAT Dispatchers are on-call for half a month at a time.

a. While on-call, no drinking of alcoholic beverages is permitted.

b. SWAT Dispatchers are issued a portable radio, Knox Box key and may choose to receive a departmental cell phone as well. The call-out list is on the SWAT clipboard located inside of the credenza by the server room doors.

c. SWAT Dispatchers are required to report any changes in their phone numbers within a day of receiving a new phone number.

d. They are paid stand-by pay, $5 per day, when on call.

4. Call out activation:

a. Following a call out activation, the SWAT dispatchers must report in uniform to the call out location.

b. They should park appropriately so as not to interfere with other responding units.

c. SWAT dispatchers may not be called to the scene when sniper-related situations are being worked.

5. Duties include:

a. Handling requests from Command

b. Acting as liaison with negotiators

c. Running NCIC/FCIC

  d. Using identification and information programs

  e. Maintaining proper radio protocol on SRT-1 or SRT-2, whichever talk group is being used

  f. "Scribing" (recording a narrative of the events) in a Word document which is turned over to Command

6. If a SWAT call is being worked without use of the Mobile Command Vehicle, an on-duty SWAT Tactical Dispatcher in the Communications Center shall be assigned to the SWAT radio talk groups being used.

7. If no SWAT dispatcher is on-duty, or the shift supervisor wants additional staffing because of the incident, one shall be called-in.

8. Annually, or as necessary, a training session and meeting shall occur. Also, on-the-job training is conducted when the SWAT team conducts scenario training.

IX. APPLYING FOR A POSITION IN THE COMMUNICATIONS CENTER

A. In addition to the guidelines in the Human Resources Standard Operating Procedure Manual, an additional step is performed within the Communications Unit. In between the applicant screening and the oral board, the CritiCall test is administered by a trained test administrator.

B. The CritiCall test is a Public Safety Telecommunicator pre-employment test. The test evaluates applicants for critical skills and abilities needed to become a Public Safety Telecommunicator. The test is computerized and takes two to three hours to complete.

C. Applicants are also given a computerized voice stress analysis screening, psychological and medical exams.

D. The Public Safety Human Resources Manager is responsible for the administration of the process of hiring new employees and the promotional process.

X.   ANNUAL PHYSICAL EXAMINATION

The Communications Unit does not require an annual physical examination, hearing test, or vision test for employees.

XI.   NEW HIRE TRAINING PROGRAM FOR PUBLIC SAFETY TELECOMMUNICATORS

A. Our Communications Training Manual and program were developed to ensure that all trainees receive the same information, regardless of which trainer they are assigned. This program is based on the CTO training course.

B. The Training Program is state certified by the Florida Department of Health and is re-certified every two years.

C. The Training Manual includes:

1. Orientation information for the new hire.

2. Checklists for each of the four main task areas in the Center:

a. Call Taking

b. Information / Teletype

c. Fire Main

d. Police Main

D. A training schedule is included in the manual, outlining the material to be covered week-by-week.

E. All new members shall receive an initial TDD (Telecommunications Device for the Deaf) training, and all members shall receive TDD training every six months.

F. CTO's shall submit a Daily Observation Report (DOR) on each day they train. The DOR must be signed by the CTO, trainee and Communications Shift Supervisor prior to submitting to the Communications Training Coordinator.

G. The technical skills binder covers the skillsets needed to complete the training program. The CTO shall observe and assist the trainee as needed until the trainee has mastered the tasks as noted in the technical skills binder. The technical skills binder shall be submitted by the CTO on their Friday (the last day of their work week) to the Communications Training Coordinator.

H. When the trainee successfully completes the training program, he or she is released from training and assigned to a position in the Communications Center. A "Release from Training" letter is issued and added to personnel file.

I. Trainees have a maximum of one-year to complete the training program and achieve state certification.

J. Trainees that have not completed the training program by nine months shall have the probationary period extended for up to six months.

XII. ADDITIONAL TRAINING REQUIREMENTS FOR COMMUNICATIONS MEMBERS

A. Each member is required to attend a minimum of 40 hours of training annually. Part of the training is mandated by the need to keep certain certifications current[AR1].

    1. Attendance at more than the required 40 hours earns a higher rating on the member's annual evaluation. Not meeting the requirement earns a lower rating.

    2. The Communications Training Coordinator tracks all unit members training hours.

B. Attendance at certain classes is mandatory, unless excused for illness, court, or last-minute emergency. Mandatory classes shall be noted when assigned. Make-up sessions are scheduled when necessary so that all members complete their mandatory training.

C. Members attending local classes shall attend in uniform and appropriate civilian attire is permitted when attending classes out of the tri-county area.

D. Members shall attend training on-duty or flex the time with regular duty hours whenever possible. Overtime or comp time may be paid in order for a member to attend the minimum of 40 hours, with supervisory approval.

E. Occasionally, refresher information or short sessions of new training are offered as part of our shift meetings. Attendance at these meetings are mandatory unless excused by a supervisor, in which case, any missed training will have to be re-scheduled.

CHAPTER THREE
COMMUNICATIONS UNIT RULES AND PROCEDURES

I.   COMMUNICATIONS CENTER RULES AND PROCEDURES

A. All communications equipment is stored in a non-public access area for security purposes. This includes computer files, recordings and records related to the Communications function. Any equipment located outside of the building (transmitter, repeaters, etc.) is in a secured building or area.

B. In the event of radio console failure, the PST shall use the desk set radios at the radio positions. In addition, there are six portable radios that are kept in Communications at a continuous state of charge. These portables are to be kept in the Center and shall not be loaned or taken out of the building. There is an extra portable that may be issued for use by Communications personnel to be used outside the building.

C. There is a Communications System Failure Operations Manual located in the credenza by the data server room and is updated annually with additional instructions. A copy of that manual is in an appendix at the back of this manual.

D. The doors to the Communications Center are to remain locked at **ALL** times. Communications, supervisory and custodial personnel with a minimum of CJIS level one security training have card access into the Center. Other members are permitted to enter for business purposes and are granted access by a Communications member from one of the radio consoles.

E. Food and Drink

    1. Food may be consumed providing that the employee:

        a. Clean any surface that becomes soiled after eating.

        b. Disposes of all garbage properly.

    2. Drinks shall be consumed from containers with lids.

    3. Extreme care is to be exercised in consuming food and drink in the Center to protect the equipment. In the event of any spillage or soiling of equipment

from food or drink, immediately notify the Shift Supervisor, who shall then notify the Communications Center Manager.

F. Smoking

   1. The use of tobacco products will not be permitted in the Public Safety Building and are only permitted in designated areas outside of the building.

   2. Smokers may leave the work area to go outside depending on workload and no special consideration will be made if the workload is heavy.

G. Communications personnel shall keep personal phone calls to a minimum.

H. The person assuming a position at any workstation is responsible for keeping that station clean. The person moving from that station is responsible for cleaning it prior to leaving.

I. The supervisors are also responsible for an on-going inspection of the center for cleanliness. Any problems that cannot be rectified by the Communications Center personnel shall be directed, via e-mail, to the Facilities Unit and copied to the Communications Center Manager for follow-up.

J. All Communications materials and supplies shall be kept in their proper places. All personal property shall be stored out of the way of others while on duty and shall be removed from the Center when going off duty.

K. Ride Alongs:

   1. On-duty members of the Communications Center are permitted to ride as observers with police, fire and medical personnel twice a year, for training purposes, at the discretion of the Communications Training Coordinator.

   2. Off-duty riding is done at the discretion of the on-duty Police Lieutenant (or designee) or Fire Shift Supervisor.

      a. Request for Permission must be sent to the Shift Supervisor.

L. Personal conduct of members is defined in General Order 4; however, sections of this order are worth repeating here:

1. Members shall not act in any manner or perform any action which can be construed as conduct unbecoming a member.

2. Members shall be courteous and cooperative with the public and with other members.

3. Members shall adhere to all federal, state and local laws and ordinances including those punishable by no other penalty than a fine, forfeiture, or other civil penalty.

M. Parking

1. Members shall park in the general employee parking lot or the lot to the south of the Public Safety Building.

2. Parking in the Visitors' Lot is not permitted.

3. If work load permits, members on Charlie shift that park in the lot to the south of the Public Safety Building can move their cars into the gated lot when spots become available.

N. Privacy

1. There is no expectation of privacy regarding use of departmental telephones, facsimile machines, mail, correspondence, computers, agency property or lockers.

2. Communications personnel may make and receive a personal phone call on the agency's phone lines in extenuating circumstances. Phone calls shall not interrupt or cause a delay in handling agency business. The call shall not incur long-distance charges. This rule also applies to use of the Center's fax machine. Individual bills for city-issued cell phones are provided monthly. Employees pay for any inbound or outbound personal calls of over two minutes.

O. Lockers

1. Each member is issued a locker, lock and key for storage of equipment, manuals and personal items.

    2. No alcohol, illegal drugs, hazardous or obscene materials shall be kept in the lockers.

  P. Mail Trays

    1. Each member is assigned a mail tray for storage of work-related paper material and shall be kept neat and organized. No binders or bulky items shall be kept in the mail tray. Nothing shall be on top of the mail trays.

    2. No equipment shall be stored in the mail tray.

    3. Headsets should be stored in the assigned headset cabinet underneath the mail trays, by shift.

  Q. Personal Electronic Devices (PEDs) and Work Computer Usage

    1. PED's include, but are not limited to: cell phones (personal or work), iPads, Kindles, tablets, etc.

    2. No streaming of any media is allowed during working hours, i.e. Netflix, Hulu, Xfinity, U-Verse, YouTube, etc., on any personal electronic devices (PEDs) and/or by using the internet on the work computer.

    3. No use of headphones at any time.

II.   SENIORITY

Seniority for all positions is determined first by the date released from training for that position, followed by time in the unit.

III.   ORDERING POLICY

  A. When minimum coverage on the schedule is not covered voluntarily, it is necessary to order a person to cover the time. The supervisor trying to cover the overtime shall send a notification message to Communications members, via the Emergency Notification System, offering the overtime. A specific time limit to respond to the notification message shall be included. If no one calls in voluntarily to cover the time, someone shall be ordered. Unit members released from training have the option to choose whether to receive pages when overtime is available.

B. Ordering Procedure

1. Ordering rotates through the Public Safety Telecommunicators and Emergency Call-Takers on a continual basis. Supervisors shall rotate among themselves for supervisory coverage only.

2. The unit member with the greatest amount of days since their last order that is working the shift prior to or after the time period that needs to be covered shall be ordered.

3. If more than one member has the same date for their last order, the junior member shall be ordered.

4. It is possible for a unit member to be ordered in two days in a row if they are the only person available to be ordered and is working that day.

5. Ordering shall be tracked on the Mandatory Overtime Sheet in the schedule book.

6. It is the responsibility of every unit member to have his or her supervisor mark the order on the Mandatory Overtime Sheet. The supervisors are the only persons authorized to write on this sheet.

7. Unit members can be ordered for an eight-hour period before or after their regular shift. This shall occur only if the adjoining shift does not have any regularly scheduled members working.

C. Seniority Incentive

Any Public Safety Telecommunicator or Emergency Call-Taker with 25 years of service in the Communications Center is exempt from being ordered in for overtime. However, they can be ordered to come in or stay if every other Public Safety Telecommunicator or Emergency Call-Taker working the shift has been ordered for that shift. This does not apply to unusual occurrences when the Communications Center activates all essential personnel.

IV. PERFORMANCE MEASUREMENT

A. The intent of performance measurement is to provide timely, accurate and useful information about the quality and efficiency of service delivery by Public Safety Telecommunications personnel.

B. Performance measurement provides up-to-date statistics regarding Communications Unit staffing levels, current workloads and provides a basis for setting (and measuring) goals and outcomes.

C. The Communications Center Manager coordinates the performance measurement system.

   1. The Communications Center Manager is responsible for:

   a. Providing general reports, data or other information to enable the presentation of accurate statistics to the Police Department's command staff at Goal and Outcomes meetings.

   b. Formulating annual Goals and Outcomes for the Public Safety Telecommunications Section as well as review of the previous year.

   2. The Communications Center Manager shall compile statistics and other data to enable the Chief of Police and his command staff to make decisions regarding Public Safety Communications operations.

D. The Public Safety Human Resources Manager is responsible for providing the Police Department's command staff with current staffing (vacancy) reports of the Communications Unit. This may help determine if current staffing might be reduced, increased, or that the Communications Unit be reorganized to provide increased productivity.

E. Performance Measurement Data

   1. Raw data is reviewed for accuracy and corrected if necessary to ensure it represents a fair opinion of telecommunications service activity before it is reported at Goal and Outcomes meetings or delivered to other entities.

   2. Guidelines for Correcting Call Priority on Priority One Calls

    a. Only calls that have a route time exceeding 120 seconds, or a route to dispatch time of 120 seconds shall be checked.

    b. If a call was originally dispatched as a non-priority one call, the priority shall be switched back to what it was dispatched as.

    c. If the call's times are skewed because of secondary units, possibly investigative, the priority shall be dropped.

    d. If a civilian unit is the only unit that responds to a priority call; ex: 1R81 responding to an AEMS.

    e. If PD units were sent at a later time because they were requested by EMS/FD; the severity of the call changed; or an officer responded on his own due to being in the area.

F. Communications Center Manager provides performance measurement data to include:

    1. Total calls for service

    2. Total number of 911 calls

    3. Total number of non-emergency calls

    4. Average route time for priority one calls

    5. Average dispatch time for priority one calls

    6. Average response time for priority one calls

    7. Annual goals and outcomes of the Communications Unit

    8. Review of previous year goals and outcomes

G. Performance measurement data provided by the Public Safety Human Resources Manager shall be the current staffing (vacancies) of the Communications Unit.

H. Performance measurement methodology shall consist of the collocation of pertinent numerical and statistical data obtained from manual or electronic information systems currently in use by the Police Department, which includes CAD, or other database information provided by the Information Technology Reports Utilities System.   Compiled data shall be reviewed for accuracy, corrected and then submitted.

I. Training

   1. Should there be any change of personnel in the positions of Public Safety Human Resources Manager or Communications Center Manager; newly hired, promoted or appointed personnel filling these positions must have an educational background or applied experience in their disciplines before they can assume the responsibilities of performance measurement.

   2. Other personnel shall be trained, if necessary, by one of these staff managers should additional personnel be needed to process performance measurement statistics for the Communications Unit or for the understanding of general performance measurement concepts.

J. Review and Feedback:

The Goal and Outcome meetings are the primary means by which operational components are held accountable for various performance measures including the delivery of services for which each is responsible. On a quarterly basis, each major component appears at the meeting to present statistical reports to the Chief of Police and other command staff. During these meetings, the Communications Center Manager and the Public Safety Human Resources Manager present statistics reflecting telecommunications operations for the preceding quarter.

V.   PROGRAMS

A. Risk Management Program

   1. The Communications Unit has a risk management function to determine if any internal (or external) areas affecting telecommunications operations have a potential of creating liability for the Police Department. This may include a lack of training that could potentially lead to disciplinary actions, failure to properly handle complaints, negligent dispatching practices, or a failure to detect faulty equipment.

2. The Communications Center Manager is responsible for the unit's risk management program; whose duties include:

   a. Monitor work of subordinates to identify potential problem areas and take corrective action for improved performance.

   b. Monitor the status of training provided to unit members.

   c. Determine if remedial training must be provided to unit members to improve a deficiency in performance.

   d. Review performance evaluations of subordinates to determine if any work issue must be addressed to improve agency and employee efficiency.

   e. Routinely inspect telecommunications work areas to ensure an orderly work environment and to detect any hazard that could affect employees or the Police Departments ability to provide telecommunications services.

   f. Review reports from Communications Shift Supervisors, including reports of potential agency liability.

   g. Conduct an annual review of issues and conditions that might affect risk and liability (this review may be combined with the annual documented analysis of reports submitted by supervisors that identify an actual or potential liability to the Police Department).

3. Communications Shift Supervisors are responsible for writing a report and submitting it to the Communications Center Manager if there is an incident where a Communications employee is involved in an event where there may be a question of Police Department liability.

   a. Reports must document:

      1) Who was involved

      2) What occurred

      3) Who in the chain of command was notified (if necessary)

    4) When the notification was made

    5) Any event or case numbers through which the event may be given additional review.

4. The Communications Center Manager shall review each report to determine:

    a. Is remedial training necessary? If remedial training is necessary, the Communications Center Manager shall make the arrangements.

    b. Does the event require review by higher authority in the chain of command? If the event needs to be reviewed by higher authority, the Communications Center Manager shall forward the report to the Administrative Deputy Chief.

    c. Is disciplinary action required? If disciplinary action is merited, the Communications Center Manager shall direct the involved Public Safety Telecommunicator's supervisor to take disciplinary action in accordance with General Orders.

    d. Does any policy or procedure need to be modified to address future occurrences? Should any policy or procedure need to be modified to address the potential of future events. The Communications Center Manager shall draft changes to any identified policy or procedure and forward it through the chain of command for review.

5. The Communications Center Manager shall conduct an annual documented analysis of supervisor liability reports to determine if any patterns exist or if there is any need to revise or modify training, policy or current procedures.

6. The city's Risk Management Department is responsible for ensuring that adequate liability coverage is provided to the Police Department.

B. Shift Differential Program

1. After completing a 13-week shift period, within 6 weeks of completion, unit members are eligible for a shift differential which shall receive a cash bonus according to the following scale:

    a. Emergency Call Takers: $500

    b. Public Safety Telecommunicators: $550

    c. Shift Supervisors: $600

2. To be eligible for the shift differential cash bonus, unit members must:

    a. Be assigned to Alpha Shift as their regular assignments.

    b. Be in "pay status" on Alpha shift for a minimum of 6 pay periods, during the 13 weeks.

    NOTE: For purposes of this section, "pay status" includes regular salary, sick pay, annual leave, compensatory time and funeral leave used. "Pay status" excludes worker's compensation.

3. If a unit member assigned to the Alpha shift is transferred off Alpha shift by the department due to departmental needs, the member shall be compensated for the time spent on Alpha shift, at a prorated rate based on the time spent on Alpha shift. The same would apply if a member is transferred onto Alpha shift.

4. Shift differential cash bonuses shall not apply to unit members rotating through Alpha shift for training purposes.

5. Unit members terminating employment with the City after the 13-week shift period, but prior to the City's disbursement of the award, shall not be eligible to receive the bonus.

6. The award of shift differential cash bonus and the assignment of shifts are not subject to the filing of grievances.

7. Shift change shall occur quarterly (every 13 weeks) beginning January 31, 1998.

8. Current shift bid procedures shall remain in effect. When need arises, as deemed by the Communications Center Manager, it is possible for employees shift requests to be overridden and they may be assigned to another shift.

VI.   DUTY REQUIREMENTS AND TARDY POLICY

A. Duty Requirements

1. Members of Communications shall report for duty promptly at your assigned start time. This includes having all necessary equipment (headsets, telephone, etc.) and ready to relieve the previous shift. Members without all necessary equipment and ready to relieve the previous shift at their start time shall be considered tardy. Being tardy for work means you are not at a work station and are not ready to work.

2. Communications members shall not schedule themselves to work more than 16 hours within a 24-hour period, whether regular duty, overtime, or a combination of both. Members shall also make sure to have 8 hours off in-between shifts. Callout times for members on special teams, such as SWAT or CISM, does count towards the 16 hours in a 24-hour period, but not towards the 8 hours in between shifts.

B. Tardy Policy

1. Communications members can be tardy twice within one review year (August 1 – July 31) without incurring discipline, as long as they do not have any formal discipline (Record of Discussion or Letter of Reprimand) for tardiness in their file. All occasions of an employee's tardiness shall be listed on the current review year's tardy list by the supervisor that witnessed it. Tardiness shall be handled as follows:

    a. Tardy list only

    b. Employees fact file

    c. Record of Discussion

    d. Letter of Reprimand

    e. Continued progressive discipline

2. This policy works in conjunction with progressive discipline, which means, if the employee reaches the Record of Discussion level or more, the following

year(s) will be handled according to the city's administrative policy, titled Disciplinary Actions. (Records of Discussion remain "on file" for one year, Letters of Reprimand for two years, Suspensions for five years. This means if the employee gets a Record of Discussion in a review year, and then is tardy again with-in one calendar year from the previous tardy, even if it is the first one in the next review year, progressive discipline shall continue. If instead the employee had gotten to the Letter of Reprimand level, it would be two calendar years from the tardy he/she had gotten the Letter of Reprimand for and progressive discipline would continue as well.)

VII. TIME SHEETS

A. Everyone is required to update his or her time sheet on the fillable PDF version.

B. All timesheets must be filled out completely and accurately by following the steps below:

1. Type your name into the name fields at the top right.

2. Next, go to the pull-down menu in the center and choose exempt or non-exempt.

3. Then go to the immediate right and choose your department from the pull-down menu.

4. Now go to the pull-down "FROM" date field at the top center and select the pay period beginning date. The rest of the dates will populate.

5. Fill in your working time sheet with times in/out (no colon necessary), and the corresponding codes with total number of hours. If you have any monetary additions to your time sheet, such as FTO/CTO pay, Step Up pay, Court Standby (Civilians) etc., please type in the dollar amount in the Total column on the top line. Type the reference in the Comments section. It will total at the bottom of the time sheet.

6. Times out go underneath times in. Type of hours goes directly next to their corresponding codes.

7. Once your time sheet is complete, type in your codes and total hours at the bottom left. The Summary Total and Pay Period Total MUST MATCH, or your arithmetic is incorrect.

8. Place your timesheet in the timesheet bin by the mail tray. Do not put them inside the folder.

9. Time sheets shall be turned in every other Friday by the end of your shift.

10. Time sheets are not to be filled out days ahead of time. If a unit member is on leave when timesheets are due, the unit member shall turn in their timesheet prior to leave.

C. The Shift Supervisors shall review the time sheets at the end of the payroll period to ensure time and comments are filled out accurately.

D. Time sheets need to be completed by the Shift Supervisor prior to the Saturday before payday, so that they can be reviewed by the Communications Center Manager, or designee, and submitted to the Public Safety Human Resources Payroll Coordinator.

VIII. SECURITY OF EMPLOYEE INFORMATION

A. Communications personnel are expected to be able to contact departmental personnel for a variety of reasons, such as:

1. Court

2. Callouts for investigations

3. Breathalyzer

4. Civil emergencies

5. Situations requiring specially trained personnel

B. This information can be retrieved by accessing the electronic On Call Master Schedule (T:\DepartmentShare\Police\Schedules\ONCALLMASTER SCHEDULE).

C. A list of telephone numbers for all department members is kept in CAD files and is available at all workstations. These files are regularly updated with the contact

information for new members along with updated information on current members. This is to provide quick references for contacting members at home.

D. When department members call to request employee information, unit members shall identify whom they are speaking to when unknown or unfamiliar. The unit member shall ask for the caller's employee ID, city or personal cell number for verification purposes.

E. Release of Information

1. Some of the information handled by Communications is confidential, sensitive, and is not releasable under public records law. Members must use prudence when releasing certain types of information.

2. Information from a press release issued by a CSPD Public Information Officer may be released to the public.

3. Criminal history information and juvenile offender information are two of the most confidential matters Communications deals with. You must not discuss these types of information outside the department.

4. Other public safety agencies often call requesting information. If the request is for something more than the basic information we give to the public, proceed with the following:

   a. Obtain the calling party's name and phone number

   b. Verify the phone number in our files

   c. Call them back at their agency with the information.

5. Information requests via teletype are more secure and may be answered directly over the teletype.

6. We routinely release information on crimes/incidents that just occurred via an FCIC/NCIC E-agent (teletype) BOLO (Be on the Lookout).

   a. Be accurate and as brief as possible in your BOLO messages.

    b. Include the case number and the authorizing officer's name or I.D. number.

7. FDLE has advised that criminal history record is sensitive and should only be accessed or disseminated as part of the user's criminal justice duties on a need to know, right to know basis. Voice transmission of a criminal history record should be limited, and details should only be given over a radio when an officer's safety is in danger or the officer determines that there is a danger to the public.

    a. For example, if the officer is on a prowler call and the suspect has a criminal history for burglary, then you may give detailed criminal history information to an officer over the telephone, however, not over the radio.

    b. Criminal history printouts may be faxed to an off-site investigator at his or her office. FDLE suggests we place a disclaimer on our FAX form that reads

    CONFIDENTIAL NOTE: The document accompanying this facsimile transmission contains information belonging to the Coral Springs Police Department. This information may be confidential and/or legally privileged and is intended for the use of the addressee designated above. If you are not the intended recipient, you are hereby notified that disclosure, copying, distribution, or the taking of any action on the contents of this tele-copied information is strictly prohibited. If you have received this facsimile in error, please destroy it immediately.

8. We do NOT release any information regarding juveniles to the public. Juvenile records are confidential.

9. We do NOT release information regarding arrests. If a caller inquires about an arrest:

    a. Obtain the caller's name and phone number

    b. Inform the caller that you are going to check with a Patrol Supervisor

    c. Provide the Patrol Supervisor with the caller's information

10. Patient information on rescue calls is also not releasable and is governed by HIPAA legislation (Health Insurance Portability and Accountability Act). If an unusual situation arises regarding patient information, contact an on-duty Assistant Chief or Battalion Chief from the Fire department and ask that they handle the request.

11. Inquiries from the public about obtaining copies of reports shall be referred to the Records Unit (extension 1340) and is open Monday through Friday from the hours of 08:00 to 17:00, excluding holidays.

12. Notifications to next of kin regarding deceased, seriously ill, or seriously injured persons:

   a. Communications members are often asked by officers at scenes to call family members regarding seriously injured persons or persons who have become seriously ill.

   b. This will usually involve asking the family member to respond to a scene or a hospital. Members must use care when delivering messages of this type.

   c. When an officer makes the request, the PST shall ask specifically what information needs to be relayed.

      1) Obtain the name of the person you are calling.

      2) Obtain the name of the injured or sick person.

      3) Enter the name of the person you are calling and the phone number in the Names tab in the CAD call.

      4) Note whether the message was delivered.

   d. Communications members do not make death notification calls.

   e. If you are in doubt as to how to handle an information request, consult a Communications Shift Supervisor.

IX. DISPOSAL OF SENSITIVE MATERIALS

A. Shred

    1. Prior to the end of each shift, all papers of a sensitive nature shall be shredded in a cross-cut shredder. This includes all teletype printouts that are not being passed on to a specific member or unit.

    2. All CAD printouts, complaint and status cards used during CAD outages, and working notes shall also be shredded.

B. Pass On

    1. Any other files (9-1-1 printouts, requests for copies of recordings, etc.) that accumulate in files are destroyed only after permission is obtained according to the state's public records laws (General Records Schedule). For example, the Criminal Investigations Unit gets copies of all BOLOs from teletype, related to crimes.

    2. It is Alpha Shift's responsibility to take Pass On to the second floor at the end of their shift.

X. REACHING THE COMMUNICATIONS CENTER VIA TELEPHONE

A. The public has 24-hour telephone access to our Communications Center via:

    1. 9-1-1

    2. Our published non-emergency phone number, 954-344-1800.

    3. Our published number for police administration, 954-346-1200.

B. Calls on any of the above lines can be linked to a TDD, if necessary.

C. The Communications Unit has two cell phones for emergency use. Department members can reach Communications at these numbers when no landline communications are possible. The numbers are 954-914-8496 and 954-914-8501.

XI.   **DUTIES AND RESPONSIBILITIES OF THE COMMUNICATIONS CENTER**

    A. Members, prior to being released from training, have been instructed in performing duties listed below (Public Safety Telecommunicators perform all these duties; Emergency Call Takers do not perform radio duties):

        1. Receive incoming calls for service and requests for information.

        2. Screen incoming telephone calls to ascertain if a call is a police, fire and/or medical matter and refer non-police or non-fire related calls to the proper agency.

        3. Establish all pertinent information related to that incident and dispatch such units as necessary to handle the call.

        4. Maintain a system whereby the location and activity of all units in the field will always be known (tracked in CAD).

        5. Dispatch units for police, fire and/or medical calls for service and supply those units with all pertinent information by radio.

           NOTE: See Telephone Directory in CAD for telephone numbers about environmental and human services, BSO helicopter, wreckers, cabs and other related matters.

        6. All the above services may be requested by the officer on the scene, except for the BSO helicopter, which needs supervisory approval. Communications has access to listings of the supervisors responsible for each unit within the department. There is a daily roster for Patrol assignments and includes the name of the Shift Commander.

        7. Coordinate the activities of field units through the police and fire radio.

        8. Perform services at the request of field units (record checks, telephone calls, etc.).

        9. Enter FCIC/NCIC E-agent (teletype) messages at the request of field units and monitor the FCIC/NCIC E-agent (teletype) system for incoming messages.

10. Follow rules regarding radio conduct.

11. Maintain logs of:

    a. Repossessed and all officer-requested towed or removed vehicles

    b. Impounded tags

    c. Reported hazards

    d. FCIC/NCIC E-agent (teletype) entries

    e. Criminal histories

13. Maintain a list of police related local, county and state service agencies. A list of agencies telephone numbers can be found in:

    a. The speed dial list in the phone system labeled "Agencies" at each phone position.

    b. The Phone Directory in CAD.

14. Enter all calls for service, as they are received, into the CAD system, so they can be dispatched.

B. When requested, Communications shall notify the victim advocate to either advise of a situation where they might be needed, or to request for their response to a scene.

    1. General[AR2] Order 40 covers this area. Examples of calls where victim advocates may be used are making death notifications, serious accidents, and suicidal threats, etc.

C. Test the TDD once per week and document it by the Intrado Safety Phone System.

D. Each member shall have their city e-mail account open throughout their entire shift, on the days they work, to stay informed on important information.

1. Emails shall be accessed via the Oulook Application while signed on to the computer as themselves. Emails shall **not** be accessed via mycsemail.com.

2. Shift Supervisors shall check their emails within the first 30 minutes of starting their shift.

3. Shift Supervisors shall respond **immediately** to Fortify Florida and RPO emails.

E. Verbally exchange information between members as one relieves the other at a radio or phone position. Supervisors also verbally exchange information about anything that occurred during the previous shift(s) that may affect the oncoming shift. New information about important events or operational changes is also exchanged via e-mail.

XII.   **SPECIAL RESPONSIBILITIES OF EACH SHIFT**

A. Day Shift

1. Call in repairs for equipment and other items referred by previous shifts.

2. Check the Hazard Log.

B. Midnight Shift

1. Run non-priority teletype messages such as registrations on citations, checks on pawn slips, etc.

2. Conduct Fire Rescue roll call at 06:30 hours daily.

3. Bring up any mail that was delivered.

4. Pass on any documents that need passed on.

5. Shred any documents that need to be shredded.

XIII.   **INSPECTIONS**

A. The purpose of inspections is to ensure that sound operating, and management procedures are being adhered to within the Communications unit. A written report of the inspections shall be completed quarterly.

B. Inspections shall be conducted on a continuing basis, in a fair and impartial manner, by the Communications Center Manager and the Communications Supervisors.

C. Personnel Dress Code Daily Inspections

1. It is the policy of the Coral Springs Police Department that all employees dress in an appropriate and professional manner while performing their official duties. Employees are expected to maintain a high standard of cleanliness and personal hygiene in order to promote a productive, pleasant, safe and healthy work environment for everyone.

2. This policy was developed for the employees and it is expected that each employee shall adhere to the dress code each day.

3. Employees shall arrive for duty presenting a positive image including a neat, clean, and professional appearance. Employees' uniform polo must be clean. Upkeep of the uniform polo is the employee's responsibility. Alterations or changes to the uniform shall not be made without consent from the Communications Center Manager. Shift Supervisors shall be responsible for ensuring their employees comply with the dress code requirements.

4. Police Identification card shall be worn with the picture facing out.

5. Employees requesting exemption from the uniform policy must provide documentation from a medical professional. The request should include a specific duration for the exemption.

6. Employees found to be in violation of the dress code may be disciplined per Unit policy. At the time of the infraction, they may be required to leave the premise, if necessary, to change their attire. Time away from the workplace will be deducted from his/her leave account and may be subject to progressive discipline. The employee shall be expected to promptly return for their tour of duty.

7. Unless granted special permission by the Communications Center Manager; employees are required to wear their unit issued uniform polo while performing their official duties or while performing an authorized special assignment, such as, but not limited to: Community Involvement Events, Training Classes, or Public Education Events. The uniform shall be worn to Tri-county training classes but is not required for training out of area.

8. No agency issued clothing item bearing the agency logo or name may be worn while consuming alcoholic beverages. Employees are reminded that

they are representatives of the City of Coral Springs, both on and off duty, and shall use discretion at all times when wearing clothing with agency logos or identification.

9. If in doubt of any of the policies listed, please refer to the Coral Springs Police Department General Order 4A – Uniforms and Dress Code.

10. Grooming

   a. All employees are expected to follow standard personal hygiene practices (i.e. bathe, use deodorant/antiperspirant, avoid offensive breath, etc.).

   b. Body products, such as perfume, after-shave, etc., should be minimized so as not to offend other employees.

   c. If any employee's lack of grooming or hygiene is brought to the attention of a supervisor, the employee shall be advised of the concern and asked to correct it in the future. Continuing violations may lead to disciplinary actions up to and including termination.

11. Hairstyles

   a. Male Employees

      1) Hair shall be kept neat, clean and trimmed.

      2) Facial hair may be worn as follows:

         a) Mustaches: shall be neatly trimmed with the extent of growth limited to one quarter inch below the corners of the mouth. Mustaches shall not extend over the lip or be grown or trimmed in an eccentric manner.

         b) Beards: shall be neatly trimmed, and well maintained, at all times. Beards shall not extend more than ½ inch outward from the face or extend more than ¼ inch from the jawline. Beards cannot extend to the cheeks and must be worn in conjunction with a connecting mustache and goatee.

         c) Goatees: shall be neatly trimmed, and well maintained, at all times. Goatees shall not extend more than ½ inch in width from the corner of the mouth and must maintain that width to the jawline. Goatees shall not extend more than ½ inch outward from the face or extend more than ¼ inch below the jawline. Goatees shall not be grown or

trimmed in an eccentric manner and shall be worn in conjunction with a connecting mustache.

b. Female Employees

1) Hair shall be kept neatly groomed and can be worn in any style desired provided the image is one of professionalism.

2) Hair coloring and makeup shall be in accordance with General Order 4A.

3) Hair accessories, such as clasps or barrettes, shall blend with the hair color (refer to General Order 4A for natural hair color information).

12. The on-duty supervisor(s) shall have the responsibility to enforce the dress and hygiene standards.

13. Authorized Uniform Attire

a. Tops

1) Communications uniform attire: Employees are initially issued authorized Communications Unit uniforms, which consist of four (4) uniform polos.

2) Whether standing, stretching or sitting, an employee's skin shall be covered, i.e., midriffs, back or exposure of the buttocks from shirts or pants being positioned too low on the hips. An employee's undershirt should not compensate for the uniform's length.

3) Employees may wear blue or black colored jackets or sweaters. Zip-up hoodies provided by the Communications Unit are recommended as the authorized covering. However, employees may wear additional coverings, or layered coverings, provided the color of the clothing article is blue or black and there are no visible logos or patches that advertise or insinuate the use of controlled substances such as alcohol, drugs or tobacco or are of a profane or sexual nature.

4) New uniform polos shall be ordered one year after the date of the last issue. New uniform polos shall consist of three (3) uniform polos. Uniform orders shall be completed by the Communications Center Manager, or designee, at the beginning of the fiscal budget year by the deadline provided. If the deadline is not met, the employee shall have to wait until the following fiscal year for new orders.

5) Employees in possession of old, unusable uniforms shall return them to the Communications Center Manager for proper disposal. Employees must cut off the logo on the polo and return the logo only to the Communications Center Manager.

b. Authorized Pants must be long or below the knee in length with no holes, frays or mesh. All pants must be solid color with no patterns. The following styles of pants will be authorized to wear:

1) Jeans

2) Khakis

3) Slacks

4) Dockers

c. Pants that are prohibited:

1) Pajamas

2) Flannel pants

3) Camo pants

4) Leggings

5) Sweat pants

6) Scrubs

7) Spandex

8) Breakaway

9) Yoga pants

10) Jogging suits

11) Pants with any mesh

12) Any other workout clothing

14. Authorized Footwear

a. The following styles of footwear will be authorized to wear:

    1) Athletic shoes

    2) Flats

    3) Sandals with a strap

  b. All other shoe types will be impermissible.

15. Authorized Headwear are baseball caps and hats, with either the City of Coral Springs or department logos.

16. Dress Down Attire (Uniformed Personnel)

  a. Communications Unit employees may wear casual wear on weekends (Friday, Saturday and Sunday) consisting of t-shirts that are police, fire or dispatcher related and have no profanity.

  b. The above conditions pertaining to authorized pants shall be followed when an employee is permitted to dress down.

  c. Follow business attire section for holidays.

17. Business Attire

  a. Only employees who are not considered "uniformed" are authorized to be in Business Attire without prior expressed approval.

  b. Administrative employees are approved to wear business attire and must follow the appropriate modes of dress.

    1) Long sleeve, dress or collared casual shirts or sweaters for men. No more than two buttons shall be open.

    2) Dress shirts, sweaters, and blouses for women.

    3) Skirts and dresses for women.

    4) Dress slacks/casual dress pants

    5) Dress shoes: flats or heels to include open-toed shoes.

    6) Casual Attire is authorized for Administrative personnel on Fridays only. Casual attire will include the authorization for staff to wear jeans in combination with the shirts/shoes outlined above and in General Order 4A.

D. Activities

1. All Communications Unit activities are inspected on a continuing basis. The Communications Unit Supervisor on duty monitors adherence to FCC Rules and Regulations, Department Rules and Regulations and General and Special Orders.

2. Violations will be corrected immediately with disciplinary action being taken if warranted.

E. Equipment

1. Equipment shall be monitored on a continuing basis to ensure proper functioning.

2. Radio equipment is used on a 24-hour basis. Failure of any portion of this equipment shall be reported to the Communications Shift Supervisor on duty and the Communications Center Manager.

3. Some equipment, such as the radio, recording equipment, and the 9-1-1 system have 24-hour repair service available. If any of this equipment fails outside of normal business hours, it shall be called in for repairs by the on-duty Communications Shift Supervisor and logged accordingly.

4. Written e-mail to the Communications Center Manager shall document major deficiencies that cannot be repaired or corrected within a short period of time. The report shall detail what action can be taken to correct the problem, the cost (if any), and how soon the problem can be remedied.

5. Non-critical, minor repairs outside of the radio, recording or 9-1-1 phone system, may hold until regular business hours. An email to the dispatch supervisor group shall be sent with all detailed information to allow repairs to be called in during normal business hours.

6. Communications personnel shall only use equipment authorized by the agency (headsets, microphones, keyboards, mice, etc.). Upon failure of a piece of equipment assigned to an individual, such as a headset, the user shall report the failure to the on-duty Communications Shift Supervisor, so a new headset can be issued.

CHAPTER FOUR
QUALITY ASSURANCE

I.   QUALITY ASSURANCE PROGRAM

A. The Quality Assurance Program establishes standards for performance review for the Coral Springs Police and Fire Communications Center.

B. Quality Assurance (QA) performance reviews shall be made in accordance to specifically set time frames and relate to a specific set of standards according to SOPs, the Florida Department of Health (FL DOH) and the units training. These reviews shall be used to evaluate the performance of various aspects of a PST/ECT's duties.

   1. Quality Assurance Review measures a Public Safety Telecommunicator's and/or Emergency Call Taker's ability to effectively recall and adhere to current policies and procedures. QA Reviews shall be used as a self-improvement tool, identifying potential weaknesses and strengths.

   2. Quality Assurance Action is taken by a Communications Shift Supervisor, Communications Training Coordinator or Communications Center Manager after the occurrence of a QA review of a PST/ECT to correct or improve job performance deficiencies identified by the review. The action may require the PST/ECT to take additional training courses or instruction, be subject to a second QA review process outside of the normal time frames identified in this SOP or be subject to disciplinary or other corrective actions deemed appropriate by the Communications Center Manager or reviewer.

C. Responsibilities

   1. The Communications Center Manager is responsible for ensuring compliance of standards and procedures.

   2. The Training Coordinator is responsible for ensuring that all staff receives adequate training on standards and procedures.

   3. The Shift Supervisors are responsible for ensuring that all PST/ECT's carry out all policies and procedures.

   4. The PST/ECT's shall be responsible for complete address verification on all calls for service and following policies and procedures.

D. Procedures will provide the standards to ensure that the Coral Springs Police and Fire Communications Center consistently provides the best possible emergency

communications service to the citizens and visitors for the Cities of Coral Springs and Parkland.

1. Quality Assurance Review Standards

   a. QA is an evaluative review that measures a PST/ECT's ability to effectively recall and apply current policies and procedures to calls for service. The objective of the QA program is to improve all employees' individual performances to the highest standard possible.

   b. The Communications Center Manager may determine that additional QA Evaluations need to be completed at any time. Some reasons for increased QA shall be for the use of determining if there is a need for additional center-wide training and/or revisions to policy or procedures.

   c. QA reviews may be used to support the development and assessment of goals and expectations on the PST/ECT's yearly performance evaluation.

   d. PST/ECT's shall receive the results of their QA review within five days of the review.

2. Time frames

   a. Monthly, the Communications Shift Supervisors shall assess random calls or dispatches for each member of Communications. The assessment shall be documented on the QA forms located in the VPI Replay Quality Assurance Dashboard.

   b. The review shall be performed to ensure that each PST/ECT receives a minimum of two call-taking (must include EMD) QA reviews per month. All calls shall be reviewed in the same manner.

3. Quality Assurance Rating

   a. QA forms are designed to be objective in that the PST/ECT will receive a set number of points for each category if they completed the task according to SOP and Policy. Occasionally, questions may be considered to have multiple parts and thus are considered loaded, i.e., the PST/ECT may ask if there are any weapons involved and need to expand upon the original question with follow up questions such as:

      1) Is it displayed

      2) Is it implied

      3) Is it put away

      4) Is there access to it

  b. If a PST/ECT receives partial credit for a question, then the reviewer shall notate the reasoning in the comments section of the evaluation.

  c. Each QA review form is assessed on an individual basis and based on a point system in which a cumulative score of 80 percent or above is required for a call or dispatch to meet CSPD established standards.

  d. It is the intention of the implementation of QA to be used as a guide for continuous improvement. All feedback shall be disseminated in an unbiased manner based upon the point system.

  e. QA calls are categorized as:

      1) Excellent 95% - 100%

      2) Satisfactory 80% - 94%

      3) Unsatisfactory 0% - 79%

4. Quality Assurance Feedback

  a. Upon completion of each QA, the Communications Shift Supervisor shall forward the following to the PST/ECT and co-supervisor:

      1) An electronic review of the QA Evaluation Form

      2) If needed, the actual call or radio traffic recording

      3) Any additional coaching materials and/or documentation related to that specific review

  b. Excellent Rating**.** Calls that are handled exceptionally well with a rating of excellent may be forwarded up the chain of command with a completed Bright Spot Form.

  c. Unsatisfactory Rating**.** If a PST/ECT does not reach a score of "Satisfactory" rating or above on a QA Evaluation, an action plan will be determined based upon the unsatisfactory rating.

      1) Action plans can include, but are not limited to:

      a) An electronic copy of the SOP or Policy related to the call forwarded to the PST/ECT to review.

      b) An electronic article(s) or educational document(s) related to the topic forwarded to the PST/ECT for review.

      c) A recommendation for the PST/ECT to obtain additional training in the area of concern.

      d) Communication Center wide Training in the area of concern.

      e) A Provisional Performance Plan (PIP) – giving the PST/ECT a specific area in which the PST/ECT must improve, along with a period of time in which this shall occur.

   d. If an employee receives two or more unsatisfactory ratings within a two-month period, the Communications Employee PIP Form and all documentation associated with the unsatisfactory ratings shall be forwarded by the Communications Shift Supervisor to the Communications Center Manager for immediate determination of remedial training and/or disciplinary action.

5. High Liability

   a. In addition to the random QA reviews, high-profile and/or high-liability incidents shall be electronically submitted to the assigned Evaluator by the on-duty Communications Supervisor. The Communications Supervisor shall email the corresponding CAD number.

      1) Officer Involved Shooting

      2) Robberies (individual, home, commercial/financial)

      3) Shootings, Cutting or Stabbing

      4) Catastrophic incidents involving loss or injuries

      5) Pursuits

      6) Murder

      7) Abduction/ kidnapping (bonafide or otherwise) NCMEC requirement

      8) Sexual battery

9) Crimes of violence involving weapons or serious injury

10) Any situation the Shift Supervisor or Communications Center Manager wants reviewed.

b. The Communications Shift Supervisor shall complete the QA Evaluation Forms anytime a high-profile and/or high-liability incident is received. The evaluation shall be used as an administrative review to examine training, procedure or policy issues. Once the review is complete, an electronic version of the QA Evaluation shall be sent to the PST/ECT, supervisor/co-supervisor, and the Communications Center Manager.

c. Quarterly, the Communications Shift Supervisor, or individual designated by the Communications Center Manager, shall evaluate a random sample of sufficient size to identify trends or concerns for training purposes. All concerns or QA trends shall be documented and forwarded to the Communications Center Manager for review at the next Communications Unit meeting.

6. Requested Reviews

a. Any CSPD employee may request a call or dispatch to be reviewed by submitting a request to the Communications Center Manager.

b. All PST/ECT's shall be subject to the review process.

c. When concerns are found during reviews, the reviewer will forward the review form and supporting documentation.

II. **SURVEY OF CITIZEN ATTITUDES**

A. A designated member(s) is assigned to a minimum of 7 customers per month to survey citizen attitudes. Calls for service shall be picked at random and contact shall be made with complainants. The following questions shall be asked:

1. Was your call answered promptly?

2. Was the Communications Call Taker courteous?

3. Was the Call Taker knowledgeable and efficient in handling your specific situation?

4. Did the Call Taker show concern and interest in your problem?

5. Overall, were you satisfied with the service you received from Communications?

6. Are there any recommendations or suggestions that you would like to offer to improve our service?

7. Are there any other concerns that you may have?

B. The results will be submitted to the Communications Center Manager for review.

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CHAPTER FIVE
TAKING REQUESTS FOR SERVICE

I. GENERAL GUIDELINES

A. A response to a request for service is geared to the information an officer receives from dispatch. Therefore, it is important to obtain information from a caller promptly and accurately. The goal of all calls is to generate a call for service in a timely fashion, providing for the correct address, classification, and key elements of the incident.

B. Many residents are unsure if they should call and may appear hesitant. Members should persevere in offering to dispatch appropriate public safety personnel. A member shall not deny service or advise a caller to stop calling when a response is requested; rather, a call for service shall be entered into CAD.

C. While members shall refrain from giving advice on specific matters, i.e. civil matters, domestic violence, civil issues, etc., it may be prudent to explain to the caller that assistance, medical treatment, counseling, or guidance is best given by a fire officer, medical personnel, law enforcement officer, supervisor, or refer the caller to the appropriate agency or division. The goal is to leave the caller feeling satisfied with the assistance provided.

D. Members shall refrain from telling the caller, "someone is on the way" unless this information is confirmed via CAD. Stating this prematurely creates expectations for the caller and can create liability. The proper response shall be, **"We will get an officer out to you as soon as they are available."**

E. When a caller inquires on a pending incident, the employee shall check the status of the call. Each time the caller telephones, the CAD entry shall be updated with the appropriate information.

II. CALL TAKING RESPONSIBILITIES

A. All Public Safety Telecommunicators and Emergency Call Takers are trained as a Call Taker and shall answer calls.

B. Answering Non-emergency and Administrative Lines:

1. The proper way to answer non-emergency lines is "Coral Springs Police and Fire."

2. The proper way to answer an administrative line is "Dispatch, followed by your first name, speaking." (Example: Dispatch, Jane speaking.)

3. The call shall be answered on the first ring whenever possible and never longer than three rings.

   a. If several lines ring at once, answer the first.

   b. "Coral Springs Police and Fire," is this an emergency?"

   c. If the reply is no, ask the caller to hold and go on to the next ringing line.

4. A caller may not start speaking immediately. Announce "Coral Springs Police and Fire" again, politely, and offer "May I help you?"

5. Determine what the caller needs, and either take the request, answer the question, or refer the caller to the proper person to handle the request.

C. Call Taker's Demeanor:

1. A Call Taker's voice shall give the distinct impression of alertness and readiness. A caller at the other end of the phone gains confidence in a Call Taker whose voice is clear, calm, and confident. Display an interest in the caller. Avoid voice inflections indicating boredom, hostility, disbelief, disgust, or sarcasm.

2. A Call Taker shall **ALWAYS** be professional. The only emotion that should be portrayed in your voice is concern for the caller. Be courteous and polite to everyone. Using the phrase "I can do this for you," instead of "I cannot do that," brings about a better response. There are some things we cannot do, but we can always do something, even if that is only having an officer call them. Treat each caller's request with the upmost importance. The Call Taker can establish a rapport and direct the conversation in such a way that pertinent information may be obtained promptly and efficiently.

3. Be informative and know what questions to ask. The public may not understand the detailed questions the Call Taker has to ask, especially on

emergency calls. Give the caller options and update them on what steps you are taking to resolve their problem. For some callers, the Call Taker may be the only contact that person ever has with the department.

D. Identification Over the Phone

1. When a Call Taker is asked by a caller to identify themselves, they shall respond with their name (first and/or last) and ID number.

2. Per state statute, at the onset of an outbound call, we shall inform the caller that the line is being recorded. The only exception to this rule is if you are calling back a 9-1-1 call.

III. ANSWERING 9-1-1 LINES

A. The proper way to answer an incoming 9-1-1 call shall be, "9-1-1, what is your emergency?" Always pronounce 9-1-1 as 9-1-1, not 9-11.

B. A 9-1-1 line shall be answered on the first ring or within 10 seconds, 90% of the time.

C. A caller may not start speaking immediately.   Repeat "9-1-1, what is your emergency?" If you have an open line continue to try to get someone to talk to you.   Rebid the call to get an updated location or Phase 2 location. Use resources such as CAD history, Rapid Lite or TLO to try and find a location for the caller.

D. If the caller advises it is an emergency:

1. Determine if the request is for police, fire and/or medical assistance.

2. Always verify the caller's address, including if there is an apartment and/or suite number.

3. Rely on the screen only if the caller cannot provide the information, or if the call is a hang-up.

4. Be especially careful when dealing with calls from businesses - calls through a switchboard can show the billing address, which may be miles away from the caller's location.

5. If you determine the call is not an emergency, transfer the caller to the non-emergency line by selecting the PD agencies tab, and double click Coral Springs Dispatch. As soon as you hear ringing, disconnect the call. **Do not tie up a 9-1-1 line.**

IV. 9-1-1 HANG-UPS

A. All hang-up calls to 9-1-1 shall be verified, either over the phone, or by dispatching an officer.

B. **ALWAYS** create a 14911 call for **ANY** 9-1-1 hang-up **OR** abandoned call (landline and cell-phone).

1. If the call is for an active killer situation or any scenario that the caller is hiding from the suspect(s), calling back the 9-1-1 hang up may be suspended, at the discretion of a Shift Supervisor, as to not give away the caller's location to the suspect(s).

C. To start a 14911 event, select the E911 button on the Call Taker/Dispatch Window of CAD, tab to the nature code and enter 14911. Make sure to change the source to E911. The address may be associated with a CAD Premise Alert that will influence how the call is handled. Use the PD address if you do not have a good address from the ANI/ALI.

D. Attempt to re-contact the caller by phone. If contact is made and the call was accidental, or the caller's explanation is satisfactory, code the call out with a disposition code of 92. Keep in mind that cordless phones sometimes send signals that dial 9-1-1, even when the phone is not in use.

E. If a phone line is continually busy when attempting to re-contact, dial "0" for the operator, identify yourself, and ask for an emergency interrupt to verify the 9-1-1 call.

F. If re-contact by phone does not occur, and there is address information, route the call to be dispatched. An officer shall respond to verify the situation.

G. If there is no answer and there is no address information on the screen, **do not use the cross-reference to obtain an address**. Contact AT&T Trace Center at 800-635-6840. Our PSAP I.D. is 71CSPR. AT&T provides this information for 9-1-1 calls only. Ask for the current location and subscriber information. AT & T may provide the information immediately or call back with the address. Once the address is obtained, enter a call and proceed as previously stated. You can also try checking the phone number in event history in CAD to see if there has been any history with the phone number.

H. If the call came from a cellular phone, try calling back the number. If unable to ascertain where help is needed, contact the cellular company for information on the phone's owner. The cellular company usually has a home phone and address. Try the home phone, and if unable to contact or determine the need for services, send a unit to the home address. Also, use resources such as CAD history, Rapid Lite or TLO to try to find a location for the caller.

I. Dispatch units if you are able to get a good location in our city and are unable to verify that everything is ok.

V. HANDLING ROLLOVER CALLS FROM PLANTATION

A. The 9-1-1 phone trunks for the Coral Springs PSAP and the Plantation PSAP are designed to rollover to each other to assist with overflow of calls during a large-scale incident.

B. If the Coral Springs PSAP starts receiving 9-1-1 calls for the City of Plantation, that means the Plantation PSAP 9-1-1 lines have started to rollover. At that point the Coral Springs PSAP shall start to assist with the overflow of calls. Same would apply if the Coral Springs PSAP is working a large-scale event, the 9-1-1 lines will rollover to the Plantation PSAP to assist with overflow.

C. If 9-1-1 rollovers occur, **DO NOT** transfer the call to the Plantation PSAP. This includes transfers from the Regional PSAP's that have rolled over into the Coral Springs PSAP from the Plantation 9-1-1 trunks. Do not ask for other PSAP's to

attempt to transfer to the Plantation PSAP. The system is designed for the Coral Springs PSAP to take the overflow of calls. Once rollovers begin, the following steps shall occur:

1. Answer the 9-1-1 line as stated above.

2. Enter a call for service in the CAD using the AOJPL (AOJ Plantation) nature code.

3. Obtain location (address) of the incident.

4. Gather as much information as possible.

5. Obtain the caller's first and last name.

6. Obtain the caller's phone number.

7. Document that this call may be due to 9-1-1 rollovers from the Plantation PSAP.

8. The Shift Supervisor shall assign a Public Safety Telecommunicator (PST) to relay the information gathered to the Plantation PSAP via radio if contact cannot be made via landline.

9. If there is an influx of calls for the same incident, the Call Taker may enter the additional calls and information on the original call for service created.

VI. HANDLING A CALL WHEN TRANSFER TO A PRE-SET DESTINATION IS REQUIRED

A. To transfer to a pre-set destination (one of the tabs on the Intrado Security Systems screen):

1. Answer the 9-1-1 line as stated above.

2. Ask the caller to remain on the line while you transfer. This is important - you do not want them to think you are disconnecting them.

3. Right-click the 9-1-1 transfer tab on the Intrado Security Systems screen. The phone will begin to ring. **The caller cannot hear you until the phone begins to ring at the other agency.** When the other agency answers, announce, "This is Coral Springs with a transfer." When you hear the caller talk to the other agency, you may disconnect.

B. If you get a busy signal, press the Hook Switch button to cancel the transfer, pause, and try the transfer again. Be sure to pause, or it will not work. If you cannot get through after the second try, you may have to take the complaint and relay it yourself, if the caller cannot stay on the line.

VII. TRANSFERRING A CALL TO ANY OTHER PHONE NUMBER

A. At times you may need to transfer a caller to agencies that are not programmed into the phone system.

B. To transfer to any phone number:

1. Press the Hook Switch button.

2. Dial the phone number, local or long distance. Do <u>not</u> dial 9 before the phone number.

C. As with any transfer, stay on the line and identify yourself by saying "This is Coral Springs with a transfer. Go ahead caller."

VIII. BASIC INFORMATION GATHERING TECHNIQUES

A Call Taker's responsibility is to get complete and accurate information that can be relayed to responding units. This can be accomplished through active listening, calming techniques and questioning techniques.

A. Active Listening Technique

1. Active Listening requires the Call Taker to fully concentrate, understand, respond and remember what is being said. This approach is characterized by:

    a. Being aware that everything the caller says is important.

    b. Blocking out distractions. The job comes first. Visitors, television, personal phone calls and personal electronic devices come last.

    c. Concentrating and paying attention to what the caller is saying.

    d. Being attentive. Let the caller know you are there to help, that you are listening and that you are going to take the proper action.

2. Active Listening can be counteracted by personal thoughts. Leave personal issues at home and work issues at work.

B. Calming Technique

1. Use your voice to provide authority and direction in a professional manner.

    a. Get the callers attention and do not allow the caller to ramble.

    b. Distinguish between relevant and irrelevant historical information.

    c. Allow the caller to talk uninterrupted as long as you are getting quality information.

2. Never use profanity.

3. Do not argue with the caller. If they are not accepting of what you say, have an officer contact the caller. If they seem to have a conflict with you, have a Shift Supervisor speak with the caller.

C. Questioning Technique - Location is first and foremost. The rest of the order of the questions is dependent upon the type of incident. Example: On a domestic call, you may want to know about weapons and alcohol before you ask who is involved.

1. **WHERE** is or did the incident occur? This is the most important information we need. In order to direct resources to the correct location, all incident locations shall be verified for accuracy.

    a. The Call Taker shall verify the location by having the caller repeat the address where help is needed. The Call Taker should not prompt the

caller by providing address information in order for the caller to confirm accuracy.

b. Be sure to verify the caller's city.

c. Be sure to ask if the address has an apartment or suite number.

2. **WHEN** did the incident occur? Did it just happen or is it a delayed call?

   a. **In-Progress** - These events are still occurring at the time of the 9-1-1 call. As soon as the Call Taker knows that there is an in-progress call, classify the call accordingly and obtain the minimum information needed to safely dispatch the call: location of the call, nature code, if weapons are involved, and if there are any injuries.

      1) It is imperative to keep the caller on the line if it is safe for them to do so, until the officers have arrived or have advised you to release the caller.

      2) The CAD system enables the Call Taker to alert the dispatcher to important traffic by using the priority code "2", or for certain nature codes, adding an IP for "in progress." Those nature codes are 10, 21B, 21R, 21V, 30G, 30P, 52 and 65. As soon as the location and nature code are entered the event is routed, and it appears on the open calls window, ready to be dispatched.

      3) After entering the basics, the Call Taker goes back to the caller for the specifics, such as description(s) of person(s), vehicle(s), and building(s) involved. The Call Taker shall also obtain more details of the incident including the caller's relationship to the incident, and updates on what is occurring.

   b. **Just occurred (1-10 minutes)** – Just occurred events are no longer actively occurring, however, have just discontinued and occurred within the past 10 minutes of the telephone call. Keep the caller on the line to gain information on direction of travel, method of travel, injuries, license plate number, assessment of damage or loss, etc.

   c. **Delayed (more than 10 minutes) -** The call taker may get basic information and disconnect upon completion of the full interrogation if the call did not involve a threat of life, officer safety, or extensive property damage or loss.

        1) If delayed, the Call Taker shall document the time delay in the narrative.

        2) If the caller indicates the potential for the situation to reoccur or escalate before public safety personnel arrive, keep the caller on the line and classify the event as a higher priority incident (i.e. In Progress/Just Occurred).

3. **WHAT** is going on or what happened?

   a. The Call Taker must decide which signal matches the incident being described.

   b. Determine if a life threatening or medical situation exists.

4. **WHO** is involved? Describe all parties.

   a. Who is the caller? Ask his/her name and location, if it is different from the place of occurrence. First Name, Last Name and phone number of the caller should be entered into the caller field on the Call Information tab of the Call Taker/Dispatch Window. The caller shall be asked if they wish to meet with responding units for all law enforcement responses. Do not prompt the caller for a call back. However, if the caller prefers a call back, document the CAD notes accordingly.

   b. Who is the suspect(s)/subject(s)? Ask for name(s) and description(s), if possible, and whether the suspect(s)/subject(s) are still on scene. If suspect(s)/subject(s) name is known and/or provided, it shall be entered into the Related Persons tab.

   c. Who else may be affected?

   d. Who witnessed the incident?

5. Are there any **WEAPONS** involved?

   a. What type?

   b. Who has the weapon?

   c. Where is the weapon?

      1) Was the weapon actually seen?

      2) Was the weapon displayed or did the suspect point and/or threaten others with the weapon?

   d. Are there any injuries?

      1) What kind?

      2) How many injured?

   e. Always document the answers in the CAD narrative. This information is important for caller and officer safety.

6. HOW – Use these questions to create a supportive and factual narrative.

   a. How many people/vehicles are involved? If the subject(s)/suspect(s) and/or vehicle(s) type is known, the Call Taker shall enter person and/or vehicle details into the Related Names/Related Vehicle tabs.

   b. How did the person(s) leave? (Vehicle(s), on foot, still on-scene).

   c. How were they dressed? Ascertain descriptions of person(s) from top to bottom.

   d. How did the vehicle(s) look? Use CYMBALS. This detail shall be entered into the Vehicle Tab as the details are provided by the caller.

7. Part of the call-taking process is to try keeping the caller safe or getting them to a safe location, if possible. Questions may be preceded with, "If you feel it is safe to do so, "or "Is there a safe way you can…" when the situation warrants it. (Examples: If you feel it is safe, can you tell me what the suspect looks like? Is there a safe way you can get out?)

IX. TAKING DESCRIPTIONS

A. Solicit and convey descriptions in a structured manner while obtaining descriptive information for vehicles and persons.

B. VEHICLES: An acronym of the word "**CYMBALS"** is used to address all parts/descriptions of a vehicle.

1. **C** – Color

   a. Standard as possible, i.e. red, yellow, blue green, etc.

   b. Two Tone – top over bottom

2. **Y** – Year

   a. Year of manufacture

   b. If the year is unknown: newer, older, late 90's early 2000's, etc.

3. **M** - Make/Model

   a. Make - Brand Name, i.e. Ford, Honda, etc.

   b. Model – Specific name given by manufacturer, i.e. Escort, Accord, etc.

4. **B** - Body style (2 door Hardtop, 4 door sedan, hatchback, SUV, etc.)

5. **A** – Additional

   a. Distinguishing marks or anything unique

   b. Body damage, unusual paint schemes, decals, etc.

6. **L** - License tag

   a. Number and Expiration

   b. Try to obtain the complete license number, including year of expiration, if possible.

   c. License plates may also have other descriptive information, such as county of issue, government, specialty plates, or leased vehicles.

7. **S** – State

   a. This information makes the tag number unique

        b. Ask the caller for the color and picture on the tag to help determine the state, if it is unknown.

C. PERSONS: Identifying information should be obtained

  1. Name - including nicknames

  2. Race

  3. Sex

  4. Approximate age or date of birth

  5. Height or estimate

  6. Weight and/or build

  7. Hair color and/or style

  8. Eye color

  9. Complexion

  10. Physical Notations (scars, marks, tattoos, deformities)

  11. Clothing (start at the head and work down to the feet).

      a. Shirt color and style; t-shirt, polo shirt, tank top, etc.

      b. Pant color and style; shorts, jeans, leggings, sweatpants, etc.

      c. Coat color and style; jacket, sweater, etc.

      d. Shoe color and style

      e. Jewelry

      f. Other noticeable identifiers such as a purse, backpack, hat, etc.

X.   ACTIVE KILLER EVENT

A. An active killer event is extremely time sensitive and requires an immediate response. This event is defined as an attempted mass murder, generally with a firearm, by one or more people actively engaged in killing or attempting to kill people in a confined and populated area.

B. The Coral Springs PSAP will usually be the first point of contact for the retrieval of real time intelligence to ensure that the responding units are provided with an accurate account of the scene as reported by the caller. Unlike most criminals, active killers/MCI suspects are likely to continue to use deadly physical force until intervention occurs or until the killer decides to stop.

C. Once it is determined that the incident is an Active Killer, the call taker shall immediately enter the call into CAD with the call-type **KILL** and gather any information available and assist the caller, and other civilians who may be near the caller, to safety, if possible. This call-type automatically creates a dual response call with Fire/EMS. This call-type will automatically route (spawn) the call to both the Police and Fire PST. When a dual response is initiated in the City of Parkland, the main channel PST shall notify CSPD, via a BOLO, of the circumstances.

D. If the ability to gain more information about the suspect(s) and/or victim(s) location(s) and status is possible, the PST should make every effort to keep the caller on the phone to gather information, so it can be relayed to responders. See below for questions to consider.

E. After information is gathered from a caller and it is determined that he or she is out of harm's way (evacuated from the building/area and/or safe from the threat at hand), PST's may disconnect once all key questions listed below have been completed and it is apparent that the caller cannot provide any updated information about the incident. This will allow the PST to answer further reports of the incident, which are likely to occur.

F. If the caller indicates that the suspect is nearby or simply does not respond to your questions, the PST shall initiate a silent means of communication. The following questions should be phrased as "YES" or "NO" questions and the caller shall be instructed to use the phone's keypad to silently indicate their answer: one beep for YES, two beeps for NO.

    1. Key Questions:

a. What types of weapon(s) are involved?

    1) Gun (pistol, rifle, shotgun)

        a) How many shots have been fired?

        b) When was the last time you heard shots fired?

    2) Knife (long, short, fixed or switchblade), etc.

b. How many suspect(s) are involved?

    1) Where is the suspect now?

        a) If the suspect leaves, tell me immediately.

        b) If the suspect is nearby, keep very quiet and stay out of sight.

    2) Determine mode of transportation and direction of travel.

        a) If the suspect fled in a vehicle try to obtain the Color, Year, Make, Body, License Plate number, State/Province and additional information.

    3) What is the suspect(s) description?

        a) Race

        b) Gender

        c) Age (approximate)

        d) Clothing (head to toe)

        e) Build/Height/Weight

        f) Hair Color/Length/Style

        g) Other identifiable characteristics (facial hair, tattoos, piercings)

        h) Demeanor (calm, emotional, intoxicated, etc.)

4) Determine the exact location of the caller and their ability to evacuate.

   a) Where are you exactly?

   b) How many people are with you?

   c) How many people are in the building/area?

   d) If you are able to evacuate, but unable to take the phone with you, call us back from a safe location, if/when possible.

   e) Are there hostages? If so, how many and where are they located to you and/or the suspect?

5) Evacuation Instructions:

   a) If it is safe to do so, get out of the building/area even if others will not follow.

   b) Help others escape, if possible.

   c) Take an evacuation route that is away from the suspect.

   d) Warn others of the situation as you escape.

   e) Do not attempt to move wounded people.

   f) Do not rush towards officers, keep your hands visible at all times, and follow all of the officer's commands.

6) Lockdown Instructions:

   a) Gather those around you and go to the nearest room with a locking door.

   b) Do not leave your current location if you feel the suspect will see or find you.

   c) Once you are inside, lock the door and barricade it with heavy objects.

      d) Try to prevent being seen. If possible, turn off the lights and close the blinds to cover any windows.

      e) Be as quiet as possible. Silence the ringer and vibration mode on your cell phone.

      f) Do not answer or open the door for anyone.

      g) If you are found and unable to get away, be aggressive and prepared to fight for your life by using any items you can as weapons. Throw objects, yell, and continue to defend yourself.

    7) Additional questions:

      a) Does the suspect appear to be wearing a bulletproof vest or body armor?

      b) Did you see the suspect carrying anything?

      c) Did you hear the suspect saying anything? If so, what did he/she say?

      d) How many people are injured?

      e) Is there anything else you can tell me?

2. Triage and Disconnect Procedures:

  a. Shortly after the initial influx of 9-1-1 calls specifically regarding the event are received and entered, and while Police and Fire initiate and engage their response, there will continue to be an inbound number of calls that are not providing any further details of the event but are for additional information about victims and patients. These calls will typically be from concerned family members or friends, media outlets, and outside interests who may want to know specifics about the scene or the condition of loved ones.

  b. Once directed by a Shift Supervisor, PST's shall begin a Triage and Disconnect procedure in which they shall triage inbound calls and disconnect where applicable. The process to triage and disconnect shall be followed based upon the below inquires. The PST shall ask each of the below questions prior to disconnecting with a caller:

1) Do you have any new or updated suspect description or location?

2) Do you have any new or updated information regarding the scene?

   a) Updated number and location of hostages?

   b) Updated number and location of injured patients?

3) Are you on scene and are you injured yourself?

4) Should the Caller not have any new information based upon the above questions, the PST shall thank the caller and advise them that the agency will submit new information via social media outlets to include the agency's PIO. The caller shall be encouraged to monitor that correspondence for new updates.

G. Coral Springs Police and Fire agencies will share updates via social media postings, such as Twitter, Facebook and Instagram, etc.

H. The Role of the Police PST:

1. Immediately tone and broadcast the call to include the call-type and provide location over **ALL** Police talk groups (CS Police: Main, Info Channel, PAT-TAC and TRAF-TAC). Advise all units the incident will be worked on Police Main Channel and the air will be 10-3 for the active killer call. Make sure to turn on channel marker once you 10-3 the air.

2. Ensure a lieutenant or sergeant is advised and responding.

3. Provide updated information as received on Police Main until officers begin arriving at the scene.

4. Once units are en-route, the Shift Supervisor shall assign a PST to notify surrounding agencies via Broward County's 14CALL talk group that we have a possible active killer event and give the location. This PST shall also provide call updates to surrounding agencies via Broward County's 14CALL talk group throughout the incident.

5. The Shift Supervisor shall assign a second PST, if available, to plug in with the incident radio to ensure all requests are copied.

6. The original/primary talk group becomes the active working **Tactical** talk group for all communications for this incident. Patch with an available shared resource if other agencies are assisting with the tactical response (i.e. Broward County Mutual Aid Talk groups). Responding units shall not be switched off the working talk group for any reason.

7. The Tactical Dispatcher, when available, is responsible for recording all pertinent information into the event. Radio traffic is limited to the contact teams; the Tactical PST should only air information during the tactical response as directed by the Incident Commander or any pertinent information that becomes available.

I. The Role of the Fire PST:

1. Immediately tone out the call, read the call-type and provide the location over CS Fire Main talk group.

2. The Fire PST shall expect the immediate response assignment from the Battalion Chief to direct for an MCI Level 2 response. This shall be done until such time that the number of victims is known. Once the victim count is identified, the MCI level can either be upgraded or downgraded as needed.

3. The Fire PST shall assign the tactical channels in consideration of what tactical talk groups are available. Three (3) TAC assignments should immediately be established for: Operations, Medical, and Staging. Both the Operations and Staging talk groups are required to be monitored. The Medical talk group can remain unmonitored if there is no available PST to do so. The Shift Supervisor shall assign the PST's to these talk groups as needed.

4. Once units are en-route, select a staging location. This area should be coordinated with Command in order to avoid responders crossing through the scene. This area needs to be away from the hot zone, but close enough to respond on scene quickly. Preferably, the staging area should be at the PD command post.

5. The TAC talk group PST's are responsible for recording all pertinent information into the event. Radio traffic is limited to the contact teams; the Tactical PST should only air information during the tactical response

as directed by the Incident Commander or any pertinent information that becomes available.

J. The Role of the Shift Supervisor:

1. Assign a PST to notify surrounding agencies via Broward County's 14CALL talk group about incident and provide updates.

2. Assign a second PST, if available, to plug in with Police incident radio to ensure all requests are copied.

3. Call the Regional Communications Duty Officer at the <u>Duty Officer phone number</u> for talk group assignment for both Police and Fire talk groups. You will need three (3) mutual aid talk groups for Fire and two (2) mutual aid talk groups for law.

4. Assign 2 PST's to the fire tactical radios for Operations and Medical.

5. Send a page through Everbridge to PDSWORNALL and Commission in reference to the incident and where to respond.

6. If you are working alone when a significant event occurs, you may call in another supervisor to assist you.

K. Conclusion of the Incident:

1. Police:

a. As police units are placed back into service, the PST shall confirm via the CAD that they are available for calls and working off Coral Springs Police Main talk group.

b. At the conclusion of the event, the status of the tactical talk group shall be updated to reflect its availability in the CAD narrative.

2. Fire:

a. As fire field units are placed back into service, the Tactical PST shall confirm that they are returning to Coral Springs Fire Main talk group.

b. At the conclusion of the event, the status of the tactical talk group shall be updated to reflect its availability in the CAD narrative.

L. Employee Assistance and Post Incident Analysis:

1. The Communications Center Manager shall make notifications to the City of Coral Springs Employee Assistance Program (EAP) to provide the circumstances of the event and to direct EAP to administer crisis intervention to all staff members working the incident. All staff members must be seen and cleared by EAP or a Critical Stress Management Team Member prior to concluding their tour of duty.

2. The Communications Center Manager shall prepare a Post Incident Analysis (PIA) detailing the event to include a chronological timeline of the incident, all notifications completed, all talk groups utilized, the location(s) of command posts established, the Incident Commanders for all disciplines and agencies involved, and any other details specific to the event.

3. A PIA after action meeting shall be held with key stakeholders specific to this incident, enabling open discussion focusing upon the actions undertaken.

XI. HIGH PRIORITY OR CRITICAL INCIDENTS

A. High Priority or critical incidents are calls for service with the potential for serious injury or death to any person requesting public safety services, or threats to public safety personnel. If the incident poses a serious threat to public safety personnel, it should also be given the highest priority and classified as unusual or critical.

B. The PST shall assign primary and back-up field units. Include a field supervisor as part of the response, and if omitted, verbally advise the supervisor of the following types of incidents. The field supervisor may make adjustments to enhance or de-escalate the response as necessary:

1. Accidents involving serious injury or death

2. Aircraft alerts or crashes

3. Bank robbery

4. Bomb threat

5. Broward County School incidents

6. Business alarms (silent hold-up type)

7. Child abuse with injuries

8. Disasters (environmental and natural)

9. Request for emergency back-up

10. Escaped prisoner

11. Explosion

12. Fight (multiple parties involved, or with injuries)

13. Hazmat incidents

14. Homicide

15. Hostage/Barricaded subjects

16. In-progress felony

17. Mass casualty incidents

18. Missing children

19. Pursuits

20. Robbery with weapons, injury, or fatality

21. Shooting involving serious injury or death

22. Stabbing

23. Structure fire with major damage or injuries (occupied or unoccupied)

24. Any call involving the threat or use of weapons

C. The Shift Supervisor shall assess all PST's involved in handling an unusual or critical incident and ensure the unit members receive Critical Incident Stress Debriefing as necessary.

D. Most Fire Rescue calls are considered high priority and in-progress. Consequently, a trauma alert is of the highest priority. Seven minutes after a trauma alert is declared, the PST is responsible for making a notification to the primary field unit.

E. Main Channel PST Assignment of Priority Incidents:

1. Instances of unusual or critical incidents that pose a threat to public and/or officer safety, felonies in-progress, or constitute a major property damage or loss are considered priority incidents. Communications personnel must familiarize themselves with these types of events to ensure the proper resources and methods for processing these events are utilized.

2. Critical Incident Assignment: For in-progress, just occurred, unusual, or critical incidents assigned a priority 1 or 2:

a. The Police Main PST shall dispatch units to the incident.

b. The Police Main PST shall assume all actions of the working event pursuant to the incident.

c. Delayed incidents may not require a BOLO broadcast unless an exigent circumstance exists. In these cases, the Police Main PST may broadcast the BOLO based upon the circumstances of the event. If the PST is unsure whether a multi-jurisdictional broadcast is warranted, the PST shall request guidance from the Shift Supervisor.

d. Broadcast a BOLO to surrounding jurisdictions for in-progress, just occurred, unusual, or critical incidents assigned a priority 1 or 2 that have the potential of affecting a surrounding jurisdiction.

F. Shift Supervisor Responsibility:

1. Determine if the incident fits the criteria for a BOLO broadcast and ensure that the PST on Police Info Channel broadcasts the event, if necessary. Depending on the circumstance, a BOLO may need to be broadcast over Broward County 14CALL.

2. Verify if the incident matches the criteria for a Command/Commission Notification.

G. Arrival of Units on the Priority Incident:

1. When field units arrive on scene of a priority incident, the PST shall:

a. Police:

1) Depress the Alert Tone 1 and hold for three seconds.

2) Advise the unit(s) the air is being held for the priority incident.

3) Repeat the signal and address of the incident. (Example: "Attention all units, the air is 10-03 for a signal 33 at 1234 Main Blvd.")

4) If the event remains on the Police Main talk group, as moving the incident would prove an officer or public safety concern, the field supervisor shall be prompted to move all units **not** working the incident to Police TAC Channel, which shall be cleared for routine traffic.

b. Fire:

1) Fire Rescue units shall be advised to switch to the assigned tactical talk group.

2) When working incidents requiring time checks or roll calls such as trauma alerts or working fires, the PST shall do so at the appropriate intervals.

H. Maintaining Control of the Priority Event:

1. Once the call has been assigned, the primary PST shall:

a. Assign and document any units responding to or from outside jurisdictions.

b. Utilize the patching feature when the incident requires interoperability coordination amongst multiple jurisdictions or the magnitude of the incident cannot be appropriately managed via a singular talk group.

    1) The PST may instruct the bordering jurisdiction to utilize a common talk group.

    2) Critical incidents which border, surround, or can possibly move into another jurisdiction shall, at minimum, be broadcast as a BOLO onto Broward County's 14CALL talk group for notification purposes.

    3) Critical incidents that are still in movement, such as pursuits, and are being worked off of a different talk group (i.e. PAT TAC), the talk group shall be patched with the Police Main talk group. The patching of other talk groups with Police Main may be done without any prior approval or notification by the field supervisor, if the process of acquiring approval will delay the immediate acquisition of resources and/or the notification of a unit. Patched talk groups shall remain connected until such time that the incident has concluded.

c. Keep all traffic to a minimum to allow updates to be broadcast in a timely manner.

d. Continue to review and broadcast any additional updates on the primary/tactical talk group.

e. Facilitate requests to obtain further information.

f. All pertinent information must be documented in the narrative of the call to provide an accurate chronology of the event. Any commentary given by the field unit(s) pertaining to the call such as in-custody, BOLO information, confirmation of identification of the suspect, etc., shall be considered pertinent information.

g. Facilitate contact to businesses/residences when requested by a field supervisor or Incident Commander. **To protect the potential victims, messages shall not be left on an answering machine or voicemail.**

h. Monitor and update the CAD records until the incident's conclusion.

I. LPR – License Plate Reader

    1. The Coral Springs PSAP has technology that allows cameras to query license plates of all vehicles that pass into the field of view of the camera. There are also mounted LPR readers affixed to Police vehicles, which have the same features and capabilities as mounted LPR technologies.

    2. The purpose of the LPR is to query and alert local law enforcement of any passing vehicle that has a potential HIT in the FCIC/NCIC system.

    3. In the event of a potential LPR HIT, a call for service shall be put into the CAD with the call-type LPR.

    4. The Role of the Police PST:

        a. Immediately tone and broadcast the call, include the call-type, location, direction of travel and vehicle description, including license plate number.

        b. Retrieve the tag information and query the data into FCIC/NCIC.

        c. Assign a minimum of 2 officers to the call for service.

        d. On receipt of the query, verbalize all data to the responding units.

        e. For possible HIT's, the PST shall advise of an "unconfirmed S/10 or S/9" and accept the final traffic stop location, if applicable.

XII. **CALLS FROM CHILDREN AND ELDERLY**

    A. There will be times when you, the Call Taker, get a call from a child or an elderly person. Each group has some special considerations to follow when you are getting calls from them.

    B. Calls from children can range from a domestic situation to a child misdialing the Emergency Communications Center. In either instance, the ability to quickly establish communication depends on the Call Taker's ability to calm the child, speak plainly and establish a bond with the child. When handling a call from a child, the Call Taker should:

1. Be aware that a child may act very calm when faced with a crisis. Remember not to judge the severity of the call by the level of emotion of the caller.

2. Be aware that a child commonly refers to someone who is unconscious as "asleep" or "sleeping and won't wake up". Assume this is an unconscious patient (67UNC).

3. Be aware that a child is very capable of answering questions and following instructions.

   a. The Call Taker may have to ask one question or give one instruction at a time.

   b. The Call Taker may have to repeat and/or rephrase the responses to simplify them.

   c. The Call Taker may have to make sure the child is answering or doing what was asked, not just by saying "yes" to an authority figure.

4. Use the child's name. By using their name, you will keep their attention, and they will know you are talking to them. "Johnny, where is your mom right now? Can you tell me exactly what happened?"

5. Be aware that a child may be nervous about calling 9-1-1. Reassure them that they are doing the right thing.

6. Show kindness and patience. A young child may be very scared during an emergency. Although you may be very busy, remember the child may be alone in a frightening situation. "Johnny, you did the right thing by calling 9-1-1. I am proud of you."

7. Speak slowly. As Call Takers, we often speak very quickly. Slow down when talking to a young child. Help them slow down. "I know it is hard to remember your address. Take a deep breath. We can figure this out." If the child does not know their address, ask the child if they know where the mail is kept.

8. Be aware that a child may get anxious about help taking a long time to arrive. Reassure them help is coming. "Johnny, an ambulance is on the way to help your mom (use once an ambulance has been dispatched). We will get there as soon as we can."

9. Be aware that a child, if distressed, may worry about who will take care of them or fear that they caused the crisis. Reassure them they will be taken care of. Praise them for helping and making the right call.

10. Tell the child what is going to happen. "When the ambulance gets to your house, they are going to knock on the door, then they will come in your house. They are going to need you to show them where your mom is. You can do that, right?"

11. Be aware that a child in non-speaking English families may be the most fluent in English and may be translating. Verify there are adults present.

C. When handling a call from an elderly caller, the Call Taker should:

1. Be aware that the caller may have to start "at the beginning." If interrupted, or asked to say what is happening now, the caller may lose their train of thought and may need to start over. Be patient, assure them you are listening.

2. Be aware that the caller may process information slower. Ask one question at a time and wait for the response.

3. Be aware that the caller may have been hesitant to call, and/or unsure how the 9-1-1 system works. Reassure them they did the right thing, and that the Call Taker is there to help them.

4. Be aware if they waited, the problem may be more serious.

5. The caller may have difficulty hearing. Slow the rate of speech and speak clearly. If someone else is present, the Call Taker can ask to speak to them.

XIII. OTHER TYPES OF CALLS

The Call Taker must take into consideration that a caller may suffer from a medical condition or mental incapacitation or be under the influence of alcohol or drugs. Extra effort and patience must be used in handling such callers. In some cases, the caller may use abusive or obscene language, but before disconnecting, the Call Taker shall determine if there is an emergency or priority service call involved in the situation. After the initial exchange with the caller, when there is an understanding of what the caller needs, the Call Taker shall enter the information into CAD, and then ask specific questions. A unique

number is assigned to each CAD call, and any further actions on the call (addition of narrative, changes in signal or location, and officer response and status changes, for example) are time-stamped by CAD. All calls for service are entered into CAD so they can be properly recorded. Self-initiated calls by officers are tracked in the same manner.

XIV. TELECOMMUNICATIONS DEVICE FOR THE DEAF (TTY or TDD)

A. TTY – Short for teletypewriter and used initially by the military and Western Union.

B. TDD – Short for Telecommunications Device for the Deaf.

C. These devices enable a deaf, hearing-impaired and/or speech-impaired caller to communicate via a regular telephone. TDD machines are available at all the positions as an integrated feature of the Intrado Security Systems Viper phone system.

D. All Public Safety Telecommunicators must be able to properly recognize and handle TDD calls. A potential TDD call may sound one of three ways:

1. Recorded message or a written message on a 9-1-1 display, advising that the call is from a TDD.

2. Audible tones that are an electronic "beep", which means that the caller is pressing keys to notify the Public Safety Telecommunicator that a TDD call is being placed.

3. Silence on the line. You may hear nothing; it could be a dead line, or it could be a deaf caller. Often a person using a TDD will make a call that is perceived by the Public Safety Telecommunicator as a silent, open line call. This is because the caller's equipment does not recognize that the call has been answered until the Public Safety Telecommunicator sends a TDD response. A silent, open-line call must be considered a potential TDD call until proven otherwise. If the Public Safety Telecommunicator does not get a voice response to their voice query, they should immediately send a TDD query to determine if a TDD caller is on the line.

E. If the caller is using a BAUDOT device, Intrado Security Systems should automatically recognize this and open the TTY window. If you suspect a TTY call and the window does not open by itself, left-click the TTY button above the ALI screen in the Intrado Security Systems screen. A box appears in the upper right screen. There is a long white box at the bottom of the TTY screen – this provides pre-made questions for you to send to the caller.

F. Text from the caller is preceded by Rx>. Text from our end is preceded by Tx>.

G. Transmissions can be garbled or confusing, so verify everything by typing it back to the calling party. TDD messages are often spelled badly, or hard to understand; usually the first word of the phrase is the key to the thought. Punctuation may be omitted because the caller's TDD has no keys for it. If a key word is repeated (i.e., "fire-fire-fire") it usually means the caller is stressing the importance or scope of the word they are typing.

H. The TTY function has four modes that it can use:

   1. Baudot: the standard transmission signaling scheme used by TTY machines.

   2. ASC II: allows a TTY to communicate with computers.

   3. Hearing Carry Over (HCO) is a communication method which utilizes both voice and text communications on the same call, allowing a person who is speech impaired to listen to the other party's conversation and respond by typing via a TTY or other means of text communications. The Public Safety Telecommunicator shall answer on TTY and respond by telephone.

   4. Voice Carry Over (VCO) is a communication method that allows a person who is hearing impaired to speak directly to the other party and receive a response via TTY or other means of text communications. The Public Safety Telecommunicator shall answer via the telephone and respond on the TTY.

   Special abbreviations used by TDD callers:

GA	GO AHEAD	Use this at the end of each transmission to let the other party know it is their turn to talk
Q	A QUESTION MARK	The caller's TDD may not have A "?" key
XXX		Disregard the word or phrase prior to this and read on. The caller's keyboard does not have a backspace key to make corrections.
SK	STOP KEYING	Use this when the entire conversation is over.
U	YOU	
R	ARE	
PLS	PLEASE	
HD	HOLD	
OIC	"OH, I SEE!"	Usually used in a humorous manner.

XV. AT&T LANGUAGE LINE SERVICE

A. This service is paid for by county 9-1-1 funds. It allows us to transfer non-English speaking callers to a translation service. The incoming call must be on a 9-1-1 line to use this service.

B. The Process

1. If you can communicate at all, ask the caller to hold while you transfer. Depress the transfer key for ATT Language Line on the Intrado Security Systems keypad to transfer the call. The call shall go something like this:

a. AT&T Language Line Automated Machine**:** Please enter your 6-digit client ID (this information is posted at each 9-1-1 position).   You**:** Type in 103024.

b. AT&T Language Line Automated Machine**:** For Spanish press 1. For all other languages press 2. You**:** Type in 1 or 2.

1) If you press 2: AT&T Language Line Automated Machine**:** Please speak the name of the desired language. You**:** German (or desired language)

2) AT&T Language Line Automated Machine**:** I understood German, if this is correct press 1, if not press 2. You**:** Press 1 or 2. (If you press 2 you go back to speaking the desired language, if you press 1 you go to the next step)

c. AT&T Language Line Automated Machine**:** Please enter your PSAP number. **YOU:**   Type in your CSPD id number (then you should be connected to the appropriate translator).

1) You may bypass most of the automated service by entering "0" the two times the automated machine asks for the PSAP number. In that case the conversation will go something like: You**:** If you know the language, say so; if not, say no. Explain that the call is to 9-1-1 and may be an emergency.

d. AT&T LANGUAGE LINE**:** Your client ID, please. You**:** 103024.

e. AT&T LANGUAGE LINE: What is your organization name? You**:** Broward County 9-1-1 (not Coral Springs Police).

f. AT&T Language Line: Your personal code. You**:** Your badge number.

j. AT&T Language Line: Hold while I get an interpreter.

2. Charges for the service begin when the interpreter answers the line. Under your direction, the interpreters can obtain the nature of the call, the location, a call back number, descriptions, information about weapons, etc. The interpreters do this at your prompting - they are not trained in police, fire or medical call taking, so they rely on you to tell them what is needed.

CHAPTER SIX
ENHANCED 9-1-1

I. THE ENHANCED 9-1-1 SYSTEM

A. Enhanced 9-1-1 (E-9-1-1) is a system used to automatically provide the callers location to the Public Safety Answering Point (PSAP). When a caller dials 9-1-1, the call is automatically routed to the PSAP that has jurisdiction of the caller's address. All calls are toll-free, whether from a coin-operated phone or a private phone (including cell phones), and service is provided on a 24-hour basis.

B. Our Communications Center is equipped with the following:

    1. Fifteen answering positions for 9-1-1. These positions have:

        a. Eighteen 9-1-1 trunks (lines)

        b. Fifteen ESSX lines that are designated for non-emergency calls

        c. Five administrative lines

    2. If all eighteen 9-1-1 trunks are busy, the nineteenth and subsequent calls to 9-1-1 will be diverted to the City of Plantation PSAP. The phones at the police main radio and fire radio consoles shall not answer 9-1-1 calls.

C. The telephone system in use is Intrado Security Systems.

    1. This includes graphical user interface (GUI) screens that display:

        a. The caller's number

        b. Street address

        c. Time

        d. Date

    e. Business/resident name

    f. The agencies that handle the police, fire and medical duties for the caller's address.

2. These screens include capability to:

    a. Answer calls on all our lines and to dial out.

    b. Play back phone calls.

3. Reference lists that are integrated into the screen are:

    a. Transfer locations for 9-1-1

    b. Non-emergency listings for other agencies

    c. Speed dial of often-used numbers

    d. CSPD and CSFD employee phone numbers

    e. TDD

II. AUTOMATIC NUMBER INDICATOR (ANI)/ AUTOMATIC LOCATION INDICATOR (ALI)

A. ANI is the automatic display at the PSAP of the telephone number associated with the line which called 9-1-1. Each telephone number and the physical location to which it corresponds are stored in an ALI database, managed by the local exchange carrier. In a 9-1-1 call, the PSAP uses the ANI to retrieve the caller's physical address from the ALI database. Additionally, the ANI acts as a callback number should the PSAP lose its connection to the distressed caller. Both ANI and ALI are key capabilities of E-9-1-1 service.

III. TROUBLESHOOTING

If the equipment is not working properly, or you are not getting displays on the CRT, call Intrado Security Systems repair. This number is on the REPAIR tab on the Intrado Security Systems phone screen.

IV. E911 INQUIRY FORM

The E911 Inquiry Form is filled out when the information on the ANI/ALI screen does not match where the caller is truly located. The form can be found in the hanging wall files across from info channel. The PST who takes the call with the incorrect information shall fill out the form and forward it to the designated communications employee, who in turn checks the form and forwards it to the county 9-1-1 office.

V. 9-1-1 FAILURES

A. In the event of a complete 9-1-1 failure at this PSAP only, contact Intrado Security Systems at 1-800-361-2596. Please specify the severity level at the time of opening a ticket. All lines will automatically reroute to the Plantation PSAP. Advise Plantation of the situation.

B. Two Communications Unit members shall respond to the Plantation PSAP to handle 9-1-1 calls. They shall take a portable radio, cell phone, and the "crash kit" (a black satchel with maps, complaint cards and other supplies) with them. The crash kit is located at the small grey cabinet in the rear of the Communications Center.

C. Upon re-activation of 9-1-1 service at Coral Springs PSAP, our personnel shall return.

D. The Communications Center Manager and the Broward County's 9-1-1 Coordinator shall be notified of the incident as soon as possible.

VI. TRACKING 9-1-1 USE

Power MIS (Management Information System) is an application that uses call-handling data (call, incident, and SMS text "call") from Power 9-1-1 to generate a

wide range of comprehensive statistical reports, which may include line or bar graphs. These reports also tally the number of 9-1-1 calls per day, month and year. The Communications Manager tracks all Power MIS reports.

CHAPTER SEVEN
RADIO: SYSTEM, TECHNIQUES AND PROCEDURES

I. RADIO SYSTEM

A. The[AR3] radio system of the Coral Springs PSAP is engineered to produce greater than 15dB ratio to the radio receivers in at least 97% of our service area. The SINAD ratio is a measure of the relationship of the:

1. Radio signal

2. Noise

3. Distortion

B. The SINAD serves as a basis for estimating whether a receiver will respond to reproduce a transmitted signal. Motorola, who developed our radio system, assures us that the minimum acceptable 12 Db SINAD quieting, and/or the 20 Db quieting specifications will be met or exceeded through periodic maintenance and optimization performed by Motorola.

C. The citywide P25 trunked radio system currently includes

1. Eleven - 800 MHz channels (police, fire and other city departments)

2. Two - 470 MHz channels (fire pagers).

D. Our radio tower and generator are in a fenced, locked area within the public-safety building compound. Other equipment for the telephones and radios are located inside the building in areas not accessible to the public.

II. INTEROPERABILITY

A. The Coral Springs PSAP has interoperable capability by direct radio communications with the following agencies:

1. Broward County Regional Communications for Law Enforcement and Fire-Rescue (Broward County Regional Communications is responsible for the

county radio system that services 29 out of the 31 municipalities in Broward County).

    2. Plantation Police and Fire Department

    3. Palm Beach County Law Enforcement and Emergency Medical Services

B. A documented test of the radio system is conducted continuously throughout the year to ensure interoperability.

C. Further interoperability between agencies is accomplished by using a Broward County Regional Communications Radio system mutual aid channel, when necessary.

D. Permission to use a Broward County Mutual Aid channel is obtained by calling the BSO on-duty officer by telephone.

    1. The contact number is in our Phone Directory files in CAD.

    2. The channel is monitored by a Coral Springs PSAP PST, if requested by the responding unit(s).

E. Mutual aid channels shall be used for the following:

    1. When our officers have an operation outside the city limits and radio coverage is not optimal.

    2. When we are operating with units from other jurisdictions, and a shared radio channel is desirable.

F. Each 800-megahertz console is capable of two-way communications on a Nationwide Emergency Channel (NPSPAC).

    1. These talk groups give immediate access if another agency requests assistance, or if assistance is requested by the Coral Springs PSAP. This channel is set aside for use of nationwide law enforcement. It is located at all 800 MHz consoles, and is always monitored (8TAC90 and 8TAC91).

G. To talk to a municipality serviced by Broward County Regional Communications by radio, we shall go over Broward County 14CALL channel to make the request.

H. For the City of Plantation, select the Police or Fire talk group dependent on the incident.

I. We also have access to the Florida Interoperability Network™. It is an IP based radio interoperability system. The system allows dynamic statewide radio interconnections (Trunked and Conventional in any frequency band) for public-safety first responder's forces. This allows remote dispatch positions to gain access to every network.

III. PST RADIO PROCEDURES, TECHNIQUES AND CHANNEL RESPONSIBILITIES

A. Speak in a normal tone of voice, being sure to articulate. Taking the time to speak clearly should automatically limit your talking speed to a rate that is easy to copy.

B. Always listen prior to pressing (keying) the transmitter to minimize interference with the officers in the field. Then key the transmitter, pause a moment, and transmit. Avoid talking as you key, or immediately after you key, as the first part of your message may be lost if you do.

C. Courtesy is best expressed by your tone of voice. Avoid unnecessary transmissions involving "please" and "thank you."

IV. USE OF HEADSET WITH THE CONSOLE

A. Issuing

   1. Each Public Safety Telecommunicator is issued a headset and is responsible for keeping it clean and in good working condition.

   2. At the end of each shift, the headset shall be stored in the owner's locker, or in storage areas underneath the mail trays specifically designated for headsets.

B. Wearing

1. The headset is a required piece of equipment. It shall be worn while operating radios at all radio consoles when a talk group is being monitored.

2. While wearing the headset, angle the microphone towards the user's mouth, keeping the tip about two fingers-widths away from the user's mouth. There are several types of headsets available. Users will be allowed to choose the one most comfortable for them.

3. The volume controls on the console and the headset have no effect on the volume level of your voice as you transmit. They only control the volume of the sound received.

V.   REQUIRED RADIO TRANSMISSIONS

On all calls, at least the nature code, address, and response code information shall be dispatched via radio as the officer is assigned. In the case of lower priority/non-officer safety calls, the rest of the information is transmitted to the officer's mobile device. In-progress high priority calls are dispatched over the air, giving all the details from the narrative, with descriptions of suspects and vehicles when available.

VI.   CHANNEL RESPONSIBILITES

A. Main Channel. The radio is relied upon for assistance and protection. The radio is the fastest form of communication officers have with headquarters. The PST provides a vital link between the officers in the field and the department.

1. It is important for the oncoming PST to receive pass on and be aware of the status of all units at the time they take over. Relieve the position first before any cleaning is done.

2. No cell phones are allowed on Main Channel. If you are seen with your cell phone on main channel, you will be required to put it in your mail tray for the rest of your shift.

3. Focus on Main Channel only. You should not be making phone calls to complainants while on Main Channel.

4. Under no circumstance is the internet allowed to be used while working this channel. Failure to follow this rule shall result in the internet being disabled on this channel.

B. Two Channel. Just as we have more than one function to perform as a PST, officers have similar diverse responsibilities in addition to listening to the radio. They may have considerable distractions. It is our job to be patient and be one-step ahead, anticipating what information an officer may need before they request it.

1. Main Channel must be kept up. While on Two Channel, you act as a second ear for Main Channel. You should be on top of any requests made on Main Channel before being asked, unless busy.

2. DAVID, BSOWNS and TLO shall be kept up at all times. Failure to be prepared is preparing to fail.

3. You are responsible for creating 10-15 packets and marking the prisoner accordingly. Meaning the type in the related names field is changed from SUSP to PRIS.

4. You are responsible for being on top of marking Baker Acts and Barring subjects in the type field of the related names tab.

5. Be a digger! If you cannot find something, think outside the box to try to find the information.

6. When it comes to running subjects, spelling is important. Make sure you are paying attention and copying information correctly.

7. The main e-Agent shall be monitored at all times. Requests for police service calls may come through at any time. Each PST sitting at this channel shall login to the main e-Agent when they are working the channel.

8. Do your due diligence in gathering and/or providing all necessary information for HIT confirmation requests or recoveries.

9. If there is no information in a call, ask an officer for the information.

10. Update the incoming PST on any tasks that are awaiting completion.

C. Fire Channel. The radio is relied upon for assistance and protection. The radio is the fastest form of communication fire personnel have with headquarters. The PST provides a vital link between the units in the field and the department.

1. It is important for the oncoming PST to receive pass on and be aware of the statuses of all units at the time they take over.

2. When you first sit down on this channel, check your screen and units. Check your line up and verify it is correct with what is in CAD and turn up BCF-D6, the Margate/Creek Channel.

3. Pay attention to where units are and how long they have been there. Ex: Training or Last out. If they have been on the call for a while, check their status.

4. Monitor the Parkland screen next to Fire Channel. If it times out, you are responsible to log back in. The username and password are taped to the radio screen.

5. The volume for 12JOPS1 shall remain monitored at all times.

6. When a unit comes up for checks, check on them. This is not optional.

D. Back-Up Channel. This channel is just as important as the other channels. It functions as a support channel for the entire room and shall be given the same attention that is given to the other channels.

1. When sitting at Back-Up Channel you shall help answer phones.

2. You shall help Police Main Channel when a hot call comes in by sitting next to the PST with a handheld radio listening and writing down what is being said.

3. You shall help Fire Main Channel when a hot call comes in by either handling the Fire Tac Channel or handling Fire Main Channel.

4. PD Main, Two Channel, Fire Main, 14CALL, CALL-90, 12JOPS1 volumes shall always be kept up.

5. You are to monitor the cameras, especially when there is a prisoner in booking.

6. Make sure the volume to the monitor above the Supervisor's desk is up at all times. The LPR program and the bank alerting system are being monitored on this computer.

VII. LONG MESSAGES

If addressed to "all units", these should be broken into phrases, with pauses in between. These types of messages are "simulcast" (broadcast simultaneously) on all pertinent police channels by choosing the "multi-select" function of the radio console. Acknowledge all incoming transmissions promptly. If the unit is not answered, he/she may call again.

VIII. RADIO DESIGNATORS

A. Road Patrol Officers are assigned radio designators based on their shift and geographical assignment.

B. For example, 1-Bravo-54 is a Coral Springs Police Bravo shift officer assigned to sector 54. Some specialty patrol units have individual radio designators. For example, 1-M-91 is a designator assigned to a specific sub-station officer.

C. Other specialty units (criminal investigations, traffic, etc.) also assign individual designators to their personnel. A list of the most current designators is available in Word, in the Communications folder, on the shared drive, and titled Radio Designators.

D. Linking a radio designator to the personnel assigned to the unit is done via the Edit Unit (EU) function in CAD. Identifying an officer during a radio transmission may be done by viewing the assignment in CAD for specialty units; by looking at the daily roster provided by Patrol; or by looking at the Motorola Radio Console screen. The Radio Console screen displays a last name, permanent radio designator, or a radio number when a transmission is made. When only a radio number is displayed, the user's name can be looked up in a folder titled Radio ID Lists available in the Communications Supervisors shared drive.

E. The Motorola Radio Console screens display City of Coral Springs talk groups; the radio number, unit, last name of the person that radio is assigned to; and the most recent time that radio keyed up on a talk group. In the event a PST misses the designator when a unit calls on the radio, a glance at this screen reveals the identity of the unit, without having to ask the unit to repeat, and without having to play back the transmission. This is tied into the emergency button on each radio.

IX.   CAR-TO-CAR TRANSMISSIONS

A. Car-to-car transmissions shall be cleared through the PST (example):

  1. Field unit: "1C25   10-55   1D21."

  2. PST: "1D21."

  3. Sergeant: "1D21, go ahead."

B. The units talking car-to-car should remain aware of the fact that the PST may deny a 10-55 in the event of emergency traffic. The base station can cover a transmitting unit, however, do not waste airtime trying to contact a unit with a known open mic.

X.   EMERGENCY/PRIORITY TRANSMISSIONS ON POLICE RADIO

A. When the PST makes emergency or priority transmissions, they shall be preceded by an alert tone to indicate that special radio traffic follows. When

announcing that the air is 10-3, or announcing that the air is 10-8, the "MULTI-SELECT" feature of the console shall be enabled by the PST. By using the multi-select feature, the PST will be broadcasting the tone and message on a pre-selected number of radio channels at once.

B. The "Alert 1" tone shall be used for the following police calls:

1. Code 3 calls

2. BOLOS

3. Announcing that the air is 10-3 or back in full service

4. To get the attention of an officer when you are having difficulty raising him/her.

C. In the case of an in-progress call, the alert tone shall be followed by the actual dispatch of the call. When the first officer arrives, the PST shall announce that the air is 10-3. The air is then limited to the incident in question. Units not involved on the call for which the air is 10-3 shall go over to PAT-TAC so that normal operations can continue. PAT-TAC shall then become Police Main.

D. Any PST may authorize the use of 10-3. The actual time the air is 10-3 should be kept to a minimum, as dictated by the needs of the incident being handled. When a channel is made 10-3, the PST shall turn on the channel marker for that specific channel and remove the marker when the channel is returned to normal status.

E. When an officer is on a call, they may update dispatch with a Be On The Lookout (BOLO) in reference to that specific incident. BOLO's usually include details about a crime suspect such as estimated age, race, height, and weight. They may also provide vehicle and clothing descriptions to other units when this information is known and applicable.

1. The PST shall document all information provided by the officer in the narrative of the incident.

2. The PST shall relay the information over Police Main Channel by stating "All units standby and copy a BOLO". Once all information has been relayed, the PST shall advise "end of BOLO and advise the time".

3. Immediately after the PST has received the information, the teletype PST shall notify surrounding areas of the occurrence and pertinent information, such as vehicle, person(s), direction of travel, etc. This will apply when the suspects have left the scene and/or might leave the city limits. This notification should be as timely as possible, and updates shall be sent as more information becomes available.

4. As soon as a BOLO is assembled, it shall be given out on all police channels. During regular business hours, BOLO's for major incidents (missing children, robberies, hit and runs with injuries, etc.) may also be broadcast on these talk paths: Aquatics, Utilities, PW Streets, FD Main, P/T Dispatch, Info, and Pat Tac. For the non-police channels, ask that units report immediately if visual contact is made with a suspect, person or vehicle and state that they should take no action to approach the person or vehicle.

XI. PURSUITS

A. When an officer advises that he is in pursuit (whether on foot or in a vehicle), the PST acts as a relay between that unit and the rest of the officers. The other units refrain from using the radio other than transmissions to advise their locations, or to attempt to intercept. The PST shall repeat the transmissions of the unit in pursuit to ensure clarity among all units.

B. An available PST shall notify neighboring agencies of our pursuit using radio talk group BCM-14-CALL. The agencies notified will depend on which direction the pursuit is headed.

C. Be aware that if the pursuit is related only to traffic violations, the officer will break off pursuit at the city limits.

D. Example of the beginning of a pursuit:

1. 1C34: "1C34, I'm 10-31 on a green Ford, westbound on Sample from University."

    2. PST: (alert tone). "All units, 1C34 is 10-31 on a green Ford, westbound on Sample from University."

    3. 1C34: "Tag is UJF271, looks like two white male occupants at this time, traffic only. Now at 9700 Sample, still westbound."

    4. PST: "All units, tag number is Uniform-Juliet-Foxtrot-Two-Seven- One, with two white male occupants, westbound at 9700 Sample."

E. The transmissions continue until the pursuit is concluded. The PST's concern is to keep track of the pursuing officer and accurately relay his position to the other officers. The PST may have to deal with interference from the officer's siren, confusion as other officers attempt to assist, and the stress this situation causes.

F. Roadblocks are allowed as a last resort and only with a road patrol supervisor's approval.

G. Clearly announce the end of the pursuit. Example: "All units, 1C34 has the vehicle stopped at 85th Avenue and Sample," or "All units, the vehicle has left the city limits, eastbound into Coconut Creek," or "Per 1D31, Terminate the pursuit."

XII. ACTIVATION OF EMERGENCY BUTTON ON A PORTABLE RADIO

A. An orange emergency button exists on portable radios. It is recessed into the top of the radio, in front of the antenna. In an emergency in which the radio user cannot transmit, pressing this button causes notification at each radio console.

B. A tone and a visual signal are activated at each console, no matter which radio talk group (channel) is in use. The border around the radio talk group that the unit keyed the emergency button on will change to red on the Motorola Radio Console. The console will show:

    1. The unit

    2. The radio number or the name of the person who is issued that radio.

3. The volume on that talk group is automatically turned up to its maximum.

C. A list of the Coral Springs radio users is in the Communications Supervisor's shared access folder. If a name cannot be determined for the radio user, a supervisor is advised of the situation. Usually, the supervisor can narrow the field as to what city department the radio is assigned and determine what talk path the activation occurred.

D. When the radio user's identity is immediately known, attempts shall be made to raise that person on the radio and by cell phone. If this fails, a sergeant or a fire officer shall be notified. If the user's location is known, an officer shall be dispatched to that location. If the user is not assigned to a call, an officer(s) shall be assigned to check the area of his last known location. If the user has GPS associated with his radio, the system shall be consulted for a location and that area shall be checked. Repeated contact attempts shall be made on radio and cell phone until the person is located.

E. If the radio user cannot be determined, a radio roll call of police or fire units may be done to verify that all on duty units are accounted for. This would depend on whether the radio number and/or the talk path the signal came through on was a police or fire talk group.

F. If the activation is determined to be accidental, the alert is re-set by:

1. The unit's radio: by pushing and holding the emergency button until it beeps.

2. The Motorola Radio Console; reset the activated talk group(s) by:

a. Left click on the "Red Cross" button in the activated talk group(s) to activate the Emergency pop-up window.

b. Left click on the "Red Cross with the Hand" button in the Emergency pop-up window. This will silence the beeping on the consoles (this may be done before the cause of the alert is known so dispatch can better hear the units).

    c. Left click on the "Red Stop Sign with Hand and Red Cross" button in the Emergency pop-up window to finish resetting the talk group.

XIII. DISPATCHING NUMBERS AND LETTERS

A. Numbers in addresses shall first be given as separate integers, then as a whole number. For example, 1472 is read as "one-four-seven-two," then as, "fourteen seventy-two."

B. The phonetic alphabet is used for spelling out unusual names and words. The words used for each letter have been found to be the most understandable over the air. They shall be read as "Alpha, Bravo," and not as "A as in Alpha, B as in Bravo," which takes more airtime.

C. 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
U – Uniform
V – Victor

> W – Whiskey
> X – X-ray
> Y – Yankee
> Z – Zulu

XIV. TIME

Military time is used instead of the twelve-hour clock.

XV. OFFICER'S RADIO PROCEDURES

A. Upon acknowledgement of a call, the officer shall advise their present location. This will provide the PST and other responding units an estimate of the units' arrival time. It also enables another unit to take the call if they happen to be closer, and the call's nature warrants the change of assignment.

B. 10-50 procedure: When an officer stops a vehicle for any reason, before the vehicle has come to a complete stop and before the officer leaves their vehicle, they shall transmit the following information to the PST:

1. "1050," and the location of the stop (officer pauses here until prompted by PST).

2. Tag number, make, model of vehicle, and color(s)

3. Description of occupants

4. Reference for the stop (traffic, suspicious vehicle, etc.)

C. When an officer leaves their vehicle to check a pedestrian, they shall advise the PST of:

1. Location

2. Description of person (race and sex)

3. Reference for the stop

XVI. ASSIGNMENT AND NUMBER OF PERSONNEL TO BE ASSIGNED

A. The CAD system has been programmed so that each nature code comes up with a recommended unit response based on the type, urgency, and location of the call. To access the recommendation:

   1. The PST pulls up the event in the Call Taker/Dispatch Window of CAD.

   2. Then the PST pushes the Recom button in the Call Taker/Dispatch Window of CAD.

   3. This recommendation may be overridden by the PST based on the knowledge that a unit that shows as busy may be able to clear and be closer to the call than the recommended units.

XVII. ASSIGNMENT OF BACK-UPS

A. General Rule

   1. Whenever there is a possibility that a suspect is still at the scene, or if there is any indication that an officer may need assistance in handling a call, a back-up shall be sent.

   2. The closest available sector car shall handle the back-up. For alarm calls, the primary officer may cancel the back-up officer once on scene, not prior to.

   3. If no other officer is available to break away from a call to take back-up for a call being dispatched, advise the Patrol Sergeant. The Patrol Sergeant shall make the decision to either respond as back-up personally or have the officer respond alone and report findings. The Road Supervisor, not the PST, makes this decision.

B. Examples of calls requiring back-ups:

   1. Any call involving violence or threat of violence (fights, domestic quarrels, stand-by to keep the peace calls, etc.)

    2. Prowlers

    3. In-progress calls

    4. Any time an officer asks for a back-up

    5. An officer receives a "hit" while on a traffic stop or while out with a subject

    6. All alarm calls

C. For routine traffic stops do not automatically assign a back-up, or ask if the officer wants a back-up, based solely on the number of occupants in the vehicle. PST's should be aware of officer locations, particularly if not assigned to a call, in case an emergency arises and back up is needed.

XVIII. PATROL SUPERVISOR'S PRESENCE REQUIRED

A. Some incidents involving the need for police service can be complex, sensitive or serious in nature and may require a Patrol Supervisor to coordinate and delegate the duties of the assigned officers. Patrol Supervisors shall respond, or be requested to respond, to any call where a supervisor is needed to make departmental decisions, to delegate authority of duties, and/or to authorize the call out of specialized units as needed.

B. The following list is a guideline, not an absolute:

    1. Criminal allegations involving employees of the city.

    2. Unattended deaths.

    3. Any call involving serious bodily injury or extensive property damage.

    4. Any call involving possible litigation against the city.

    5. In-progress calls involving a Part 1 crime (homicide, sexual battery, robbery, aggravated battery, burglary, auto theft, and arson.)

6. Any public safety hazards, including spilled chemicals, crowd control situations, bomb threats, major fires, etc.

7. Additionally, a Patrol Supervisor shall respond to calls where directed by discretion.

XIX. CHECKING ON AN OFFICER'S WELFARE

A. Whenever an officer is out on a call, the PST shall check on the officer. The CAD highlights the officer's line in the Active Units window or Active/Available combined window in red, which indicates that a welfare check is appropriate at that time. Be certain to get a response, not a click, as an acknowledgement. The PST may check on the officer before the CAD indicates, if the situation seems to warrant it. Log either type of welfare check in CAD by Resetting Watchdog (RW). This can be done by:

1. Typing the unit(s) identifier and RW on the command line.

   a. This brings up the Reset Watchdog Timer Window in CAD.

   b. The Reset Watchdog Window advises the pre-determined reset time based on nature code.

   c. Left click the OK button or Reset All Units button if you want all the units on that incident to be reset to the same time.

2. Typing the unit(s) identifier, RW and the time assigned per nature code on the command line (it is best to use the Reset Watchdog Timer Window).

3. In the Active Units window, or Active/Available combined window, left click on the line(s) of the units and left click on the RW button at the top of the window.

   a. This brings up the Reset Watchdog Timer Window in CAD.

   b. The Reset Watchdog Window advises the pre-determined reset time based on nature code.

    c. Left click the OK button or Reset All Units button if you want all the units on that incident to be reset to the same time.

4. When an officer is on a delayed call where there is no indication of a suspect being there or returning while the officer is there, the PST may ask the officer if time checks are necessary.

5. If an officer indicates that these checks are no longer necessary, use the above method of Resetting Watchdog and choose 999 as the time.

6. Unit status checks are performed during times of slower radio traffic. A pre-scheduled call (the times are 0200 and 0400 hours) will appear on the open calls screen.

    a. The PST shall dispatch all available units on the status check call.

    b. The PST shall select alert tone 3 and check on each unit individually.

    c. If any unit cannot be contacted, follow the procedure for a unit not answering their radio.

    d. Once complete, the PST shall advise that the status check is complete and advise the time.

    e. At any time, a Communications Shift Supervisor, Patrol Supervisor, or designee, may request that units be checked.

XX. UNIT NOT RESPONDING TO THE RADIO

A. If a unit does not respond to their radio when called, a PST shall do the following:

1. Try to raise the unit on the radio a second time.

2. If the unit is not on a call and not responding:

    a. Multi-select on Main, Info, Pat-Tac and Traffic-Tac and try to raise the unit.

      b. If still no response, remain multi-selected, set Tone 1, then try to raise the unit, and ask someone else in the room to:

         1) Call the unit's cell phone.

         2) Send their radio a page using the Individual Unit Call Alert.

         3) Check to see if the unit's GPS location shows on the CAD map.

      c. If still no response, notify a Patrol Supervisor, and start another unit to the missing unit's last known location or GPS location, if available.

3. If the unit is on call on their own and not responding:

      a. Multi-select on Main, Info, Pat-Tac and Traffic-Tac and try to raise the unit.

      b. If still no response, remain multi-selected, set Tone 1 and then try to raise the unit. Ask someone else in the room to:

         1) Call the unit's cell phone.

         2) Send their radio a page using the Individual Unit Call Alert.

         3) Verify the unit's GPS location shows on the CAD map at their call location.

      c. If still no response, notify a Patrol Supervisor, and start another unit to the missing unit's location or GPS location, if available (code 3).

4. If the unit is on call with other unit(s) and not responding:

      a. Attempt to raise the unit and backup unit(s).

      b. If still no response, Multi-select on Main, Info, Pat-Tac and Traffic-Tac and try to raise the units.

    c. If still no response, remain multi-selected, set Tone 1 and then try to raise the units, and ask someone else in the room to:

        1) Call the units' cell phones.

        2) Send their radios a page using the Individual Unit Call Alert.

        3) Verify the units' GPS location shows on the CAD map at their call location.

    d. If still no response, notify a Patrol Supervisor, and start another unit to the missing units' location(s) or GPS location(s), if available (code 3).

B. Repeated contact attempts shall be made on radio and cell phone until the unit is located. Units receiving a page on their radio shall return to Main Channel to answer the page.

XXI. ASSIGNING A RESPONSE CODE

A. The CAD system initially assigns a response code (referred to as "priority" in CAD terms), based on the nature code entered. This priority can be raised or lowered by the person entering the call, dependent on the time delay and seriousness of the call. Unfortunately, our code 1 translates to priority 3 in CAD, while code 3 translates to priority 1. This can be confusing, so pay attention to detail when changing the priority. The PST announces the response code at the end of the dispatch transmission (for example, "Respond code three").

B. Depending on the situation in the field, a Patrol Supervisor or the officer responding may choose to change the code. They shall advise this over the air. This change in response does not reflect on the PST, it may be due to current weather conditions, traffic conditions, or to the officer's own judgment.

C. See General Order 28 for complete information. The Public Safety Telecommunicators must use their own judgment in assigning a response code.

D. Types of Response

1. Code 1 is a routine response to non-emergency situations, including alarm calls where the only known information is that the alarm has been activated. These calls are displayed in green, blue or yellow on the CAD screen.

2. Code 2 response is provided for in General Order 28, although we do not dispatch calls as code 2. In-progress calls, unless they present a danger to life or involve serious injuries, are dispatched as a code 1 response. Priority 2 is entered into the CAD system to alert the PST that the call coming in is higher in priority than a basic, delayed call. If the in-progress call involves serious injuries or a threat to life, the priority should be assigned as a code 3 response (entered in CAD as priority 1).

3. Code 3 response is emergency response. Officers use emergency lights and sirens from commencement of the run until arrival at the scene. Examples:

   a. In-progress calls where immediate danger of death or serious bodily injury is present or believed.

   b. All calls involving injury or illness, which have the possibility of immediate danger of death or serious bodily injury.

   c. All urgent requests by an officer for assistance where there is indication of imminent danger to the officer.

   d. Any call where code 3 is requested by the supervisor or the responding officer.

   e. At no time shall officers make an emergency escort of any private or other emergency vehicle unless authorized by a supervisor.

XXII. HOLDING CALLS

A. A Road Sergeant shall be notified immediately of any Priority 1, Priority 2, or crime-in-progress calls when no units are available to be dispatched.

B. A Road Sergeant shall be notified when 4 or more calls of any kind are holding, when a walk-in has been holding for more than 15 minutes, or if any call has been holding for 30 minutes.

    1. This is quickly visible in Open Calls window of CAD by checking the time in the Elapsed Column.

    2. This column shall be in the Open Calls window.

    3. The PST shall record the notification in the CAD narrative of each call holding once the Road Sergeant has been notified. (Example: 1D24 1048).

C. When taking calls for service, Communications members need to be aware of the numbers and types of calls already holding. If multiple calls are holding, or if we are working a major incident, inform the caller that response may not be immediate. In any case, avoid telling callers, "We will be right out." A better phrase is, "Due to a high volume of emergency or priority calls, we will respond when officers become available."

XXIII. CALLS THAT MAY BE HANDLED BY TELEPHONE & ONLINE

A. Unless there is a crime scene to process, or evidence to be picked up, many reports may be handled over the phone. Members other than officers may handle some of these calls.

B. Communications members may document several types of incidents by phone. Types of incidents include:

    1. Lost property such as a wallet or cell phone

    2. Lost tags and decals (with no suspect for the stolen tags and decals)

    3. Petit theft where there is no suspect (with nothing to be entered in the FCIC and no scene to be processed)

    4. Criminal mischief (except for graffiti)

C. If the caller wants to meet or speak with a unit, have the appropriate unit respond. In special cases, a Communications member may create a call to document some information just to record it for future reference.

D. In each case, an event shall be created, and when completed, the event shall be cancelled using the Cancel button in CAD and D89 (Call handled by Communications).

E. Online reporting is provided through an application to enable citizens to easily report non-emergency incidents. This method should not be used if anyone was injured as a result of the incident, or if an officer should be dispatched to the crime location.

F. The criteria to submit a report online:

    1. The complainant is not reporting an emergency.

    2. The reporter is at least 18 years old.

    3. There are no known suspects for the crime being reported, with the exception of reports of harassing phone calls.

    4. There are no firearms or other weapons involved.

    5. The incident occurred within the jurisdictional boundaries of Coral Springs.

G. Reports that may be referred to the online reporting system:

    1. Criminal Mischief (not including graffiti)

    2. Harassing Telephone Calls

    3. Identity Theft

    4. Lost Property

    5. Petit Theft (under $750)

    6. Property Damage

H. When a PST receives a call from a citizen wishing to report an incident, the PST shall determine if the call meets the online reporting criteria. If the call meets the criteria, the PST shall:

1. Determine if the citizen has internet access and/or provide suggestions for public access to the website via other public institutions.

2. Inform the caller about the online reporting process and the requirements for filing the report.

3. Advise the complainant of the supervisory review process and the potential for further investigation should suspect(s) or leads be developed.

4. Ensure the caller is aware that there is no cost associated with the process.

5. Advise the caller of the Coral Springs Police Department website address: http://www.coralsprings.org. Direct the caller to click on the link titled "Report A Crime", which shall guide them through the process of filing a report.

I. If the caller's complaint meets the online reporting criteria, but they do not want to participate, a call for service shall be created in CAD and the appropriate member shall be assigned the complaint.

XXIV. TRAFFIC ACCIDENT INVESTIGATORS (TAI'S)

A. In addition to their duties outlined in General Order 23, TAI's may handle specific non-emergency calls that require a report to be generated. Below is a list of calls that TAI's are authorized to handle (General Order 53 has the entire list):

1. Larceny (theft); grand*, petit, auto parts, and bicycle; when there is no suspect

2. Burglary; auto; when there is no suspect *

NOTE - Multiple auto burglaries (more than two) in one area will warrant a sworn officer's response; however, traffic Accident Investigators may still assist with the reports.

3. Runaways and Missing Persons with no evidence of endangerment *

4. Lost or Found Property

5. Criminal Mischief, delayed, not including graffiti

6. Lost or stolen tag*

7. Stolen vehicles when there is no suspect *

8. Property Damage

9. Obscene, threatening or harassing telephone calls

10. Birds

11. Injured ducks

B. The above calls with * shall not be handled over the telephone.

XXV. SPECIAL CIRCUMSTANCES

A. Special circumstances may require that operations within the city be carried out on a channel other than PD Main. Examples of channels are:

1. The Patrol Tac channel

2. Traffic Tac channel

3. CIU channels

4. Fire Tac channels

5. Special Events channels

B. The channel used depends on the type of operation being carried out. A review to compare system usage and personnel assignments shall be completed annually and changes shall be made as necessary.

C. Only the radios belonging to the VIN (Vice, Intelligence and Narcotics) SWAT, Command Staff, and K-9 Units have AES Encryption (Advanced Encryption Standard) which allows them to encode sensitive communications.

XXVI. PROTECTING PERSONAL INFORMATION OF PUBLIC SAFETY PERSONNEL OVER THE RADIO

A. PST's shall not relay any identifiable information such as the address or telephone number of a past or present law enforcement officer, firefighter, or agency official.

B. PST's may provide identifiable information that has been entered into a CAD call for service for these persons if the address information is not the home address of past or present law enforcement personnel, firefighters, agency officials, or their families.

C. The Communications Shift Supervisors and the on-duty Patrol Supervisor shall be notified immediately of any incident involving law enforcement personnel, firefighters, or agency officials.

CHAPTER EIGHT
CORAL SPRINGS FIRE DEPARTMENT PROCEDURES

I. INTRODUCTION

A. The Coral Springs Fire Department

1. The Coral Springs Fire Department currently consists of approximately 170 personnel protecting 158,000 residents in a 37 square mile area. The area consists of the 24 square miles of Coral Springs with 130,000 residents and the 13 square miles of Parkland with 28,000 residents, which the Department protects by contract with the City of Parkland. The contract with Parkland is reviewed every few years and this coverage may change depending on the decisions of the Parkland City Council.

2. There is a total of 8 fire stations, with 5 stations located in the city of Coral Springs and 3 in Parkland. The department's apparatus includes 6 Engines, 1 Quint, 1 Ladder, 1 Platform, 7 Rescues, 1 Tanker and 1 Incident Support/Breathing Air Support Unit.

3. The fire department responds to over 14,000 calls for service each year.

B. Parkland EMS and Fire

1. The City of Coral Springs is currently contracted to provide Fire and Emergency Medical Services to the City of Parkland. In the City of Parkland, calls from cell phones route to the Coral Springs PSAP, whereas landline phones route to the Regional Communications System. When Coral Springs receives a call for service in Parkland, the PST shall determine the following:

   a. If the call is for law enforcement, the call shall be transferred to BSO following normal transfer procedures. Remain on the line to determine if Fire or EMS is needed and gather the necessary information for the dispatch of units.

   b. If the call is for Fire or EMS, obtain the location and "chief complaint" (signal) from the caller. Transfer the call to BSO Parkland and continue to gather other necessary information. If it is known that law enforcement

will be needed, specifically request the Regional Call-Taker to send BSO Parkland deputy(s).

   c. The Police Main channel PST shall relay any calls in which Coral Springs-Parkland FD is responding to over BSO 8.

2. If the caller disconnects before the transfer, contact BSO and give them all necessary information.

3. Coral Springs PSAP shall provide Emergency Medical Dispatch Instructions to callers in Parkland when applicable.

4. A VPN connection to the Regional Communications CAD status monitor has been established at the computer to the far right located at the fire console. The Fire PST shall continuously verify that the status monitor screen remains logged on at all times. While logged on, the status monitor screen shall monitor the following:

   a. BSO Law Parkland District

   b. Margate and Coconut Creek Fire (must select both cities since they are built out separately by ORCAT)

II. CALLS FOR SERVICE

A. The City of Coral Springs has always gone by the model of **Time=Life** when it pertains to emergency services.

B. According to the National Fire Protection Association (NFPA) 1221 standard, the first unit should be dispatched within 60 seconds of the call being answered at the PSAP.

1. A fire doubles in size every 15-120 seconds (given the fuel load, ventilation and compartmentation).

2. A patient has a better chance of surviving a cardiac event if they receive treatment within the first 6 minutes.

C. The PST shall enter a call for service as soon as a location and chief complaint is received by the caller. Do not delay entering a call for service. The sooner emergency units are dispatched, the sooner they can control the situation. A response to a request for service is geared to the information a unit receives from dispatch. Therefore, it is important to obtain information from a caller promptly and accurately. The goal of all calls is to generate a call for service in a timely fashion, providing for the correct address, classification, and key elements of the incident.

III. FIRE STATIONS

A. The Broward County Uniform Station Numbering system is a system by which all fire stations and fire apparatus in Broward County are numbered. The numbering system was developed by the Fire Chief's Association of Broward County in order to minimize confusion and create efficient radio communications at large fires or emergency scenes, where multiple departments are working together. They developed a system by which each fire department's station was assigned a countywide station number based on the order in which it was built in the county.

1. Coral Springs Fire Stations:

a. Station 43 (Buchanan):
4550 Rock Island Rd
(954)345-2228 or (954)346-1873
Engine 43, Rescue 43, Assistant 43, Assistant Chief is on Duty

b. Station 64 (Ramblewood):
500 Ramblewood Dr
(954)347-8374
Engine 64, Rescue 64

c. Station 71 (Cagle):
11800 NW 41 St
(954)345-2227 or (954)344-1848
Engine 71, Rescue 71

  d. Station 80 (Headquarters):
   2825 Coral Springs Dr
   (954)346-1386
   Quint 80, Rescue 80, Platform 80, Ladder 80, Battalion 80, Support 80, Cert 80

  e. Station 95 (Southwest):
   300 Coral Ridge Dr
   (954)345-2156, Fax (954)345-2155
   Engine 95, Rescue 95

2. Parkland Fire Stations:

  a. Station 42 (Eastern):
   6500 Parkside Dr
   (954)753-6799
   Engine 42

  b. Station 97 (Central):
   6600 University Dr
   (954)753-6035
   Rescue 97, Tanker 97

  c. Station 109 (Western):
   11601 Hillsboro Blvd
   (954)227-3300
   Engine 109, Rescue 109

IV. TERMINOLOGY

A. General Fire Terminology:

1. First Due Area: The geographical area for which a particular unit is responsible as generally the first arriving unit. The map at the fire console has the first due areas for each station in color. This is important when considering calls in 80s first due and 109s first due. When responding to calls in their own first due area, Quint 80 is responsible for engine company

operations. When assigned to calls outside of their first due area, they generally operate as Ladder companies.

2. **Run**: A fire/ems call for which a piece of apparatus is being dispatched for a response.

3. **Assignment**: A term used to describe the total complement of units dispatched for an emergency response; i.e.: ENQ80, R80, EN71, R71, EN109, BT80 and AC43 are responding to a call together and the unit in charge advises "Hold ENQ80 and cancel the rest of the assignment". The signal used by the call taker or telecommunicator when initially taking the call dictates the equipment that will be alerted for that type of call.

4. **Fill the Assignment**: When a call or incident originally dispatched as one thing but turns out to be another and requires additional units to respond; for example, a residential fire alarm, which only requires 1 engine, becomes a residential structure fire, the dispatcher will "fill the assignment". The officer in charge of a unit may ask the dispatcher to "fill the assignment" if he/she decides once the unit arrives on the scene that they need additional equipment.

5. **Take-up**: A term used to describe a particular unit can clear the scene of an incident and go back in service, available for calls.

6. **Size-up**: The PST may hear units report on the radio that they are arrival, standby for size-up. Size-up is a preliminary report given by the first arriving unit's officer-in-charge, which typically includes the type and size of the structure/occupancy, the conditions present on arrival (i.e.: nothing showing, smoke showing, fire/flames showing, evacuation in progress, etc.). It is used on many types of calls, not just structure fires. It is critically important to repeat (echo) what was said by the OIC as to the size-up, so all responding units know what they will find when they arrive.

7. **360**: A term used to describe the viewing of an incident location from all sides to determine the conditions of the location upon arrival; i.e. checking for smoke or fire from the building. An engine officer on a residential fire alarm may radio in that he/she did a complete 360 and found no hazards, meaning he/she checked all sides of the building for signs of an emergency.

8. **Wet Hydrant**: A hydrant (sometimes referred to as a "plug") that a unit has verified can supply water for the engine to the hose lines at high pressure. Some hydrants are considered "dead", meaning for some reason water will not flow from the hydrant to the engine. Determining that a hydrant is wet is crucially important on reported structure fires to ensure that a water supply is readily available to supply the engine companies attack lines.

9. **Charge the Line**: Refers to the request that the driver/engineer start flowing water from the engine to the attack line stretched by the firefighters, so they can commence fire suppression/water application operations.

10. **Primary Search**: The initial search for victims inside a structure.

11. **Secondary Search**: After the fire has been extinguished, a second search for victims is conducted in better visibility to ensure that no victims were indeed inside.

12. **Ventilation**: A term used to describe the act of opening windows, cutting holes in the roof, setting up exhaust fans or any other means through which the heat/smoke/gasses and other products of combustion (fire) can be released from the enclosed structure.

13. **Check for Extension**: A term used to describe the process of pulling down walls and ceilings, checking for hidden fire that may have extended into those spaces.

14. **Overhaul**: A term used to describe the systematic checking of the interior of a building to ensure all hidden pockets of fire have been extinguished.

15. **Fire is Under Control**: The fire is contained and no longer spreading.

16. **Fire's Out**: All visible evidence of fire has been extinguished.

17. **Loss Stop**: No further damage is expected after all fire operations are complete.

18. **PAR**: Abbreviation for Personnel Accountability Report. On the fire ground, the Incident Commander is required to conduct a PAR check to determine that crew members operating on the fire ground are accounted for and safe.

B. Working Fire/Incident Command Terminology:

1. **Working Fire**: This is a fire that will require the use of all the resources that were initially dispatched on the first/initial alarm. Hose lines will be stretched into the fire building by engine crews to extinguish the fire.

2. **Incident Commander**: The Incident Commander (IC) is the officer who assumes command of the fire ground operation. He/she is ultimately in charge of all operations on the fire ground and coordinates all aspects of fire suppression. He/she operates from the back of his/her response vehicle (usually a large SUV), where there is a command board with a bank of radios and head phones for fire ground communications operations.

3. **Safety Officer**: A command officer in charge of ensuring safe, fire ground operations by all the crews.

4. **Attack Group**: Crews that are assigned to stretch hose lines, find and extinguish the fire. Depending on the size of the building and the amount of fire, there may be more than one attack group.

5. **Search Group**: Crews that are assigned to search the fire building and/or its exposures, looking for victims.

6. **Vent Group**: Crews that are assigned to create ventilation for the structure, allowing the superheated air, gasses and smoke to escape. This allows the attack group to better fight the fire due to increased visibility and decreased heat inside the structure and a better environment in which to operate their hose lines. This group accomplishes this task thru a variety of means, including opening/breaking windows and cutting/opening holes in the roof. Since heat and smoke rise, opening holes in the roof helps release the built-up heat and smoke inside the structure.

7. **Rapid Intervention Team (RIT)**: A crew whose sole function is the rescue of downed/trapped firefighters. The crew remains outside the structure, with their assigned gear, and in the event of a mayday call or firefighter down, their job is to enter the building and rescue the downed firefighter.

8. **Rehab Group**: Rescue crews assigned to monitor the vital signs of all firefighters engaged in firefighting operations on the fire ground.

9. **Aerial Operations**: Those crew members assigned to work off of the aerial ladder or platform.

10. **Roof Group**: Those crew members assigned specific duties on the roof of the structure.

11. **Division**: In operations on more than one floor, various groups will add a division number to their group name to designate which floor they are operating on. For example, a search group on the first floor may be Search Group 1 Division 1, which a search group on the second floor may be Search Group 2 Division 2.

12. **Other**: Other group names may be assigned based upon the specific tasks given to various crews on the fire ground.

13. **Interior Attack**: Crews are advancing attack lines into the building to extinguish the fire inside.

14. **Defensive Operations**: All attack lines are removed from the interior of the building due to hazardous conditions inside, such as the threat of the collapse of the building. The telecommunicator may be asked to sound the evacuation tones when the decision is made to go from interior attack to defensive operations only. Defensive operations are also known as "Surround and Drown".

15. **Second Alarm**: An additional dispatch of the same type of apparatus that was dispatched initially to the call. For example, if the first assignment dispatched included 3 Engines, 1 Ladder, 2 Rescues and 2 Chiefs, a second alarm would bring 3 additional Engines, 1 additional Ladder, 2 additional Rescues and 2 Chiefs. A second alarm means there is a large body of fire in the structure and the Incident Commander determined there was a need for additional equipment.

   a. To dispatch the units:

1) Pull up the call and click the Recom Button to activate the Unit Recommendation Window.

2) Change the Level number to the alarm number that is being requested (2, 3, . . .).

3) The needed and available units should already be checked and in Bold type in the box at the bottom.

4) Dispatch the units as in section 8.VIII.G.

5) Leave the Unit Recommendation window up, so the Unable to Find units can be requested via Mutual Aid (section 8.IX).

C. EMS Terminology:

1. **Basic Life Support (BLS)**: A level of medical care which is used for victims of life-threatening illnesses or injuries until they can be given full medical care at a hospital.

2. **Advanced Life Support (ALS)**: A set of life-saving protocols and skills that extend Basic Life Support to further support the circulation and provide an open airway and adequate ventilation (breathing).

3. **Patient Contact**: CSFD members are with the patient and beginning treatment or assessment of the patient. Status code AP (At Patients Side in CAD).

4. **Code Blue**: Patient is in cardiac arrest; their heart is not beating, and the patient is not breathing; CPR is required to sustain life. Status code CB.

5. **Cardiac Alert**: A patient meeting certain criteria whereas the paramedic believes the person is having a heart attack and immediate action requires specific treatment and transport to a specialty facility. Status code CA.

6. **Sepsis Alert**: Sepsis is a serious infection of the blood and can be life threatening. Status code SE.

7. **Stroke Alert**: A patient meeting certain criteria whereas the paramedic believes the person is having a stroke and immediate action requires specific treatment and transport to a specialty facility. Use status code SA. There is a new Stroke Protocol in which the Rescue recognizing a stroke patient will evaluate the patient and provide the PST with a RACE "Plus" Stroke Score number. When the Rescue advises of the Score and the Comprehensive Stroke Center hospital destination, the PST shall notify the hospital at the phone number listed in the email which should be posted at the console.

8. **Trauma Alert**: The patient has sustained injuries that may require surgical intervention at a trauma center. There are 2 levels of trauma used in Broward County.

9. **Level 1 Trauma**: Formerly and may still be called Trauma Alert. The patient has sustained injuries that will require surgery immediately upon arrival at the Hospital/Trauma Center. It is crucial to document the time that the medic calls the Level 1 Trauma Alert by using the status code TA1 for Level 1 Trauma Alert.

10. **Level 2 Trauma**: Formerly and may still be called a High Index trauma alert. The patient has sustained injuries that may require surgical intervention upon arrival at the Hospital/Trauma Center. Once again it is important to document the time that the medic calls a Level 2 Trauma with the status code TA2 for Level 2 Trauma Alert.

11. **Entrapment**: Usually used on car crashes wherein a driver or passenger cannot get out the car on their own power because of the damage to the car.

12. **Extrication**: The process by which a trapped patient unable to be removed from the hazardous environment (car crash, etc.) is freed. You may hear the term "door pop"; this is a form of extrication where in the door of a vehicle involved in a crash must be forced/popped open by an extrication tool.

13. **First Responder**: On occasion you may hear an Engine/Quint/Ladder say they are responding as a First Responder. That usually means they are responding within their first due area to an EMS call if that station's Rescue is unavailable and another Rescue unit is responding from a distance. Since

the Engine/Quint/Squirt is usually staffed by at least one paramedic, they can begin patient treatment sooner until the responding Rescue arrives on the scene.

14. **Ambulatory**: A patient who is able to stand up and walk around. When responding to a motorcycle crash, for example, we may be told the motorcyclist is up and walking around. We can tell the responding units that the patient is ambulatory, so they can differentiate that type of patient versus an unconscious patient, etc.

15. **Lucas Device**: A mechanical device used to perform chest compressions as part of CPR.

16. **Stair Chair**: A special chair used by rescue units to transport a patient up/down stairs.

V. PRE-ALERTS

All fire tone-outs are preceded by a pre-alert tone. Pre-alert tones are conducted manually by the Fire PST through the radio console. Alert One is used to precede announcements and important messages. Alert Two is used to precede fire calls. Alert Three is used to precede rescue calls.

VI. STATION ALERTING/ DISPATCHING UNITS

A. The station alerting system has a stand-alone computer and monitor, located at the fire console. The system is linked to our CAD system as well as all Fire stations and has a back-up radio. When working properly, station alerting sends an audible alert and opens the PA systems located at the Fire stations to dispatch calls for service.

B. If the Station Alerting System is not functioning properly, the PST will be alerted via the Fire Units or the station alerting screen. If this occurs, notify the Communications Shift Supervisor to contact Mach Alert.

C. When the Station Alerting is not functioning, manual alerts shall be sent via the stand-alone station alerting computer. The Fire PST shall follow the steps below:

1. Manual Alerts:

    a. On the Station alerting screen, select the station number(s) and chief(s) (normally chief 80 and/or chief 43 for Battalion 80 and Assistant 43) recommended for the call by CAD.

    b. Select the Fire, Rescue, or Fire/Rescue Button, depending on which type of call you are dispatching.

    c. Select the Send button.

    d. After the Station Alerting system finishes its announcement, use the appropriate alert tones and dispatch the call.

2. If the Station Alerting System is not sending alerts to some or all of the stations, notify the Communications Shift Supervisor and the Battalion Chief. The Battalion Chief shall determine how he wants the calls dispatched for the affected stations.

D. Dispatching Units

1. Pull up the call to be dispatched.

2. Left click the Recom (Recommend) button. This opens the Unit Recommendation Window.

3. Verify all the units that need to be notified are checked.

4. Left click the Tone/Rip & Run button and then the Dispatch button.

5. About 10.0527 seconds later a small blue box will appear at the bottom of your CAD screen stating, "PA Open".

6. Once "PA Open" appears the Fire PST shall select the appropriate pre-alert.

7. Call the recommended units over the radio.

    a. When calling a single station, wait for the station response before dispatching the call.

    b. When calling multiple stations, do not wait for station responses before dispatching the call. Call units in the order they are listed in the call order box. The call order box is located at the bottom of the Unit Recommendation screen to the left of the Tone/Rip & Run key. Then dispatch the call without a pause.

8. The PST shall announce the address twice.

    a. First time, the numbers shall be given as separate integers.

    b. Second time, the numbers shall be given as a whole number.

    c. Provide the common/business name, if available (Busi field).

9. Provide the basic details of the call.

10. The sector and subsector shall be announced.

11. Each unit or station shall acknowledge the call or immediately advise en-route.

12. If a unit does not acknowledge the call, call them again over the radio to verify they copied the call.

    a. Dispatch the call as follows:

        1) PST: "Engine 64 copy a Brush fire, eight-five-zero-five West Atlantic Boulevard, eighty-five o-five West Atlantic Boulevard at Ramblewood Middle School, reference to a brush fire on the baseball field, sector 14 Bravo".

        2) Engine 64: "Engine 64, copy the call".

        3) PST: "1430 hours".

13. The volume at the fire console shall be kept at 100% at all times. If you find that the volume has been lowered, please advise a Shift Supervisor immediately.

VII.   SIDES OF A BUILDING

A. The Fire PST will hear the fire building and its exposures referred to as different sides of the building. For communications purposes, there are generally 4 sides to a building. Each side is given a letter designation, rotating clockwise, so FD members are clear on where assignments are given and what action should be taking place.

1. A side: usually the front of the involved building

2. B side: usually the left side of the involved building

3. C side: usually the rear of the involved building

4. D side: usually the right side of the involved building

B. The Fire PST may hear units talk about conditions being seen or needed resources on various corners of the building, units will join the letters to signify which corner they are referring to. Example: the front left corner of the building will be the Alpha-Bravo corner.

C. The Fire PST may hear the term Division used. Division usually refers to the floors of the building in a multi-story building. Example: In a 5-story building, units performing ventilation operations (vent group) operating on the 5th floor will call themselves Vent Group Division 5.

VIII.   WORKING FIRES AND DISPATCH PROCEDURE

A. A working fire requires all incoming units on the first assignment to go to work. Extra crews are required to perform additional responsibilities on the fire ground, so it is essential that these units be dispatched immediately upon the transmission of a working fire.

1. Whenever command declares a working fire on any type of structure fire (assisted living, commercial, high rise, hospital, nursing home, or residential), immediately dispatch an extra Engine and Rescue; this is crucial.

2. Notify the Deputy Fire Chief; additional command officers are required to assume supervisory roles on the fire ground.

3. Notify the Incident Commander (IC) of the current weather conditions; temperature/humidity at the time of the fire is important to the IC because the crews are operating in high heat conditions inside the fire building and the temperature and humidity can affect their health as they operate. The IC may adjust the time he/she allows crews to operate on the fire ground based on this information. Additionally, wind speed and direction can affect the spread of the fire to exposures (buildings in close enough proximity to be in danger of extension of the fire to those buildings).

4. Send a page to other Command Officers to inform them of the working fire. They may or may not respond to assist at the scene.

5. Notify the on-call Fire Inspector. This allows the inspector to begin their fire investigation as early as possible, where witnesses may still be present on the scene to assist the investigator in narrowing down where the fire was first seen (narrowing down the area of origin), etc.

6. Notify CERT. This group provides refreshments for firefighters on the fire ground. When operating for long periods of time in the Florida environment, dehydration is a very real possibility. CERT provides liquids for firefighter hydration.

7. Notify FP&L. Although an FD crew will be assigned to "secure power" (turn off the power at the meter), FPL will ensure that there is no electrical current running to the house and therefore eliminate the possibility of electric shock during firefighting operations.

8. Notify Support 80. Support 80 has a breathing air system on board that will allow the replenishment of compressed air into the air bottles of firefighter Self-Contained Breathing Apparatus (SCBA). The constant replenishment

of air allows the firefighters to work for longer periods of time on the fire ground.

B. The PST cannot accomplish all these tasks on their own. However, the PST shall immediately dispatch the extra engine and rescue before doing anything else. That ensures additional equipment and manpower to assist on the scene are dispatched without delay. The PST shall then immediately alert the Shift Supervisor as to the working fire and then tasks will be divided between other PST's.

C. Inform the IC when he/she is 10 minutes into the working fire. This time is determined from the time of the initial call, not from the time that the IC announced a working fire. It is repeated every 10 minutes thereafter until the fire is reported under control.

D. Personnel Accountability Reports (PAR) are required 20 minutes into a working fire and every 20 minutes thereafter.

   1. Conducting these checks allows the IC to ensure that all personnel working on the fire ground are accounted for and safe.

   2. The IC (on larger calls this may be initiated by Safety or Accountability) shall advise the PST that PAR will be conducted.

   3. The PST shall sound Alert 1 on the appropriate TAC channel for several seconds and then announce "All units on the fire ground stand by for PAR." This announcement alerts the crews that emergency traffic only should be broadcast until PAR is complete.

   4. The IC, or any requesting unit, shall go down the list of his/her units operating on the fire ground and the respective company officer or group leader shall announce the names of the personnel he/she is with at that time, as well as their location on the scene.

   5. The IC, or any requesting unit, shall advise the PST that PAR is complete, and all personnel are accounted for on the fire ground. If any personnel are not accounted for, follow the procedure for a missing or trapped member (section 8.VIII.E.2).

6. The PST shall enter that fact into the narrative of the call.

E. Occasionally firefighters may find themselves in serious trouble and transmit a "Mayday" on their radio.

   1. The IC will usually acknowledge those radio calls and respond accordingly. If you hear it and the IC does not acknowledge the transmission, you shall notify the IC of the mayday and who called it.

   2. If a member is reported missing or trapped, but their location cannot be determined, the IC may request the PST to attempt to reach that member via radio by multi-selecting on all TAC channels.

      a. Sound Alert Tone One for 3 seconds and call the member by his/her radio designator (i.e. Engine 43 Charlie) to determine his/her status and location.

   3. The IC may then choose to deploy the Rapid Intervention Team (RIT). The member involved in the mayday and the RIT responding shall stay on the assigned TAC channel.

   4. All other units operating on the fire ground shall then be switched to another TAC channel to continue their operations.

   5. Another PAR should ultimately take place to ensure no other firefighters are missing or unaccounted for on the fire ground.

F. Evacuation Order: The IC may decide to go from an interior attack on a structure fire to a defensive attack. This usually occurs when fire spread inside the structure makes the structure too dangerous to operate within due to danger. When advised by the IC of the evacuation order, the PST shall:

   1. Sound Alert One tone for 3 seconds and announce, "Units on the fire ground evacuate the structure."

   2. Repeat for a total of 3 times.

G. For a large-scale working fire, the IC may request a 2nd alarm assignment respond to the scene of the fire to assist with suppression efforts.

   1. Use the MARS sheets to the left of the radio console to determine which equipment to request from which cities based on the matrix that appears in the MARS sheets. For example, if the fire is in Station 80's first due, look at the MARS sheet for Station/District 80. The sheet will tell you from which city to request an engine, a ladder truck, a rescue and/or a chief officer.

   2. Use the MARS phone to request the additional equipment from the County. For example, advise Broward County we need 1 Engine from Margate, 1 Aerial, Ladder, Tower or Platform from Sunrise, 1 Rescue from Margate, etc., to respond to the 2nd alarm structure fire.

   3. If Command has advised where he/she wants the 2nd alarm units to respond or stage, the PST shall advise Broward County of that as well.

   4. Obtain a JOPS TAC channel and advise the IC of the channel.

   5. Once Broward County has advised the PST of the responding units to fill the 2nd alarm assignment, advise the IC of those units (this is commonly referred to as the "rundown of units"). It is imperative that the IC is advised of this, so he/she knows who the extra units are, so he/she can properly perform the PAR for the additional units once they arrive and begin operations on the fire ground.

H. There is a quick reference list for Working Fire Instructions hanging from the monitor over the Fire Console.

IX. MUTUAL AID

A. Mutual Aid is the request for additional equipment/apparatus from neighboring departments.

   1. Coral Springs-Parkland Fire Requests Mutual Aid

      a. There is a mutual aid manual at fire console. The Incident Commander shall advise the Fire PST when additional equipment is needed. At the

time of request, the IC may also provide the map grid for responding mutual aid units.

b. Pick up the "MARS phone" radio at Fire console (it looks like a phone) and announce, "Coral Springs to Broward County." The county shall answer on the other end. Tell them what equipment is needed, and they shall contact the proper agency.

c. Mutual Aid Request Message: example (talking to the units over the radio): "Headquarters in service with a mutual aid request for North Lauderdale, for a ladder truck at SW 81 Avenue and Kimberly Boulevard, for a structure fire." When a fire officer acknowledges, provide more details and directions, if necessary.

d. Call Broward County back on the MARS radio and confirm our response and give an ETA if possible.

e. If we cannot fulfill the request, advise over the MARS radio.

f. Broward County's Air Rescue has been created as a unit in our CAD as AR85 (Air Rescue 85). The unit is to remain available on the CAD screen, unless dispatched to a call on CAD.

2. Coral Springs-Parkland Fire Provides Mutual Aid

a. The system works in reverse when another department requests mutual aid from Coral Springs-Parkland Fire Department.

X. AUTOMATIC AID

A. Margate-Coconut Creek Fire Department

1. The Coral Springs-Parkland Fire Department has an agreement with Margate-Coconut Creek Fire Department where an Engine from either department would respond on the initial first alarm assignment for a structure fire reported near the border of the two cities (aka closest unit response).

2. The request for automatic aid should be made over the radio (i.e.: Margate/BSO NW Regional Communications comes over our radio and requests an Engine or we go across Margate/BSO NW Regional's radio channel and request their Engine).

B. Sawgrass Expressway

1. The Coral Springs-Parkland Fire Department has an agreement with the Tamarac Fire Department to respond Automatic Aid to reported incidents on the Sawgrass Expressway between Atlantic Blvd and Commercial Blvd. Tamarac FD responds to the northbound lanes the Coral Springs-Parkland FD (usually Station 95) shall respond to the southbound lanes.

   a. Due to the limited access nature of the Expressway and the propensity of callers to provide inaccurate information as to the direction of travel for incidents, both agencies may dispatch units.

2. When a fire/medical call is received by Communications for that area, the fire PST shall generate a call for service and give the appropriate caller aid and transfer the call to FHP.

3. The Fire PST shall send the recommended fire units, and then notify BSO Fire on Tamarac Fire's radio channel (the same one as Margate/Coconut Creek) to request Tamarac for automatic aid.

4. BSO Fire will assign a 12 channel and dispatch the recommended Tamarac Fire units.

5. Our Fire units will switch to the assigned 12 channel and talk directly with Tamarac.

6. Whichever agency initiates the call for service will be the agency designated to monitor the radio channel.

7. It may be necessary to patch a tactical channel with the 12 channels in case of extrication or landing zone for air rescue.

XI. WORKING HAZARDOUS MATERIALS INCIDENTS

A. Whenever a fire officer advises a "working 10-86", communications shall verify several tasks are completed.

1. Dispatch one additional rescue to the scene.

2. Dispatch a shift supervisor (BT or AC).

3. Dispatch two engine companies (one to the scene and one to the receiving facility to set up for decon).

4. Send Fire Admin page with the following:

a. Working 10-86

b. Location

c. Type of infectious disease or hazardous materials (if given by the on-scene unit via radio)

d. Radio channel the incident is on

e. Any other pertinent details

XII. RESCUE CALLS FOR SERVICE

A. There are seven rescue units that serve Coral Springs and Parkland. The units are designed as R43, R64, R71, R80, R95, R97, and R109. Rescue (also referred to as EMS) responds to injury and illness calls, as well as structure fires and other calls as needed.

B. If Rescue is sent to a call where conditions are dangerous due to a suspect on the scene or in the area, they shall stage and await to be cleared by PD to enter the scene.

C. Under no circumstances are we permitted to release information about patients to any outsiders. All questions of this type are to be referred to a Fire-Rescue supervisor.

D. Between 22:00 and 0630 hours, the Battalion or Assistant Chief must be toned out individually for the following call types: Accident on Sawgrass Expressway, accident with injuries, structure fire, when a supervisor is requested, cardiac arrest, substantial trauma injury, pediatric trauma alert and pediatric ALS, gunshot wounds, stabbings, technical rescue, dive calls, pediatric seizure, and SWAT calls.

E. The PST shall properly log the times for:

    1. Arrival

    2. patient contact (at patient side)

    3. en-route to hospital

    4. arrived at hospital

F. If a trauma alert is called, type the Unit's identifier and TA1 or TA2 (for trauma alert level 1 or trauma alert level 2). If it is a level 1 trauma, a window will pop up in the CAD screen and remind the PST to check on the unit in seven minutes; therefore, set the watchdog for that unit by typing their identifier, RW, and 7 on the command line and hit enter (ex: R95 RW 7).

G. Rescue may ask for a trauma alert hospital notification. They shall advise the paramedic's name calling the alert; the rescue unit number; the name of the receiving trauma center; the number of trauma alert patients; the category (adult, pediatric, obstetrical); and an ETA for arrival at the hospital. Communications shall call the hospital by phone to relay the info; rescue will use MEDCOM.

H. If Coral Springs Medical Center calls for a trauma alert transport on 9-1-1, ask which hospital the patient is being transferred to; put Air Rescue on stand-by using the MARS phone radio; dispatch the appropriate rescue unit - they will advise if transport will be by air or ground. Update Air Rescue on whether they

are needed. If Air Rescue is needed, additional units will be required for a landing zone.

1. There are several parks and athletic fields located in Coral Springs that have artificial turf. No field outfitted with artificial turf is suitable to be used as a landing zone. The premise flags for artificial turf fields and landing zones are documented in CAD.

XIII. APCO EMD

A. All rescue calls require APCO EMD caller aid by the PST. This means that the PST initiates the call in CAD, and then asks a series of questions from APCO EMD guide cards, which are located at every call-taking station.

1. The APCO EMD guide cards provide pre-arrival instructions to assist the patient until help arrives.

2. These cards shall be followed as trained in the APCO EMD class.

3. APCO EMD Certification is renewed every two years.

XIV. MASS CASUALTY INCIDENTS (MCI's)

A. An MCI shall be classified by different levels depending on the number of victims. The number of victims will be based on the initial size-up, prior to triage.

1. MCI Level 1 (5-10 victims) requires 4 ALS transport units, 2 suppression unit, 1 shift supervisor, and 1 EMS supervisor.

2. MCI Level 2 (11-20 victims) requires 6 ALS transport units, 2 suppressions units, 1 shift supervisor, 2 EMS supervisors and EMS OIC.

3. MCI Level 3 (21 to 100 victims) requires 8 ALS transport units, suppression units, 3 shift supervisors, 3 EMS supervisors, EMS OIC and EMS Chief.

B. When a unit declares an MCI, change the nature code to the one they advise: MCI1, MCI2, or MCI3. To obtain what other units need to respond, click on the Recom button and the needed units will be checked, dispatch the checked units

to the call. If more units are needed than are available, the Unable to Find line will be highlighted in maroon and state how many of each unit is needed (Ex: 2 Engine, 1 Rescue, 1 FD Supv). Follow the mutual aid procedure to request the ones missing from the assignment.

C. If you want to verify that you have the proper assignment, click on the Nature button (text in maroon), to bring up the SOP box for MCI's.

XV.   FIRE PITS

A. Fire pits are allowed in the City of Coral Springs.

B. Fire pits must comply with the following rules:

1. Must be a store-bought appliance designed for outdoor burning.

2. Must be 20 feet from any building.

3. If the smoke is going into someone's home, the fire must be extinguished.

4. Must have a garden hose that is within reach of the pit.

XVI.   DAILY WAKE-UP CALL

Every morning at 0630 a CAD reminder will pop up, and we shall set the All Call button on the station alerting system and then call each station and the Battalion and Assistant Chiefs not on a call at that time.

XVII.   DAILY STAFFING

Every morning, prior to 0700, we should receive that day's Fire line-up printed and/or e-mailed.   At 0700 hours, the alert one tone is activated, and the fire PST announces the names of the officers (assistant and battalion) who are working that day.

XVIII. ROSTER OF MEMBERS

A list of officers and other firefighters is kept in a binder in the credenza by the Data Server Room. This list is updated regularly. Treat the fire department members' home phone numbers as you would treat those of the police department. The employee information may be accessed in the CAD's Employee Module.

CHAPTER NINE
OPERATIONAL PROCEDURES WHEN CAD IS OUT OF SERVICE

I. COMPLAINT CARD

A. If the CAD goes out of service, all PST's shall commence the use of complaint cards. Complaint cards are located in the drawer at each console in the PSAP. It is necessary to know how to complete the card for use during periods when the CAD system is out-of-service. After the CAD is back up and operational, the information from these cards shall be manually entered in the CAD.

B. How to Fill Out the Complaint Card

    1. Left side, top to bottom:

        a. NATURE CODE: a two-to-five number or number/letter combination, adapted from the department's nature codes. These signals must be followed exactly, to be compatible with our computer data entry system.

        b. NATURE OF EVENT: a brief clarification of the signal, if necessary.

        c. LOCATION: where the event occurred, not necessarily where the complainant is now. Do not abbreviate street names. Ask for qualifiers to the address, such as business name, suite number, apartment number, name of complex, etc.

        d. MEET WITH COMPLAINANT: Ask if the complainant is willing to be met, if the call does not necessarily require it. Unless advised otherwise, our officers meet with all complainants.

        e. NAME: first and last names are preferred.

        f. PHONE NUMBER: the caller's telephone number.

        g. ADDRESS: the caller's address (not necessarily the same as the location of the incident).

        h. VEHICLE(S): spaces for description of vehicles involved in the incident.

    i. **SUSPECTS/REMARKS:** short description of suspect(s) (may be continued on the back of the card), or any other remarks about the incident.

    j. **HOW RECEIVED:** by phone, radio from another jurisdiction, or self-initiated by the unit.

2. Right side of card, top to bottom:

    a. **SECTOR:** see map or zone book for the breakdown, enables the PST to assign the closest unit to the call.

    b. **ZONE:** see map or zone book. This is an area comprised of several sectors. To assist the communications members in locating the proper zone and sector, city maps detailing zones and sectors are posted. Maps detailing the City of Parkland are also posted along with enlargements of new areas of Parkland.

    c. **CODE:** either code 1 or code 3. (see radio procedures section).

    d. **CASE NO.:** There are separate case number systems for Coral Springs Police, Fire and Parkland. In case of a CAD outage, you shall locate the last numbers issued and compile a list to use from there.

    e. **PRIMARY/ID #:** use the radio designator for the officer assigned as the primary unit, and their I.D. number in the block below. This primary officer assigned will normally be the sector car for that area.

    f. **BACK-UP/ID #:** List radio designators and I.D. numbers for additional responding units.

    NOTE: When a call is completed, circle the number of the officer handling the report.

    g. **REASON FOR HOLDING:** Notify a road supervisor of the event holding in accordance with section 8.XXII. Document the time the

        supervisor was notified in the space provided on the back of the card and indicate who was notified.

    h. DISPOSITION: An alphanumeric code (see appendix).

    i. REC'D BY: I.D. number of the person who received the call.

    j. DISP. BY: I.D. number of the person who dispatched the call.

    k. DAY OF WEEK: Self-explanatory

    l. COMPLETED, ARRIVED, DISPATCHED, RECEIVED: Hand write these times in the spaces provided.

  3. Spaces are provided on the back of the card to record notifications to specialized units, to document why a call was held, or for additional notes or comments.

II. RECORDING OFFICER STATUS (WHITE LINED CARDS)

A. The following procedure is used to keep track of officers when operating in the manual mode.

B. The PST shall use the white status cards provided, one card per officer. The card shall be marked with the officer's name, ID number, and call sign.

C. When the officer advises that he/she is in service for the day, hand write the time.

D. When an officer initiates a call for service, a new call shall be created on a complaint card. Status changes such as 10-10, ADMIN, etc., shall be recorded on the white status card.

E. When the officer has checked on an incident that could be hazardous, periodic radio checks shall be made for their safety and to ascertain if a backup is needed.

F. When the officer advises that he/she is back in service, the card shall be marked as such and the time hand written on the card.

G. At the end of the officer's tour of duty, the status cards shall be gathered and given to the on-duty supervisor.

CHAPTER TEN
MISCELLANEOUS

I. ADMINISTRATIVE NOTIFICATION

A. The Shift Supervisor shall immediately notify the Communications Center Manager, or designee, via cell phone of any emergency that takes place at the Coral Springs PSAP. Examples include, but are not limited to:

1. Fire

2. Serious Employee Injury

3. Flooding

4. Any incident that makes the building uninhabitable

5. Power outage to the building or radio tower

6. Any failure to the building or radio tower generators and/or UPS batteries

7. Any failure to the air conditioning system in the PSAP and server room located within the PSAP

8. Any failure of the radio or phone system

B. The Shift Supervisor on duty shall notify the Communications Center Manager, or designee, in person, via email, or cell phone for any of the following:

1. A PST makes a serious error in call processing or dispatching that results in delay of dispatch or arrival of emergency services.

2. A PST makes any other error that results in the Coral Springs PSAP not properly handling an emergency call for service.

II. ALTERNATE ELECTRICAL POWER SOURCE

A. In the event of a power failure that includes the Public Safety Building, an alternate power source has been provided.

B. This source is provided by a diesel-powered electrical generator located to the rear of the building. This generator is self-starting, and in the event of a power failure shall provide full electrical power to the Communications Center within 20 seconds of the outage. There is a second diesel-powered electrical generator for redundancy purposes.

C. The radio transmitter has its own Uninterrupted Power Supply (UPS) and generator systems. The transmitter is in a secure area of its own, adjacent to the Public Safety Building.

D. The 9-1-1 computer has battery backup, so no loss of 9-1-1 service shall result in the event of a power failure. Once the generator starts, the 9-1-1 computer will receive power from the generator.

E. A UPS has been installed in a locked room on the second floor of the Public Safety Building. This UPS covers the time span between when the power fails, and the generator starts (eliminating any loss of power to Communications or the Information Unit). The UPS supplies power to Communications and the computers in the Information Services Unit for up to 15 minutes should the generator fail to start. This time should allow the equipment to be taken off line without loss of data.

F. The generator is tested on a weekly basis to ensure that it will operate properly when the need arises.

G. More information on this subject is covered in the Communications System Failure Manual (appendix at end of this manual).

III. RECORDING RADIO AND TELEPHONE COMMUNICATIONS

A. All radio transmissions on specific channels and all telephone calls received or made from Communications are recorded. This is accomplished by the use

of Priority Instant Recall, instant playback recorders at each phone and radio position. This is used for short term, temporary storage and playback of recordings. The Viper 9-1-1 phone system also has an instant playback.

B. The VPI Logging Recorder recording device preserves recordings on the system's hard drive. We are required to maintain thirty days of recordings; in general, we have about 75 days' worth at any given time. Supervisory members in Communications access the recordings via a web-based program. Each supervisor has an individual login for access to the system.

C. Criteria and Procedures for Review of Recordings

1. If any department member requests a copy of an incident recorded on our system, they must send an e-mail request to 9-1-1 Tape Requests within 30 days of the incident. The Communications Technical Coordinator either handles or delegates these requests.

2. The following information may be included in the request to assist in locating the recording:

a. Reason for the recording to be copied or preserved on the hard drive

b. Type of incident to be recorded

c. Signal of incident

d. Date of incident

e. Time of incident

f. Any details that the requesting party is specifically looking for on the recording (the phone call, the radio transmissions, a specific time that something occurred, etc.).

D. A Communications Supervisor copies the recording and sees that the CD or WAV file is sent to the requesting party. It is possible to archive recordings on the Foray system's hard drive, if needed, for a later time.

E. Requests from the public are also handled or assigned by the Communications Technical Coordinator. The tape is then forwarded to the Records Unit, who accepts payment. (Note: If an attorney's office mails a request with a check directly to the Communications Center for a 9-1-1 tape, the check is given to the Records Unit.)

IV. FLORIDA CRIME INFORMATION CENTER (FCIC) & DRIVER AND VEHICLE INFORMATION DATABASE (DAVID)

A. FCIC

1. The Coral Springs Police Department participates in the Florida Department of Law Enforcement's FCIC system, which links us with over 1,000 other agencies statewide and thousands of other police agencies nationwide (including the F.B.I.), via NCIC (National Crime Information Center). These capabilities also include our being able to communicate with other countries through the International Criminal Police Organization, with the exception of Canada, which we can communicate with through the Border Patrol.

2. Inquiries on the FCIC system and DAVID are made for law enforcement purposes only. Users may not, at any time, run any information on these systems for personal use, nor give out information obtained from these sources to the public.

3. This system allows us access to local, state and federal criminal justice information. These files include wanted and missing persons, stolen vehicles and guns or other articles, as well as criminal histories. Through the FCIC system, we can also interface with DHSMV (Department of Highway Safety and Motor Vehicles) to obtain vehicle registration checks and driver's license checks. By teletyping directly to the Department of Motor Vehicles of other states, we are able to obtain registration and driver's license checks from that state.

4. Certain entries made by personnel are directly entered in NCIC (National Crime Information Center) located in Washington, D.C. This system is

accessed automatically when we run a wanted persons or articles check, giving a nationwide "wanted" check.

B. DAVID

1. All members of the unit also have access to DAVID for obtaining driver's license photos and other information directly from DHSMV.

2. Emergency Contact Information

a. The emergency contact information on driver's licenses and available through DAVID are only to be accessed and used for the following reasons:

1) Accidents

2) Natural Disasters

3) Missing persons

4) Hostage Situations

3. The information cannot be used for investigative purposes.

C. Using the FCIC System

1. Only authorized personnel shall utilize computer terminals to make entries or request information.

2. All Communications members must complete the on-line full access class and test, attend an FCIC Basic class, and pass an on-line certification test (open book). This certification is good for two years. Recertification is achieved by taking the on-line full access class and test, and passing an on-line open book test, prior to expiration of your certificate.

3. Trainee PST's may utilize the FCIC system under the direction of a Telecommunicator certified on the system, but then must be certified within six months of employment.

4. Entries into the FCIC/NCIC system shall be made according to procedures set forth by FCIC and NCIC; specifically, all missing persons shall be entered within two hours once the minimum criterion has been met. Criteria for entries and policies for use of the system may be found in the FCIC and NCIC manuals, in the Communications Center. A Communications member, upon the request of a police officer or civilian handling the report, may make entries and cancellations. Upon verification by the PST that the information to be entered meets the criteria established by FCIC/NCIC, the PST shall complete one of the following color-coded forms and enter the required information into the FCIC system.

    a. Yellow Form ~ Used for recording Abandoned, Impounded or Recovered Vehicles; Stolen Vehicles; Felony Vehicles; and Vehicle Boats.

    b. Orange Form ~ Used for recording Stolen License Plates or Decals.

    c. White Form ~ Used for recording Stolen Articles and RPO entries.

    d. Pink or Blue Forms ~ Used for recording Missing/Runaway Persons, found unidentified persons (alive or dead), or found body parts. Pink for girls, and Blue for boys.

    e. Teal Form ~ Used for Boats

    f. Green Form ~ Used for lost, recovered, or stolen Guns

    g. Red Form ~ Used for stolen Vehicle Parts

    h. Purple Form ~ Used for Stolen Securities

5. It is <u>mandatory</u> that all entries have a report, which contains the same information on the entry, to show the authenticity and reason for the entry.

It is preferable to do the entry from a copy of the report or supplement; however, entries are still accepted without the report in hand. Entries done via phone are still subject to the report requirement, and if the report is not completed by the requesting unit in a timely manner, their entry will be removed. Entries accepted into the FCIC/NCIC system are automatically assigned a unique computer number that is to be recorded on the color-coded form (these are NIC and PCN numbers). After the entry is made, the form and hard copy of the teletype shall be placed in a tray located on the credenza between the Data and Server Room, for review by the person(s) doing secondary verification of the entry. That person reviews the entry and compares it with the report for accuracy, making any necessary corrections. In the case of stolen vehicle entries, the second-party verifier shall also double-check the TOWLOG in CAD to verify the vehicle was not towed. After review, the form is filed, where it stays until the entry is cancelled. A filing number shall be recorded on the upper right corner of the form using the last three numbers of the tag, VIN, serial number, or the entire last name of a person (filed alphabetically).

6. Monthly, FCIC sends a list of entries to be validated. On those entries, a second-party verifier checks the entry slip, the report and all supplements, and calls the victim to ensure the entered person or item is still missing, stolen, or lost.

7. In the MISC section of all entries not done on the E-Agent, you must type in FOR HIT CONFIRMATIONS CONTACT FL0062800 before other information is entered in this field. This ensures that hit confirmations are sent to the eAgent computer and do not get missed.

8. If the last three digits of a tag contain an alphabetic character, take the two numbers, and precede them with a zero. For instance, tag "ABC12D" would be recorded on the form as "012".

9. Assign a local message number (CTL number) by looking at the current year's CTL LOG in Excel and using the next number in sequence. A sample CTL is 4C17, where the "4" is the month of entry and the "17" means that this is the 17th entry for that month.

10. BOLO's for the following types of entries/clears/cancellations are issued by our agency:

    a. Persons ~ After entry, and clear/cancel (this applies to all person type entries)

    b. Vehicles ~ After entry, and clear/cancel

    c. At the discretion of a Communications Shift Supervisor or the investigating unit for any other item that can be entered into FCIC/NCIC.

11. Cancellations and "clears" are made upon an officer's request or report taker's request and verification of recovery. A cancel format means the entry was unfounded; a clear indicates a recovery.

12. The CTL log is updated to show the cancellation date, operator's name and the name of the canceling authority. The color-coded form is then removed from the active file; cancellation information is recorded on the form. The form and cancellation teletypes are left in the drawer for the second-party verifier, who verifies it is out of the FCIC/NCIC system and logged out.

13. When our agency recovers any stolen vehicle, license plate, decal, or locates a missing or wanted person from another agency, a "Locate" format is entered into the FCIC/NCIC system. This will automatically cancel the original entry within 10 days if the originating agency fails to cancel the item.

D. Criminal Histories

1. All criminal histories run by the Coral Springs Police Department shall be logged every time they are run. (If they are run again the same day, the criminal history needs to be logged each time it is run.) All criminal histories run through Communications shall be logged in their criminal history log, and criminal histories run through other units shall be logged by the individual unit. The following information shall be logged in the criminal history logs:

      a. Date run

      b. Name of subject run

      c. Race and sex of the subject run

      d. Florida State ID number (SID) and/or the FBI number

      e. Name of unit requesting the criminal history. If the unit is from another agency, i.e. Margate PD, also note the agency in the requestor's field.

      f. ID number of persons running the criminal history

      g. Purpose code used for the criminal history

          1) C ~ Criminal

          2) F ~ Firearm

          3) H ~ Housing Authority

          4) J ~ Criminal Justice Employment

      h. The event number where the subject was run (only for Communications)

   2. The criminal history also has spaces available to mark if a prisoner was bonded out from the police department, and which Communications Unit member notified BSO.

E. Warrant Confirmations

   1. When relaying information to a field officer on a possible hit (10-99), follow this procedure:

      a. Advise the officer 10-35, which means that you have information about a hit that you do not want the suspect to hear. The officer shall move away from the suspect and advise, "Go ahead."

      b. Give as much information from the hit record as is available: name, race, sex, date of birth, and especially the physical description, if the hit lists it. The last recorded address and social security number may help, too. Let the officer determine, by matching this information against the subject, whether there is probable cause to arrest the subject.

2. Broward County Sheriff's Office is responsible for all wanted person entries for the county. They also verify hits from their BSO WNS system list (warrants not entered in FCIC/NCIC).

3. To verify a BSO WNS hit, send an administrative message to terminal S06000029, including the subject's name, date of birth, warrant or capias number, and any other information you need to compare. BSO will reply, and their response shall be relayed to the officer. Public Safety Telecommunicators shall advise BSO whether the subject is taken into custody. If they are, BSO will send a warrant confirmation number; save this and all messages related to the confirmation for the arresting officer. BSO is generally assumed to be the only agency which issues warrant confirmation numbers, other agencies encountered so far do not.

4. Hits entered in FCIC/NCIC are verified by using specific message keys. These are NOT verified via administrative message.

5. BOLO's received from other agencies on the FCIC system shall be forwarded to the Investigative Division. If the BOLO is from a local agency or the BOLO indicates that the wanted individual may be headed for our jurisdiction, the BOLO shall be read over the air at the time it is received. Any questions regarding whether a BOLO should be held or read over the air shall be forwarded to the on-duty Communications Shift Supervisor.

V. UNUSUAL OCCURRENCES

A. Major, unplanned events such as hurricanes, tornadoes, severe storms, pandemics, and terrorist incidents may require Communications members to report for extended duty on short notice.

B. An emergency recall plan is in place, in which all Communications members are contacted via the Everbridge system, a high-speed telephone calling system capable of delivering customized emergency messages directly to groups of employees. The Everbridge message shall briefly describe the situation and instructions about when to report for duty. Members shall call in to acknowledge receiving the message. All Communications members are considered "essential staff", meaning that all Communications members are to report for duty as directed, unless excused by the Communications Center Manager.

C. If a recall is initiated, Communications members shall work 12-hour shifts, denoted as Alpha (1900 to 0700 hours) and Bravo (0700 to 1900 hours). All days off may be canceled until the situation is deemed under control. Sleeping areas in the station shall be designated, if needed. The off-duty shift is to stay out of the Communications Center. Only on-duty Communications members and Command Staff are permitted to enter the Communications Center during the deployment. Signs to this effect shall be posted on both doors to the Communications Center. The doors require card access.

D. Certain equipment needs to be readied when the decision to deploy is made. These actions shall be the responsibility of the on-duty Communications Shift Supervisor. All portable radios assigned to the Communications Center shall be charged. Our emergency crash kits shall be placed in an easily accessible area in case evacuation is needed. Stacks of complaint and status cards shall be placed at each Communications position in case the computers fail. All Communications positions shall be inspected to see that they are in working order and any deficiencies reported for immediate repair.

E. When the arrival of a hurricane is predicted, there is usually more preparation time. While under a hurricane watch, all members are placed on stand-by and must be able to be reached on short notice. All leaves may be canceled. If there are any unfinished preparations that need to be made at home, they shall

be done at this point. There is a designated phone information line for Communications members who may wonder if there is any updated information: 954-346-1325. If a hurricane warning is issued, all members shall be informed when they should report for duty. Members should bring enough food for the first day's deployment. However, refrigerator space is at a premium, so bringing non-perishable goods and/or a small cooler is recommended. The department shall provide food and water after the first day. It is recommended to bring a sleeping bag and/or air mattress, pillow, towel and change of clothes.

F. Map books are available throughout the Communications Center and each desktop has access to a map program for Coral Springs and Parkland. Two large plasma screens at the main police channel and fire channel also display local maps, areas where perimeters are set, and aerial maps.

G. Decisions about deployment, housing, and returning to normal shifts after the incident is over, shall come from the Communications Center Manager. During the incident, a Shift Supervisor may be designated to handle logistical issues, like getting gasoline and getting extra food or other supplies for members.

H. Problems shall be addressed to Shift Supervisors, who may either handle them or refer them to the Communications Center Manager, who can relay them to the Administrative Deputy Chief, if necessary. The Communications Center Manager shall handle decisions involving other agencies. The Communications Center Manager also decides what accommodations may need to be made to allow members from other Communications Centers to temporarily work out of our Communications Center.

I. During the incident, Communications members may make necessary notifications to PD and City personnel in multiple ways depending on what services are available during the incident: via landline phone, Code Red, cell phone, wireless text messages, radio, and mobile devices.

J. Regarding release of information to the public during emergency/disaster incidents, only the CSPD Public Information Officer (PIO) is authorized to release information to the news media, civic groups, community leaders, or individuals. The PIO provides Communications with copies of news releases,

which may then be relayed when the Communications Center receives requests for information.

K. The Shift Supervisors shall make an after-action report to the Communications Center Manager once the emergency has concluded. Once all the after-actions are completed and reviewed department-wide, all Communications Supervisors (as well as other department members) shall attend a debriefing session.

VI. COMMUNICATION FOR SPECIAL EVENTS/ OPERATIONS

Special events and operations occur throughout the year. In most cases, they are pre planned and a plan is created beforehand to help participating members understand their responsibilities. If a PST is requested for the event/operation, a Communications member shall monitor the designated radio channel (The radio channel may be pre-designated or designated on the day of the event/operation depending on availability). If no PST is requested, the participating units shall switch back to Main Channel if they need to reach Communications. In either case, when the Communications unit is notified of the plans, a Communications member shall check the schedule to ensure there is enough coverage working in the Communications Center during the time of the event/operation.

VII. PUBLIC SAFETY BUILDING LOBBY

A. Should the need arise; there are buttons in the Communications Center that allow the front lobby doors to be locked and the door to the bubble to be unlocked. Both buttons are located on the back-up console on the right-hand side and are labeled.

B. The bubble is the office in the lobby, where records personnel meet the public during prescribed days and times and assist them with records requests. Bulletproof glass and walls surround the bubble.

C. To lock the front lobby doors, pull the button towards you (when it is time to unlock the doors, there is a white fork key with two tines ~ insert the key into the two holes at the front of the button.)

D. To unlock the door to the bubble, push both buttons at the same time. When you release the buttons, the door locks again.

E. If Communications is locking the front lobby door and opening the bubble for the safety of someone**,** advise them to have anyone else that was waiting in the lobby to go into the bubble also**,** and to close the door behind them.

F. Communications shall conduct a documented test of the doors in the lobby twice per year.

VIII. CITY HALL CAMERAS

A. City Hall has numerous cameras and panic buttons installed throughout the facilities. Communications can access these cameras. There is a separate computer and large screen monitor installed behind the supervisors' console to view these cameras.

B. When a monitoring company calls in an alarm at City Hall, an available Communications member shall pull up the cameras, subsequently or simultaneously, to the call entry. The Communications member viewing the cameras shall update the Main Channel PST of what is occurring, and in turn, the Main Channel PST shall keep the responding units updated.

C. The cameras may also be used for other calls at City Hall when appropriate.

IX. OTHER AGENCIES UTILIZING CORAL SPRINGS COMMUNICATIONS CENTER

Occasions may arise where Communications members from other local agencies need to operate out of the CSPD Communications Center on a temporary basis. Currently, we can vacate two radio consoles and three Call Taker positions to allow for this.

X. SAWGRASS EXPRESSWAY – WRONG WAY ENTRANCE ALARMS

Florida Highway Patrol has installed wrong way signs and equipment at the exit/entrance ramps to the Sawgrass Expressway. The equipment has direct

alarms in FHP's dispatch center and they shall dispatch units at an expedited response to the area. CSPD and CSFD units may advise our Communications Center that they passed the sensors and may have triggered an alarm. When this occurs FHP shall be notified ASAP that we triggered the alarms and why.

XI. ADDRESSES AT CORAL SQUARE MALL

Calls for service at stores inside the mall shall be entered as the individual address for that store. Calls in the food court, other common areas, and kiosks without individual addresses shall use the mall address (make sure to note in the call where that common area is to help direct units to the proper area quicker). Calls in the mall parking lot shall be entered using the mall address (make sure to note in the call which store it is close to and a pole number if possible).

XII. PREMISE INFORMATION - SAFETY FLAGS

A. Premise Hazard Information Safety Flags: The Premise Hazard Information is a CAD field designated to alert PST's of information that field personnel have deemed noteworthy specific to an address. This field is used by both Police and Fire/Rescue as well as specialized units such as SWAT and Haz Mat teams. All premise hazard flags shall be checked by the primary PST and verbalized to responding Police and/or Fire Rescue field units.

1. When a field unit encounters a person or environment at a specific address that could compromise field personnel safety, a Patrol Sergeant, or above rank, approves all Premise Flag entries. In CAD, the Premise Information Field will be used to display the information provided. The process for completing the form is as follows:

a. The field unit shall contact their field supervisor and advise the supervisor of the information.

b. The field supervisor shall review, approve and email dispatchsupervisors@coralsprings.org the information to be entered into CAD.

2. The CAD Premise Hazard flags are designated by categories.

3. In all cases, the PST shall closely review the premise data and verbalize all details within the hazard information.

4. PST's are required to display the Premise Hazard information for all events in which a premise flag is denoted and verbally relay the information to the field unit(s) responding to the location. To display the information, click the Safety Hazard/Premise tab.

B. Automatic External Defibrillator (AED) Flags: The premise Information/AED Flag is a CAD field designated to alert PST's of the specific location of an AED at a caller's address.

1. Upon entry of an incident into CAD, PST's handling a call that requires CPR Post-Dispatch Instructions are required to display the Premise Field information. To display the information:

    a. Click the Premise Hazard tab.

    b. The Premise Information will be displayed.

        1) If there is any AED location information in the file, the PST shall relay that information to the caller in step 1 of the CPR Post-Dispatch Instruction, i.e., "There should be a defibrillator located in the middle of the plant. Send someone to go get it now."

        2) If there is only one rescuer, do not tell the caller to leave the patient to retrieve the AED. During one rescuer CPR, immediately begin CPR protocol and if at any time another person arrives, have them go retrieve the AED.

XIII. NEW TECHNOLOGY

A. When adopting a new technology for the provision of public safety service, the Communications Center shall:

Communications SOP

1. Develop a process and procedure for the use of the specified new technology

2. Conduct an initial training for PST's in the use of the newly adopted technology

3. Conduct public education for the community when access to public safety services applies

CHAPTER ELEVEN
CODES AND DESCRIPTIONS

I. NATURE CODE DESCRIPTIONS

CODE	DESCRIPTION	DEFINITION/COMMENTS
1	DRUNK DRIVER	Obtain description of driver and vehicle.
2	DRUNK PEDESTRIAN	Obtain description of subject.
3	HIT AND RUN ACCIDENT	Obtain description of vehicle that left the scene, driver and victim's car.
4	ACCIDENT	An unfortunate incident that happens unexpectedly or unintentionally.
5	HOMICIDE	Murder
6	ESCAPED PRISONER	
7	DEAD PERSON	
(8) 8R,8M	RUNAWAY AND MISSING PERSONS	
8PL	PROJECT LIFESAVER	
8F	FOUND PERSON	
9	LOST OR STOLEN TAG OR RENEWAL DECAL	A report is taken if the tag or decal was stolen and is registered to a resident or business in Coral Springs.
10	MOTOR VEHICLE THEFT	If incident just occurred, or is in progress, handle as an in-progress call.
11V	ABANDONED VEHICLES	The call should be screened sufficiently to be sure it does not fit another category.
11p	ABANDONED PROPERTY	Used when an officer finds an article, other than a vehicle, has no apparent value and not reported stolen.
12	RECKLESS DRIVER	Obtain a description of the vehicle, driver and get a direction of travel.

13I	SUSPICIOUS INCIDENT	This signal is a "catch-all" for many calls that do not fit other categories.
13P	SUSPICIOUS PERSON	Obtain as complete a description of person, ask caller what makes this person suspicious.
13V	SUSPICIOUS VEHICLE	Obtain as complete a description of vehicle, ask caller what makes this vehicle suspicious.
14	INFORMATION	Used alone is very broad. Only if the incident fits no other category should this be used.
14A	ANIMAL COMPLAINT	Handled by humane officers.
14C	CITIZEN CONTACT	Used by officers advising they are meeting with a member of the public.
14CIT	CRISIS INERVENTION CHECK	Used by a unit doing a follow-up on a person that is the CIT program.
14F	LOST/FOUND ANIMAL	Used to document a resident calling in to report a pet as lost/found.
14FW	FIREWORKS VIOLATION	For complaints about illegal fireworks being used.
14H	HOT SPOT	Used by officers to track certain area on patrol.
14HQ	STATION CHECK	Used by officers to record they have made a security sweep of the PD property.
14N	NOISE COMPLAINT	For complaints about loudness (music, television, stomping on floor above them, garage band, etc.).
14PED	PEDESTRIAN VIOLATION	Used by units calling out with people violating statutes or ordinances regarding pedestrians.

14PHN	PHONE COMPLAINT	Harassment by phone, threats by phone, obscene phone calls, etc.
14PRK	PARKING COMPLAINT	Complaints for improper parking. (handicap violations, parked on the grass, curve, to close to corner, etc.).
14PRP	PROPERTY DAMAGE	This is defined as unintentional damage.
14911	911 HANG UP	Call to 9-1-1, abandoned 9-1-1 call, a 9-1-1 hang up where the call taker cannot make contact back with caller or is not satisfied that there is no problem.
14AOL	SOLICITOR	Complaints about people going door to door.
14TPO	TRUCK PARKING ORDINANCE VIOLATION	Improper parking or storing in residential areas of commercial, equipment or recreational vehicles.
14TRF	TRAFFIC COMPLAINT	Traffic direction, traffic arrest, road hazard or crossing post.
14TRU	TRUANT	A child under 16 not in school during regular hours.
14VCO	VIOLATION OF CITY ORDINANCE	Illegal/improper dumping, construction prior to or after allowed hours
14WR	WATER RESTORATION VIOLATION	Violations to watering guidelines set by South Florida Water Management District when mandatory water restrictions are in effect.
16	CHILD ABUSE	Physical abuse or neglect to a juvenile.
16E	ELDERLY ABUSE	Physical abuse or neglect to an adult 60 years or older or to a disabled adult

16R	RISK OF HARM	Used to create a call when officers meet child abuse investigators from BSO when following up on domestic violence reports where children are present.
16ALF	ASSISTED LIVING FACILITY CHECK	Caller wants to remain anonymous. Call Taker must obtain as much information as possible for there is no opportunity to reconnect.
20	MENTALLY ILL	A mentally ill person who is in danger to himself or to others.
20B	BAKER ACT	Held for psychiatric evaluation.
21R, 21B, 21V	BURGLARY RESIDENCE, BUSINESS, VEHICLE	Obtain building name, apartment name, address. Obtain a complete description of the burglars, any vehicles, tools or weapons being used.
22	DISTURBANCE	Other elements other than noise, such as landlord/tenant disturbances, customer/store clerk arguments).
22DOC	DISORDERLY CONDUCT	When the disturbance call has been made into an arrest.
23	HITCHIKER	Self-explanatory.
24	ABDUCTION	Often involves a child but may be a legitimate abduction even when the suspect is a family member.
25ALF	ADULT LIVING FACILITY RESIDENTIAL FIRE	Used for a fire in a single-family residence or duplex being used as an Adult Living Facility with less than 6 beds.

25ARS	ARSON	Used by a detective on a fire related event when a fire is determined to be intentionally or unlawfully set.
25B	BOAT FIRE	Used for a vessel on land or water, including on a trailer that is on fire.
25BR	TREE, BRUSH OR GRASS FIRE	Used for fires to any foliage or mulch.
25COM	COMMERCIAL STRUCTURE FIRE	Used for any fire in or adjacent (within 10 feet) to a commercial structure or residential building 4 stories or less.
25H	HOSPITAL FIRE	Used for any fire in or adjacent (within 10 feet) to Broward Health Coral Springs (300 Coral Hills Drive).
25HAZ	HAZMAT	Used for Hazardous Material incidents such as a chemical spill, chlorine gas leak, etc.
25LSF	HIGH RISK FIRE	Used for any fire in or adjacent (within 10 feet) to a commercial structure or apartment building 5 stories or more.
25N	NURSING HOME FIRE	Used for a fire in a structure being used as a Nursing Home with 6 or more beds.
25OUT	FIRE OUT	Used for a fire that has been extinguished for at least an hour and a caller wants to notify the fire department.
25RES	RESIDENTIAL STRUCTURE FIRE	Used for any fire in or adjacent (within 10 feet) to a single-family residence or duplex.

25V	VEHICLE FIRE	Used for a vehicle (ATV, car, truck, tractor trailer, trailer, etc.) that is on fire
26	DROWNING	Dying from not being able to breathe in air and breathing in water or another liquid.
27	PROWLER	"Peeping Tom"; Involves a subject lurking around a residence/building at a time and place unusual for normal law-abiding citizens.
30G, 30P, 30B	THEFT (GRAND, PETIT, BIKE)	Depriving someone of his/her own property.
31A	ASSAULT	An intentional, unlawful threat, by word or act, to harm another person.
31B	BATTERY	Physical act that results in harmful or offensive contact with another person without that person's content.
31S	STALKING	Used when there is a pattern of harassment, threats, and surveillance, committed by one person against another.
32	SUICIDE	Caller may be attempting to commit suicide. See training manual for Suicide Worksheet.
33	SHOOTING	Obtain physical description of shooter. Find out if anyone has been shot.
34	STABBING	Obtain physical description of stabber. Find out how serious stab wounds are.
35	SEXUAL BATTERY	Call requires special care and concern. It is important to consider the victim's mental and emotional state while pressing for answers.

36	FIGHT	Treat as crime in progress. Obtain descriptions of those involved in the fight.
37	JUVENILE DISTURBANCE	Used to designate a person who is a minor. Used for many juvenile-related incidents.
38	DOMESTIC DISTURBANCE	Family fight call has potential for violence, often transferred toward officers upon arrival.
38S	STANDBY DOMESTIC DISTURBANCE	Used for one party returning to the scene to pick up items.
39	NEIGHBOR DISTURBANCE	Calls range from a minor disagreement to a violent argument involving weapons.
40	CRIMINAL MISCHIEF	Intentional damage to property.
41, 41-0	ROBBERY AND ARMED ROBBERY	When property is taken from one person by another, by force or threat of force.
42	CHILD MOLESTING	Not a commonly used signal, the offense often fits another category.
43	LEWD AND LASCIVIOUS ACT	Involves the exposing of sexual organs by the suspect in a vulgar or indecent manner.
45	PLANE CRASH	Obtain exact location of scene, along with directions, number of people involved and type of aircraft. (see training manual for list of people you may need to contact for plane crash).
46	BOMB THREAT	Usually call is received at the site of the threatened bombing.

47	VICE CONFIDENTIAL INFO	Signal is not commonly used to dispatch calls but may occasionally be used by the VIN unit to obtain a case number.
48, 48G	OPEN DOOR, OPEN GARAGE DOOR	Usually officer initiated. Officers call out these signals to alert homeowners that either a door or garage door is open and are at risk to items being stolen.
49	ALARMS	Handled as a Code 1, unless other information indicates a true emergency. (See training manual for list of alarms).
49A	AUDIBLE ALRM	Audible burglar alarms.
49COM	COMMERCIAL FIRE ALARM	Used for fire alarm coming from a commercial structure or multi-residential building 4 stories of less.
49E	BANK ALERT	Used when an alert is received from the web-based bait money monitoring system, and/or we receive a call from the monitoring center.
49FALF	ALF RESIDENTIAL ALARM	Used for a fire alarm in a single-family residence or duplex being used as an Adult Living Facility with less than 6 beds.
49FC	CARBON MONOXIDE DETECTOR	Used for an alarm company or resident calling with a carbon monoxide alarm.
49FH	HOSPTIAL ALARM	Used for a fire alarm at Broward Health Coral Springs (3000 Coral Hills Drive).
49FL	HIGH RISE ALARM	Used for a fire alarm to a commercial structure or

		apartment building 5 stories or more.
49FN	NURSING HOME ALARM	Used for a fire alarm in a structure being used as a Nursing Home with 6 or more beds.
49M	MEDICAL ALARM	Used for an alarm company calling in a medical alarm.
49R	RESIDENTIAL ALARM	Used for a fire alarm at a single-family residence or duplex.
49S	SILENT ALARM	Used for single burglar alarms, could be a bank alarm.
49V	VEHICLE ALARM	Used for audible alarms from vehicles Telematics Call Centers (TCCs), such as OnStar or Sirius.
50	LABOR TROUBLE	Involves members of labor groups who may picket the site of an employer, commit assault, battery or criminal mischief.
51	TRESPASSING	Involves a subject entering upon or into the property of another, without any other criminal act being committed.
52	FORGERY AND COUNTERFEITING	Usually involves forged prescriptions or checks.
53	EMBEZZLEMENT AND FRAUD	Includes worthless checks, thefts by employees, and similar crimes.
54	HIJACK	Not commonly used. Treat this as you would any other crime in progress.
55	EXPLOSION	Response depends on what is exploded.
56	BEVERAGE VIOLATIONS	Related to alcoholic beverage violations, such as sales to minors, or sale

		before or after legally established hours.
57	NARCOTICS	Refers to sale, possession, or use of narcotics.
58	UNLAWFUL ASSEMBLIES	Usually another signal is better suited, so this signal is rarely used.
60	SNIPER FIRE	Treat as an in-progress call. Determine how many suspects are involved, how many victims, and how many are potential victims.
61	GAMBLING	Consult a patrol sergeant about calls where gambling is occurring.
63	IMPERSONATING AN OFFICER	Obtain a description of the subject, time delay, and find out what the person did under disguise of a law enforcement officer.
64	LARCENY AUTO PARTS	See theft.
65	RETAIL THEFT	Commonly referred to as shoplifting.
66	CIVIL MATTER	A complaint in which the issue is not a criminal police matter, the subjects are referred to civil authorities.
66R	RESTRAINING ORDER	Used when generating a call to have an order served, or to document violations of an existing order.
67	MEDICAL CALLS	Most rescue-related signals generate a police and a rescue call.
67BEE	BEE CALL	Used for calls with bees swarming.
67ELEC	ELECTROCUTION	Used for calls when someone has been injured by electricity, whether natural (lightning) or man-made.

67HRT	HEART CALL	Used for calls when someone is reporting a heart attack, angina, chest tightness, or any other heart related medical call.
67ILL	ILLNESS	Used for medical calls due to sickness that do not have their own nature codes. Examples: not feeling well, back pain, headache, vomiting or fever.
67IND	INDUSTRIAL ACCIDENT	Used for calls when the patient is injured with a piece of machinery, usually at their work.
67INJ	INJURY CALL	Used for injuries, damage that happened to the patient, usually from something external that do not have their own nature codes.
67SEIZ	SEIZURE CALL	Used for patients that feel they are about to, are in the middle of, or coming out of a seizure.
67TB	TROUBLE BREATHING CALL	Used for patients that are short of breath, asthma attack, or any report of difficult breathing.
67UNC	UNCONSCIOUS SUBJECT	Used for patients that are or were unconscious, in and out of consciousness, have reported altered levels of consciousness, or feel like they are going to become unconscious (faint).
NPT (medical call not starting with 67)	NON-EMERGENCY PATIENT TRANSFER	The fire department has agreements with certain local facilities to perform this type of service.
PT	EMERGENCY PATIENT TRANSFER	Used for calls from the emergency room needing to

(medical call not starting with 67)		transfer a patient to a higher-level facility such as a trauma center, or to a hospital with specialized care.
STROKE (medical call not starting with 67)	STROKE	Used for calls when it is reported that the patient is having or believed to be having a stroke.
68	POLICE SERVICE CALL	A service is provided, or assistance is given to another agency or a citizen involving a situation that is non-criminal.
68C	CONVENIENCE STORE INSPECTION	This is for units calling out to conduct an inspection at a convenience store. Usually done by an officer from community involvement.
68E	ELDER WELFARE CHECK	Used to have a unit check on an elderly person's well-being.
68FD	PD FD ASSIST (POLICE BEING ASSISTED BY FIRE)	Requests for by Police Department to have Fire Department assist them on a call.
68L	LOCKOUT	CSPD responds to lockouts from vehicles when a child or an animal is locked inside. This call will always generate a rescue call.
68S	STANDY TO KEEP THE PEACE	Used for requests to have officers standby while the caller retrieves items, possibly from the site of a domestic disturbance.
69	LOOSE FARM ANIMALS ON HIGHWAY	Can be handled by the humane officer, if available. Otherwise, send a sector car.
70	ANIMAL BITE	Handled by a humane officer, if one is on duty.

71	SNAKE CELL	The snake needs to be inside or near a structure for PD to handle. Humane office can handle, if available.
72L AND 72F	LOST OR FOUND PROPERTY	
90	EXTORTION	Not normally used. When money, favor, or service is requested from the victim to prevent the suspect from doing something.
91	RESISTING OFFICER WITHOUT VIOLENCE	Used by officers updating the nature code because their arrestee resisted the officers in a non-violent way.
92	RESISTING OFFICE WITH VIOLENCE	Used by officers updating the nature code because their arrestee resisted the officers in a violent manner.
101INJ	CIVIL ASSIST	Used to have FD respond to an address to assist a person that needs help moving or getting up.
AMBER	AMBER OR SILVER ALERT	Used to document the BOLO details received for either alert and make them more searchable. The BOLO will be given over the radio.
AOJ	ASSIST ANOTHER JURISDICTION	Usually a request from another agency to check out something for them.
AOJC		AOJ Coconut Creek
AOJFHP		AOJ Florida Highway Patrol
AOJM		AOJ Margate
AOJP		AOJ Parkland
AOJR		AOJ Regional
AOJT		AOJ Tamarac
AOJPL		AOJ Plantation

ARC	ARCING SHORTED ELEC EQIP	For a transformer, on the ground or on a pole, or other electric equipment that is arcing. If attached to a structure use the appropriate fire nature code.
BC	BUSINESS CHECK	Usually officer initiated when they are checking a business for signs of break-ins, or to make sure they are operating properly and legally.
BIKE	BIKE PATROL	Officer initiated. Used to document where units are conducting bike patrol.
BIO	BIO HAZARD	To have a Rescue Unit respond to pick-up found medical items with bodily fluids or tissue in them, such as needles.
BLDG	BUILDING COLLAPSE	Used for when a part or entire structure collapses un-expectantly.
BOLO	BE ON THE LOOK OUT	Used when other agencies call us with a BOLO or specifically name our agency in a BOLO via TTY. Document the information in the CAD event and relay it to the officers.
BURN	BURN (LAWFUL)	Used to document when a location is conducting a burn or generating smoke lawfully. Could be a farm or large construction site burning brush, or the Fire Academy conducting a live burn training.
COP	COP PROJECT	Stands for Community Oriented Policing. Officer initiated. Used for units

		working with the community on a project.
DOWN	DOWN UNIT	Used for a FD unit not working properly.
DUMP	TRASH FIRE	Used for a fire in a dumpster or trash can.
ELEV	ELEVATOR RESCUE	Used for a stuck elevator, with or without occupants.
FATEST	FIRE ALARM TEST	Used to document when a fire alarm has been placed on test, or a location is conducting a fire drill. Make sure to get a contact name and phone number, ask how long they will testing and tell the caller to have someone call back when testing is completed.
FDPAGE	FD PAGER TEST	A daily prescheduled call that tests to ensure that automatic text messages are being sent to Fire Administration.
FLOOD	WATER EVACUATION	For people trapped by waters that have risen and need to be rescued/evacuated.
FW	FIRE WATCH	Unit initiated. Used when FD is doing a special watch for a business because their fire alarm has been non-functioning for too long of time, a theatrical or musical production is using smoke and needs their alarm off, or when pyrotechnics are being used.
HURRICANE CODES	**SEE LIST in BOLD**	The following nature codes are only used leading up to, during, and after a hurricane to help emergency management coordinate

		cleanup and response efforts.
HFLOOD	**STREET FLOOD**	**Flooded Street.**
HLIGHT	**TRAFFIC LIGHT OUT**	**Traffic light not working.**
HLINE	**POWER LINE DOWN**	**Same as LINE.**
HPOLE	**LIGHT POLE DOWN**	**A light pole.**
HPOWER	**POWER OUT**	**Lack of electricity in area.**
HPRP	**PROPERTY DAMAGE**	**14PRP caused by a storm.**
HSIGN	**OTHER SIGN DOWN**	**A traffic control sign, other than a stop sign, knocked down/blown over.**
HSTOP	**STOP SIGN DOWN**	**A stop sign knocked/blown over.**
HTREE	**TREE DOWN**	**A tree knocked/blown over blocking the street.**
HLR	**HIGH LEVEL RESCUE**	**Used for people injured and/or trapped that need rope system to get them to the ground level.**
LINE	POWER LINE DOWN	Used for a power line that has broken, fallen to the ground, or is hanging too low.
LPR	LICENSE PLATE READER HIT	The police department has several LPR trailers that can be deployed as needed in different spots around the city. LPR alerts for stolen vehicles will be dispatched as an in-progress call and LPR alerts on stolen tags as a "normal call".
9LPR	LPR STOLEN LICENSE PLATE	Used when a stolen tag is recovered by officers from a vehicle stopped because of an LPR alert.
10LPR	LPR STOLEN VEHICLE	Used when a stolen vehicle is recovered by officers from a vehicle stopped because of an LPR alert.

LZ	LANDING ZONE	Used to have FD set up a safe area for a helicopter to land.
MA	MUTIAL AIDE	Used to have FD respond to a medical or fire call when requested by other fire jurisdictions.
MCI1, MCI2, & MCI3	MASS CASUALTY INCIDENTS	These nature codes are to be used when a FD state they are working an MCI level (1, 2, or 3). Further information about MCIs can be found in Chapter 6, section XVI.
MSG	MESSAGE	Used to have an on-duty police unit contact a caller to follow up.
MSGFD	MESSAGE FD	Same as MSG, but for FD.
PARTY	PARTY CALL	The caller advises there is a party, a large amount of people, and/or possible underage drinking. Can start as a 14N.
PI	PRIVATE INVESTIGATOR	Used to document a PI logging with the PD that he/she will be working in an area.
PUBED	PUBLIC EDUCATION	Unit initiated. Used for FD units calling out on a public function or car seat installation.
PWT	PARK WALK TALK	Unit initiated. Used for PD units getting out of their vehicle to go meet the public.
QUERY	QUERY PD	Used when running subjects or vehicles for a unit, not already on a call.
SHOOT	ACTIVE SHOOTER	Treat this call as a 33. Used mainly for documentation post event. Leave as a 33

		until an officer advises to change the nature code.
SMOKE	SMELL OR SIGHT OF SMOKE	Used for a caller reporting seeing or smelling smoke outside, but not knowing where it is coming from.
SWAT	SPECIAL WEAPONS & TACTICS	Used for SWAT callouts and warrants. (Aliased as SRT).
SWEEP	PROB/PAROLE SWEEP	Officer initiated. Used when checking on a subject on probation or parole.
TEST	TEST PD	Used to test different aspects in CAD, police side.
TESTFD	FIRE DEPARTMENT TEST CALL	Used to test different aspects in CAD, fire side.
TOWLOG		Used to document vehicles that were towed by private parties. The reason to document is so that the vehicle that has been towed is not mistakenly reported stolen.
WEAPONS		Handle as a crime in progress. Violations about carrying a concealed weapon or firearm are classified under this nature code
WD	WASHDOWN	Used for fluids on the ground such as gasoline, radiator fluid, or hydraulic fluid, etc.
1017	INVESTIGATION	Officer initiated. Used for units following up on a previous case or to build one.
1024	OFFICER IN TROUBLE	Used for an officer, not already on a call, calling 1024. Send back-up units to his/her location and notify a patrol supervisor.

1024FD	FD IN TROUBLE	Same as the 1024, but for FD. Send officers, notify patrol and fire supervisors.
1031	PURSUIT CHASE	Used for when an officer is pursuing a suspect, whether on foot or in a vehicle.
1049	SERVING WARRANT	Officer initiated. Used for officers calling out with or responding to a location attempting to serve a warrant.
1050	TRAFFIC STOP	Officer initiated. Used for officers advising they are stopping a vehicle.
1060	ASSIST TO MOTORIST	A disabled vehicle on a roadway.
1075	STATUS CHECK	Used when its necessary to check on available units.
1085	VACATION WATCH	Requests can be taken by Communications, or by a sergeant. When checking on homes, officers will advise Communications they are on a 10-85, and Communications will track the officer.
10105	PRISONER TRANSPORT	Usually officer initiated. Used when an officer, other than the primary arresting officer, is transporting a prisoner to a Broward County Jail or Juvenile Assessment Center (JAC).

II. OUT OF SERVICE CODES

A. Out of service codes are used to show units as busy, but not handling a nature code. Out of service codes are displayed on the Available Units Window or Combined Active/Available Window of the CAD. For either configuration, it is mandatory that the following columns be in the display at a minimum:

    1. Unit

    2. Nature

    3. Unit Location/Location. The unit may or may not recommend for call depending on the out of service code or the way the out of service code is initiated by the Public Safety Telecommunicator.

B. To add an out of service code to a unit:

    1. Right click on an available unit(s) (CTRL+left click for multiple units), or unit(s) on an out of service code (if you want to update or change that unit's out of service code).

    Or

    Type the unit(s) identifier(s) and OS (for Out of Service) on the command line and then enter.

    Or

    Type the unit(s) identifier(s) and the out of service code on the command line and then enter (Note: all the out of service codes work for this, except ME). All of these activate the Out of Service Window.

    2. In the Out of Service Window choose the appropriate Out of Service Code from the dropdown box (highlighted yellow for mandatory) if you did not use the third method to start the process.

    3. In the Location Box, type the location of the unit.

        a. The following steps are optional:

            1) In the Notify Time box, choose the Date and Time for the Out of Service code to alert that it is time to end.

            2) If the unit needs to recommend for calls, in the Available for Unit Recommend box, change the N to Y.

        b. Then change the Priority box to the Priority that you want the unit to recommend for.

> > 1) 1 is for Priority one calls only (default value).
> >
> > 2) 2 if any calls are priority two or higher (remember: for CAD, priority one is higher than two).
> >
> > 3) And so on, down to 7 which will recommend for all calls since this is the lowest priority in the CAD.

> 4. Add comments to the Comments box as needed.

> 5. To look at a unit that has an out of service code attached to their identifier, right click on the unit's line in the Available Units Window or Combined Active/Available Window of the CAD. This is used to display when the unit was placed in the out of service code, by whom, and for some codes such as a 1040- when it is scheduled to end.

> 6. For the out of service codes that have a timer, such as 1010 and 1040, the Font color remains a dark red until the timer expires, then it changes to a bright red. Once this happens, make the unit available by:

> > a. Tying their identifier on the command line and AV, or
> >
> > b. Right click on the unit's line in the Available Units Window or Combined Active/Available Window of the CAD, then left click on available.

III. OUT OF SERVICE CODE DESCRIPTIONS

CODE	DESCRIPTION	DEFINITION
OFFDTY	OFF DUTY WORK	This out of service code is used for units on paid Off-Duty details. For Police Units.
FDTAIL	OFF DUTY WORK	This out of service code is used for units on paid Off-Duty details. For Fire units.
1010	OUT SUBJECT TO CALL	Used by police units taking a personal break, not a meal break. Usual time: 20 minutes.
1019	AT STATION	Used by police units checking out at the Public

		Safety Building, not on a more specific out of service code.
1040	MEAL	Used by police units taking their meal break. Usual time: 40 minutes.
1057	RANGE TRAINING	Used by police units training at the range.
1089	ON PAGER	Used by police units unavailable via radio.
14AC	ANIMAL CONTROL HUMANE SOCIETY	Used by Humane units going to animal control outside of the city.
14SX	SCHOOL CROSSING DETAIL	Used by police units having to assist school going children to cross the street in designated areas.
15	SPECIAL DETAIL	This out of service code is used to describe an assignment rather than a specific call. Usually used for police units monitoring school release, repositioning of a ghost car, or given an assignment by their supervisor not fitting another out of service code or nature code.
ADMIN	ADMINISTRATIVE	Used by police units on administrative assignments such as meetings or serving on an oral board.
ARGO	UNIFORMS	Used by police units going down to pick up uniforms from Argo
BOOK	BOOKING AT PD	Used by police units, usually a Charlie unit helping to book a prisoner.

BRF	BRIEFING	Used by police units during the start of their shift at briefing.
CRT	COURT	Used by police units going to a trial or deposition.
DECN	DECON	Used by fire units when they must clean up any biohazards from their vehicles.
DOG	POUND	Used by units, usually Humane, when working on tasks at the pound (such as cleaning the cages, feeding the animals, or cleaning out the freezer).
EQUI	EQUIPMENT	Used by units busy sorting out issues with their equipment, such as computer or vehicle.
FTO	FIELD TRAINING OFFICER	Used by police units working on tasks related to FTO.
FUEL	FUEL	Used by units refilling their vehicles with gasoline.
GARG	GARAGE	Used by units at or responding to the garage, usually to rectify a problem with a vehicle.
GRAD	GRADE	Used by police units, usually SROs, teaching or working with the GRADE program.
IS	IT DEPARTMENT	Used by units meeting with IS/IT (Information Services/Information Technology), usually for computer related problems.
LAST	LAST OUT	Used by fire units advising they are last out at a location. If the unit advises another out of service code

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		while advising they are last out, use that one since neither will cause them to be recommended for calls.
ME	MEDICAL EXAMINER	Used by units responding to meet with the ME.
PAPR	PAPER	Used by police units working on completing the paperwork for a previous call.
SRO	SRO UNITS	Used by SRO units calling out busy at a specific school.
STUF	STUFF FD	Used by fire units picking us supplies, usually from station 80 (S80).
TRN	TRAINING	Used by units engaging in training.
WASH	CARWASH	Used by police units getting their vehicle washed.

APPENDICES

Appendix A ~ Commonly Used Abbreviations

AOA: Used by some jurisdictions, is short for "ASSIST OTHER AGENCY." Same as AOJ, below, which is used by Coral Springs.

AOJ: Short for "ASSIST OTHER JURISDICTION." Usually a request from another jurisdiction to check out information by sending an officer by a location, or to deliver a message personally when a party cannot be contacted by telephone.

ASAP: As Soon As Possible

BOLO: Be on the Look Out. A term for radio or teletype broadcast, giving information about a person or vehicle, to locate same.

BSO: Broward Sheriff's Office

CAB: Conscious and Breathing

CAD: Computer Aided Dispatch

Miami- Dade PSD: Miami-Dade Public Safety Department

DOA: Dead on Arrival

DOB: Date of Birth

EMS: Emergency Medical Services

ETA: Estimated Time of Arrival

OJ: Other Jurisdiction

PBSO: Palm Beach Sheriff's Office

REPO: Repossession

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TPO: Truck Parking Ordinance

SOB: Shortness of breath

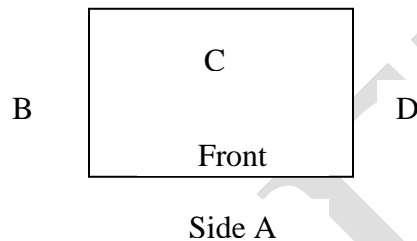SWAT: Special Weapons and Tactics

VIN: Vehicle Identification Number

Appendix B ~ Glossary

~ A ~

A/B/C/D Sides: At a building fire or a major incident (SWAT call), the building is identified by ABCD sides, with side A being the front of the building, and sides BCD being named around the building in a clockwise fashion. This helps maintain clear communication on the scene. *Note – if a structure has more than 4 sides continue using the same pattern.

```
            ┌──────────────┐
            │      C       │
     B      │              │   D
            │    Front     │
            └──────────────┘
              Side A
```

Windows and doors are labeled as if you are reading a book, starting with the left most opening (window or door) on the Side A being labeled as A1, the next opening on the same side is A2, etc. Openings on the other sides start with that side's label, ex: B1, B2 or D1, D2. For a multistory structure the opening is labeled by the side, floor number, then number of opening (ex: the C2-2 is on the back of a four-sided structure (**C**2-2), on the second floor (C**2**-2), and is the second opening from the left (C2-**2**).

Side A
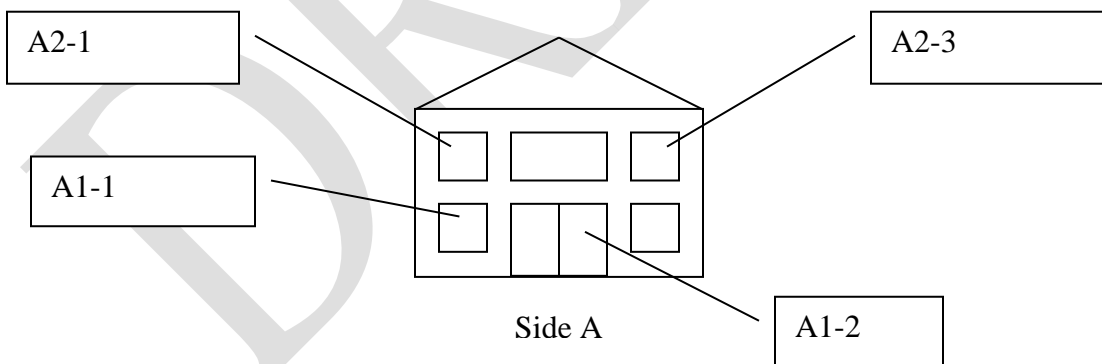
Advanced Life Support: Advanced life support (ALS) is a medical care provided by paramedics trained to assess a patient's condition, administer drugs, defibrillate and provide advanced airway management prior to transportation to the hospital.

Aerial Truck: also known as a ladder truck or just plain truck. A hydraulically powered ladder, mounted on a vehicle that carries several different length extension ladders,

extrication gear, ventilation equipment, and lighting. May or may not have a bucket or platform on the end. Some trucks can reach as high as 200 feet!

Affective Domain: This is the learning domain that deals with a person and how they act and feel. Emotions, feelings, and different behaviors, such as a person's attitude, are characteristics of this domain.

Agency: The hiring authority or also referred to as the Authority Having Jurisdiction (AHJ). The Agency or body that defines the roles, responsibilities, policies and procedures, and performance standards that direct the activity of the Public Safety Telecommunicator. In multidiscipline centers, the Agency governs the operation providing call taking/dispatch and related services to customer agencies; in single discipline centers, a single Agency may direct these services for one or more departments within a service area. Both have the duty to define training appropriateness, content, format, and continuing education requirements.

Air Bags: Special heavy-duty lifting bags made of multiple ply rubber/steel layers. These bags are inflated with compressed air provided by air bottles and have a lifting capacity of several tons. Used to free trapped victims from under heavy objects.

Air Bottle: a fiberglass wrapped aluminum cylinder of compressed air that is used by self-contained breathing apparatus. Each bottle carries approximately 66 cubic feet of pure compressed air at a pressure of 4500 pounds per square inch.

Air Pack: A self-contained breathing apparatus (SCBA) the firefighter straps onto his back to provide breathing air.

The Americans With Disabilities Act (ADA): A Federal law that requires all Public Safety Answering Points (PSAPs) to provide direct and equal access to emergency telephone services to individuals with disabilities who use teletypewriters (TTYs) and other communication devices or services.

Attic Ladder: A ladder usually 8-10 feet long that usually can be folded so that the two beams touch each other. Also called a scuttle hull.

~ B ~

Backdraft: a backdraft occurs when oxygen-starved fire suddenly receives oxygen. The sudden rush of oxygen causes all of the super-heated gases to ignite at the same time, which causes an explosion. While the risk of such an occurrence is low, a backdraft is almost always fatal to anyone caught in it.

Baker Act: legislation providing for psychiatric evaluation for persons believed to be mentally ill.

Basic Life Support: Basic life support (BLS) is a level of care provided to patients requiring transportation to the hospital. BLS does not include extensive medical supervision or treatment.

Booster Line: Booster lines are hoses that are usually one inch in diameter and rubber jacketed. They are used on small fires using the water carried in an apparatus' booster tank and are usually stored on reels.

Booster Tank: The tank on a pumper or quint that supplies booster lines and hand lines at a fire until a connection with a water source can be made. The booster tank on most pumpers is between 500-1500 gallons. The tank on a quint is usually smaller, carrying only a couple of hundred gallons.

Breathalyzer: A machine, which measures the percentage of alcohol present in a person's system, to determine if the person is too intoxicated to drive. A person is legally defined as being under the influence if he registers a .10% or above on the breathalyzer.

~ C ~

Calls for Service or Request for Service: A call that results in the provision of a public safety service or response.

Call Taker: A Public Safety Telecommunicator who processes incoming calls through the analyzing, prioritizing, and disseminating of information to aid in the safety of the public and responders.

Cognitive Domain: This is a learning domain that involves knowledge and the development of intellectual skills. This includes the recall or recognition of specific facts, procedural patterns, and concepts that serve in the development of intellectual abilities and skills. There are six major categories: knowledge, comprehension, application, analysis, synthesis, and evaluation.

Complainant: The person who calls in a complaint or call for service. May be the victim, witness, etc. It is important to know what relationship the complainant has to the call, so his information can be judged accordingly.

Core Competency: The unique traits, requisite knowledge, comprehension and application of skills, and situational analysis leading to the appropriate response to the

caller, co-worker, other public safety stakeholders, or event(s) consistent with general practices and locally defined parameters.

Crime Watch: A program sponsored by many police departments, which encourages citizens to be aware of crime and to report suspicious incidents to the police. The participants are assigned a Crime Watch number, which they give in lieu of their name when calling the police. The full name, address, and phone numbers of Coral Springs Crime Watch members are kept in a folder in Communications and are updated regularly. When taking a Crime Watch complaint, do not ask the caller for his or her name. In the CAD entry, type "Crime Watch #_____," in the space provided for the name.

~ D ~

Deck Gun: A large and fixed water nozzle attached to an engine. Deck guns deliver larger amounts of water than hand-held hose. (Also see Master Stream).

Defensive Operations: A fireground strategy based on firefighter safety and the protection of exposures. The goal is to simply confine the fire to the building/place of origin. No aggressive interior firefighting operations take place in defensive mode. All fire streams are operated onto the fire from outside. This strategy is employed when a fire has advanced to the point where attack operations are too dangerous, and/or the fire is beyond the capabilities of on scene resources.

Drafting: Pulling water from a source other that accepting pressurized water from a hydrant or another fire apparatus. Lakes, ponds, and swimming pools are often used in drafting operations. Many departments in rural areas and without hydrants use drafting.

~ E ~

Emergency Medical Services Dispatcher (EMSD): A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to calls for emergency medical services, in accordance with local, state, and national standards.

Engine: The engine is also referred to as a pumper because of its ability to pump water. In most cases, an engine carries small ground ladders, supply line to connect it to a hydrant, hand lines to fight the fire with, and a tank holding between 500 and 1500 gallons of water.

Engine Company: A combination of a fire engine and the manpower used to staff it.

Engineer: A person that drives the Fire Engine or Ladder Truck. The engineer is also responsible for all the equipment that is on the engine and making sure that it is clean and in good working condition. They also run the pumps, etc. when they are at a fire.

Exposures: Exposures are buildings or structures that are near the structure on fire and that are placed at risk by the fire. A primary focus of the responding fire department will be to protect the exposures, thus reducing the risk of the fire spreading and causing additional damage to life and property.

~ F ~

Flashover: The sudden ignition of all flammable material in a room or structure. As the fire burns and heat is generated and stored in the room on fire, it is possible of the heat to accumulate faster than it can use fuel. Once this reached critical mass, the heat then turns all the flammables in a room into fuel at one time. The danger is that this causes an inversion of the thermal layers because the new fuel is almost always near the floor. Despite superb protection, a firefighter has less than two seconds to evacuate the room that has a flashover.

Fire Service Dispatcher: A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for fire services, in accordance with local, state, and national standards.

Foam: A concentrate mixed with water or air and applied to any material that is on fire or could potentially catch fire. The foam creates a barrier between the material and the heat, preventing ignition of flammable gases. Foam is commonly used on flammable liquid fires (gas or oil) but is also being used in some areas for automobile & structure fire applications.

Forcible Entry: The act of gaining access to a structure through means other than an open window or door. Frequently, firefighters must force open doors that are locked, or remove security doors and bars, in order to enter a structure to search for victims and extinguish a fire. A variety of hand powered and hydraulic tools can be used for forcible entry.

Forward Lay: When supply hose is laid from the water source to the fire.

~ H ~

Halligan: An all-purpose steel prying bar used as a forcible entry tool. Invented by New York City firefighter Huey Halligan.

Hand Line: A small diameter hose usually used inside a burning structure to directly apply water onto the fire. Hand lines are usually 1½ to 1¾ inches in diameter.

Haz-Mat: Stands for Hazardous Materials.

Hose: Used to deliver water onto a fire and provide water from hydrants to firefighting apparatus. The types of hoses used include hand lines, booster lines, and large diameter hose.

~ I ~

Incident Management System (IMS): The flexible on scene incident management system that identifies key roles and tasks that must be filled to safely manage an emergency incident. It stipulates that one person {Incident Command (IC)} is responsible for overall operations during the incident. The IC delegates responsibility to other officers by assigning them to key IMS positions typically assigned at a fire incident:

COMMAND   The officer responsible for the overall incident.

SAFETY   The officer responsible for monitoring the safety of all personnel operating within the incident perimeter.

STAGING   The officer responsible for collecting and allocating needed personnel and resources into and out of the incident.

DIVISION   The officer responsible for operations within a geographical area of the incident. Residential house fires and small commercial structure fires may require a Division A assignment. Large fires may require all four sides of a building to have a division officer assigned to conduct operations on their side of the building.

~ J ~

Jaws: A generic term applied to a type of rescue tool that can cut, push, or pull material (most often pieces of an automobile). Jaws of Life is a synonym but is the

copyrighted product name of Hurst. Holmatro and Amkus are also major manufacturers of jaws.

Jump Line: A hand line stored in an extended bumper (also called a jump bumper) and preconnected to the engine to allow for a quicker attack.

~ K ~

Knowledge: Fundamental understanding one must have in order to perform a specific task.

Knox Box: A receptacle for keys to businesses; the fire department has access to these in case of emergency.

~ L ~

Ladder Company: Also known as a truck company. A ladder company is a combination of a ladder truck and the manpower used to staff it. A standard ladder company will include an officer, driver engineer, and four firefighters on a ladder truck.

Ladder Truck: Referred to because of its ability to carry a full complement of ground ladders as well as either a telescoping ladder or a platform.

Large Diameter Hose (LDH): The biggest hose used by firefighters. LDH is sometimes referred to as a water main above ground. LDH is usually 4-5 inches in diameter and is used to supply water from the hydrant to pumper trucks. (Also see supply hose).

Law Enforcement Dispatcher: A Telecommunicator who provides dispatch services by analyzing, prioritizing, and processing calls, while maintaining radio contact with responders to ensure safe, efficient, and effective responses to requests for law enforcement services, in accordance with local, state, and national standards.

~ M ~

Master Stream: A large and fixed stream of water. Master streams are used on the end of aerial ladders on ladder trucks and on top of pumper trucks. Master streams can deliver larger amounts of water than a hand-held hose.

Monitor: A type of master stream similar to a deck gun, but removable from the apparatus. A hose can be laid into it, making it mobile.

~ N ~

National Incident Management System/Incident Command System (NIMS/ICS):
An organized method to define roles, responsibilities, and standard operating
procedures used to unify multiple disciplines in order to manage emergency
operations under one functional organization.

~ O ~

Overhaul: Commonly viewed as "cleaning up" or "mopping up" after a fire. Overhaul
is the process of putting a structure in the safest condition following a fire. Additionally,
it is during the overhaul phase of an incident that firefighters verify that the fire has not
extended into unknown areas and that hidden "hot spots" are extinguished.

~ P ~

P.C. Sheet: A form describing the probable cause (P.C.) for a subject's arrest; this is
part of an arresting officer's paperwork. Also called a probable cause affidavit.

Positive Pressure Ventilation (PPV): A technique used to remove smoke and heat
from a structure. A large gas or electric fan is set up (usually within 6 feet of a doorway)
to blow large amounts of air into a building. Another opening is made somewhere else
in the structure. This creates greater atmospheric pressure inside the building, pushing
the products of combustion out. This technique is particularly useful when set up
behind the initial attack crew that enters a building. Cool air is introduced as they enter
the structure, lowering the heat level and increasing visibility.

Pumper: Same as Engine.

Public Safety Answering Point (PSAP): A facility equipped and staffed to receive
emergency and non-emergency calls requesting public safety services via telephone
and other communication devices. Emergency calls are first answered, assessed,
classified, and prioritized. The FCC further defines a primary PSAP as a facility to
which 9-1-1 calls are routed directly from the 9-1-1 Control Office. A secondary PSAP
is defined as a facility to which 9-1-1 calls are transferred from a primary PSAP.

Public Safety Communications Center: A public safety entity (which may include a
PSAP or be referred to as an Emergency Communications Center or communications
center) where emergency calls for service or 9-1-1 phone calls culminate, and/or
where calls for service are dispatched to public safety service providers.

Public Safety Communications Supervisor (Supervisor): The first-level public safety communications professional who provides leadership to employees through experience and training in order to achieve the agency's mission, standards, and goals.

Public Safety Telecommunicator (Telecommunicator): The individual employed by a public safety agency as the first of the first responders whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical, and other public safety services via telephone, radio, and other communication devices.

Psychomotor Domain: This is a learning domain that pertains to the physical realm, manual skills, actions, and physical skills.

~ Q ~

Quality Assurance (QA): All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.

Quality Assurance and Improvement Program: An on-going program providing at a minimum, the random case review evaluating emergency dispatch performance, feedback of protocol compliance, commendation, retraining and remediation as appropriate, and submission of compliance data to the Agency.

Quality Assurance Process: A formal assessment process by which actual performance, behavior, and outcomes are compared against established standards to ensure compliance, consistency, and accuracy in the delivery of quality service.

Quality Improvement Process: Actions taken to improve or correct areas of concern.

~ R ~

Red Line: Same as Booster Line

Rescue Company: A term used to describe a rescue truck and the firefighters used to staff it. A rescue company is equipped and trained to handle a variety of duties including search and rescue, medial treatment of victims, suppression at the scene of a fire, and the extrication of victims in motor vehicle accidents. The actual duties of a rescue company can vary in different parts of the country, as does the term to describe

one. A rescue company is called a Squad in some areas while others use the term when referring to ambulances.

Reverse Lay: When supply hose is laid from the fire to the water source, placing the pump at the source of water.

~ S ~

Salvage: The process of protecting the contents of a building from fire, smoke, and water damage. Tools used include salvage covers that are placed over furniture, preventing damage from water and debris.

Supply Hose: Hose line used to supply water from a hydrant to fire apparatus. Many departments use LDH for this purpose. LDH is sometimes referred to as a water main above ground and is usually 4-5 inches in diameter; however, some departments use smaller 3-inch hose to supply water at a fire.

Suspect/Subject: Often used interchangeably, to denote the "bad guy" in a given situation.

System: An integrated set of elements that are combined in an operational or support environment to accomplish a defined objective. These elements may include people, hardware, software, firmware, information, procedures, facilities, services, and environment.

~ T ~

Trainee: A Telecommunicator being trained in any one of the disciplines covered by this document.

Tanker: A fire truck that is used primarily for carrying water to a fire scene. Tankers vary in size can carry 3000 to 10,000 gallons. Parkland has one.

Trash Line: Same as a jump line, although not necessarily carried on the front bumper.

Truck Company: See Ladder Company

~ V ~

Ventilation: The systematic removal of smoke from a building. Ventilation is usually accomplished by one of two methods: positive and negative pressure ventilation.

Positive pressure ventilation increases the atmospheric pressure in the building until it's greater than the pressure outside the building. Negative pressure reduces the pressure in the building until it's less than the pressure outside the building.

Virtual Private Network (VPN): A network that is constructed using public wires — usually the Internet — to connect remote users or regional offices to a company's private, internal network.

~ W ~

Written Directives: A set of agency specific policies, procedures, rules, regulations, and guidelines.

Appendix C ~ Disposition and Cancel Codes

DISPOSITION CODES

CODE	DISPOSITION DESCRIPTION	CODE	DISPOSITION DESCRIPTION
BU	BACKUP UNIT	D33A-E	CITY CITATION
D00	NO REPORT	D33N	CITY CITATION – NTA
D01	UNFOUNDED	D34A-E	BICYCLE CITATION
D02	GONE ON ARRIVAL	D35A-E	SMOKING CITATION
D03	CIVIL MATTER	D36	TRUANT SUSPENSION ORDINANCE
D04	ASSIST MOTORIST	D37A-E	BARRING FORM ISSUED
D05	ASSIST OTHER JURISDICTION	D40A-E	ADULT FELONY ARREST
D06	LOCKOUT	D41A-E	ADULT MISDEMEANOR ARREST
D07	REFERRED TO STATE	D41N	ADULT MISDEMEANOR ARREST – NTA
D08	MESSAGE DELIVERED	D41O	ADULT MISDEMEANOR ARREST OUT OF CUST.
D09	BANK ESCORT	D42A-E	ADULT WARRANT ARREST
D10	ADMINISTRATIVE SERVICE	D43A-E	ADULT TRAFFIC ARREST
D11	TRAFFIC DIRECTION	D44A-E	ADULT CITY ORDINANCE ARREST
D12	JUVENILE RETURNED TO SCHOOL	D45A-E	JUVENILE FELONY ARREST
D13A-E	JUVENILE RETURNED TO HOME	D45O	JUVENILE ARREEST – OUT OF CUST.
D14	OPEN DOOR – SECURED	D46A-E	JUVENILE MISDEMEANOR ARREST
D15	OPEN DOOR – UNSECURED	D46O	JUVENILE MISDEMEANOR ARREST OUT OF CUST.
D16A-E	F.I. CARD	D47A-E	JUVENILE PICK-UP ORDER ARREST
D17	VIN VERIFICATION	D48A-E	JUVENILLE CITY ORDINANCE ARREST
D18	DEFECTIVE EQUIPMENT CHECK	D50	WRITTEN REPORT
D19	CAR SEAT CHECK	D50G	GANG AFFIDAVIT
D20	ALARM – ACCIDENTAL	D51	RECOVERED STOLEN PROPERTY
D21	ALARM – MALFUNCTION	D52	RECOV.STOLEN PROP.SUPPL.
D22	ALARM – WEATHER	D53	SUPPLEMENT
D23	ALARM – POWER	D54	FOUND BURGLARY
D24	ALARM – INTENTIONAL USE	D55	CANCELED BY SERGEANT
D25	ALARM – ACTUAL, NO REPORT	D56	CRITCAL INCIDENT TEAM CALL
D26	ALARM – UNKNOWN CAUSE, SECURE	D60	LONG FORM ROADWAY CITATION
D27	ALARM DISCONNECT	D61	LONG FORM ROADWAY NO CITATION
D28	WRITTEN WARNING MAILED	D62	LONG FORM PARKING LOT CITATION

D29	MULTIPLE ALARMS W/1 24 HOURS	D63	LONG FORM PARKING LOT NO CITATION
D64	SHORT FORM ROADWAY CITATION	D88	FREEDOM PROJECT TRANSPORT
D65	SHORT FORM ROADWAY NO CITATION	D89	CALL HANDLED BY COMMUNICATIONS
D66	SHORT FORM PARKING LOT CITATION	D90	CANCELLED DUE TO HURRICANE
D67	SHORT FORM PARKING LOT NO CITAION	D92	COPIED FOR ADMINISTRATIVE PURPOSES
D68	LONG FORM ACCIDENT OFF ROADWAY	D93	ALARM ORDINANCE – NO RESPONSE
D69	BLUE FORM ISSUED	D94	FIRE/MEDICAL CALL, NO PD RESPONSE
D71	BIKE PATROL	D95	CANCEL ALARM HELD OVER 30 MINUTES
D72	FOOT PATROL	D96	CALL CANCELLED, OTHER
D73	BAR PATROL	D97	CALL CANCELLED, DUPLICATE
D74	NARCOTICS PATROL SURVEILLANCE	D98	CALL CANCELLED BY COMPLAINANT
D75	COP/POP PROJECT	D99	CALL TRANSFERRED
D76	SUB-STATION EVENT	D101	TRANSPORTED TO JIF
D77A-E	CRIME PREVENTION HANGER ISSUED	D562	PD CASE ISSUED IN ERROR
D78A-E	COMBAT AUTO THEFT HANGER ISSUES	DNA	DNA STANDARD
D80	RESTRAINING ORDER SERVED	DUP	DUPLICATE EVENT
D81	RESTRAINING ORDER NOT SERVED	F50	FIRE WRITTEN REPORT
D84	FD CASE ISSUED IN ERROR	F84	PD CALL FIRE MEDICAL RESPONSE NEEDED
D86	SUPPLEMENT TO CAD FORM	F91	FD CASE ISSUED IN ERROR
D87	CAD REPORT	F561	FD CANCELLED EN ROUTE

CANCEL CODES

CODE	CANCEL CODE DESCRIPTION	CODE	CANCEL CODE DESCRIPTION
88	RESIDENCE PHONE UPDATE	D98	CALL CANCELLED, DUPLICATE
ACC	ACCIDENTALLY CHOOSE NEW EVENT	D99	CALL CANCELLED BY COMPLAINANT
AMBE	AMBER ALERTS	DUP	CALL TRANSFERRED
D08	MESSAGE DELIVERED	PI	PRIVATE INVESTIGATOR
D55	CANCELLED BY SERGEANT	QUER	QUERY FCIC
D84	PD CALL NO FIRE MEDICAL RESPONSE	RED	CODE RED
D89	HANDLED BY COMMUNICATIONS	REPO	REPO TOW
D92	COPIED FOR ADMINISTRATIVE PURPOSES	SILV	SILVER ALERTS
D93	ALARM ORINDANCE – NO RESPONSE	SPEC	SPECIAL WATCH
D94	FIRE/MEDICAL CALL, NO PD RESPONSE	TBSO	TRANSFER TO BSO COMMUNICATIONS
D95	CANCEL ALARM HELD OVER 30 MINUTES	TEST	TEST ENTRY
D96	CALL CANCELLED, OTHER	TOW	ILLEGALLY PARKED

Appendix D

Communications System Failure Operations Manual

Communications SOP

I.   <u>Overview</u>

In the event of a major communications equipment failure, steps shall be taken to identify specific areas of concern. This manual is designed to assist Communications Center personnel in identifying these areas and directing them to take corrective action. Major communication equipment failure can be caused by, but not limited to: lightning strikes, power surges and/or severe storms. Major equipment that can be affected:

    A. The Motorola P25 800 MHZ trunked radio system

    B. The OSSI CAD system

    C. The Intrado Safety Systems-Viper 911 system

    D. The AT&T ESSX phone system

    E. The AT&T PBX phone system

    F. VPI-Log Logging Recorder/Replay Systems

    G. Alarm Lights in the Communications Center

    H. The uninterrupted power supply (U.P.S.)

    I. The electrical generator(s)

**In the event of a major equipment failure, the above systems shall be tested to determine if they are operational.

II.   <u>Responsibility</u>

    A. If only one supervisor is on duty, he/she shall be responsible to verify all equipment status and shall call the corresponding companies, if needed. The member stationed at the back-up console shall take charge operationally. (i.e.; distribute portables to radio operators, provide complaint cards, etc.)

    B. If there is a second supervisor present, he/she shall take charge operationally.

    C. Notify the Communications Center Manager in the event of any equipment failure.

III. Motorola 800 MHZ Trunked Radio System

A. If the system is not operational from the console, verify if the portables work.

B. Page the Motorola technician and report the failure to Motorola Central Dispatch at (800) 323-9949. Our system ID is 0544.

C. The radio CRT (monitor) should alert you of the system's status. "Failsoft" means the system is working but in a conventional mode.

D. The GenWatch screen in the Communications Technical Supervisor's office will advise you how many and which channels are operational.

E. Check the alarm windows on the radio CRT located at the supervisor console. The alarms are listed in the following boxes:

CSPD – Generator, UPS, High Temp, Smoke, Door

BSM - Generator, UPS, High Temp, Smoke, Door

 ***Advise technician specifically what is shown on the alarm screens.

   1. In the event of a power failure, the following alarms should go off:

      "UPS norm" to "UPS run"

      "Gen norm" to "Gen run."

      ***This is normal.

   2. Motorola shall be called for any alarm received other than the ones listed during a power failure.

F. In the event of complete system failure, contact BSO and request authorization to utilize one "System 14" talk group for PD and one "System 12" talk group for FD.   Users shall be notified of the talk groups to be used and the Communications Center portable shall be switched to the County system at this time.

IV. OSSI Computer Aided Dispatch (CAD) System

A. If the system goes down after hours, page the Information Technology (I.T.)

call out by utilizing the "IS On Call" group in the Everbridge notification system. If they do not respond within twenty minutes, the Everbridge system will automatically escalate the page to the management team. If still no response, call one of the following I.T. personnel depending on the issue.

1. Stephen Dyer (I.T. Director) –
   Office 954-344-1106
   Cell 954-798-2604

2. Mo Pierre-Louis (I.T. Assistant Director) –
   Office 954-344-1107

3. Justin Shives (Manager) –
   Office 954-344-1124
   Cell 954-263-4149

4. Adam Cohen – CAD/Applications –
   Office 954-344-1078
   Cell 561-703-4206

B. Operation in the center shall be switched to the card system until the CAD is operational. When operational, cards may be entered manually.

C. It is normal for the CAD to take 20 minutes or more to reboot after power is restored and the system is activated.

D. Determine if FCIC/NCIC and the mobile devices are operational. If not, notify I.T.

V. Intrado Safety Systems-Viper 911 (E-911) System

A. Determine if 9-1-1 is operational by calling from an operating phone and verifying the 9-1-1 alarm panel on the Communications Center wall.

B. Determine if we have ALI and ANI. If any part of the system is down, call Intrado Safety Systems repair at 1-800-361-2596. If ALI and ANI and/or all trunks are down, call AT & T at 1-800-553-2811 and request that calls be transferred to the Plantation PSAP. (If ALI and ANI are down countywide and we are receiving calls, they do not need to be transferred.)

C. Notify the Plantation PSAP that calls are transferred to them and that we are sending a minimum of 2 PST's. While on the phone with the Plantation PSAP,

Communications SOP

establish a mode of communication that shall be used if they need to notify us of a call for service prior to our member arriving there. This mode may include the telephone, cell phone or radio; on either our channels or theirs. (We have the Plantation PD main and info channel on our consoles and portables.)

D. Identify individuals from our center, equip them with the crash kit, a radio, and then send them to the Plantation PSAP located at 451 NW 70th Ter, Plantation.

E. If the system is going to be down for an extended period of time, request that the AT & T technician acquire the portable 9-1-1 system and set it up in our center.

F. After calling for repair, contact the County 9-1-1 Administrator at the Broward County 9-1-1 Project office per attached escalation list. This should be done if we call AT & T for any 9-1-1 related repairs. The number is (954) 298-9858.

VI. **AT & T ESSX Phone System (Non-Emergency 344-1800 lines)**

A. Determine if the system is operational by listening for a dial tone and attempt to call the system with an operating phone. Verify if the lines are ringing and/or lighting up. Report any problems to Intrado Safety Systems 1-800-361-2596.

B. Announce on the radio that non-emergency phone lines into the Communications Center are out of service.

C. If an evacuation is deemed necessary and non-emergency lines are functioning, forward the lines to the Plantation PSAP as follows:

1. Dial *729549163750 to transfer the following non-emergency lines:

954-344-1802
954-344-1803
954-344-1814
954-344-1800
954-344-1801

2. Dial *729549163767 to transfer the remaining non-emergency lines:

954-344-1815

954-344-1816
954-344-1817
954-344-1818

NOTE: this must be repeated for each non-emergency line that will be forwarded to the Plantation PSAP.

3. Upon returning to our Communication Center, dial *73 on each line to cancel the forwarded calls.

D. To forward non-emergency lines to Planation from a remote location:

1. Dial the Special Access Number 954-341-3030.

2. Dial the non-emergency line that needs to be forwarded. The dialed telephone number is repeated to allow for correction if dialed incorrectly.

3. Dial your Personal Identification Number (PIN# is 1800) and the pound (#) key.

4. Dial the Call Forwarding Variable code, *72.

5. Dial the area code and number (including the one (1) and/or area code, if call is going to a local long distance or long-distance number) to which you want your calls forwarded and the pound (#) key. The forwarded to telephone number dialed will be repeated to allow for correction if dialed incorrectly.

E. Deactivating from a remote location:

1. Dial the Special Access Number 954-341-3030.

2. Dial the non-emergency line. The dialed telephone number is repeated to allow for correction if dialed incorrectly.

3. Dial your Personal Identification Number (PIN is 1800) and the pound (#) key.

4. Dial the Call Forwarding Variable deactivation code, *73. Dial 1 to confirm deactivation.

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VII. AT & T PBX Phone System (Administrative 346-1200 and 4080 lines)

A. If it is determined that the system is down, i.e.; 4080 is not working or someone in the building notifies us, page the Information Technology call out by calling 954-344-1081 If they do not respond within twenty minutes page the "I.S. On Call Group" using the Everbridge paging system. If still no response, call one of the following I.T. personnel depending on the issue.

    1. Stephen Dyer (I.T. Director) –
    Office 954-344-1106
    Cell 954-798-2604

    2. Mo Pierre-Louis (I.T. Assistant Director) –
    Office 954-344-1107

    3. Justin Shives (Manager) –
    Office 954-344-1124
    Cell 954-263-4149

    4. Adam Cohen – CAD/Applications –
    Office 954-344-1078
    Cell 561-703-4206

B. If on duty, notify facilities personnel.

VIII. Alarm Lights in the Communications Center

A. There are 3 groups set up in Everbridge under the Police Organization that need to be notified in the event that one of the alarm lights above the back room is illuminated.

B. The names of the groups are:

"Green Light Group"

"Yellow Light Group"

"Red Light Group"

C. If the green light illuminates or flashes, this means the generator is running. Please call Tammy and send a page to the "Green Light Group" in Everbridge.

D. If the yellow light illuminates or flashes, this means the UPS is having a problem and will not function if we lose power. Please call Tammy and send a page to the "Yellow Light Group" in Everbridge.

E. If the red light illuminates or flashes for more than 10 seconds, this means that we are using UPS power only and we will lose our systems in approximately 35 minutes. Please call Tammy and send a page to the "Red Light Group" in Everbridge ASAP.

    1. It is normal for the yellow and red lights to flash for a short period, whenever we go on the generator.

F. Contact the Communications Center Manager, or designee, if any of the lights are illuminated.

IX. <u>Uninterrupted Power Supply (UPS)</u>

A. The red light on the Communications Center wall will flash if we are on UPS power. It is normal for this light to flash when we first lose FPL power and are waiting for the generator to start. If the light does not stop flashing, go to the second floor and read the display on the unit. While standing in front of the UPS unit, press the "battery input" button, this will activate the screen. It should read:

      "status: normal.
       load on UPSsync with
      lineload power: ??%"

B. If the load power is over 100%, then there is too much load on the unit. Notify Facilities of the problem.

    1. If there are any indicator lights illuminated above the main switch, Notify Facilities of the problem.

X. <u>Electrical Generator</u>

A. When FPL power is lost, the generator should kick on after a few seconds. The green light above the equipment room in the rear of the Center should illuminate. If this does not happen, notify or call facilities immediately.

**Please note: The building generator and UPS are separate from the tower generator and UPS. Facilities should be called if either generator is not functioning.

XI. <u>**Other Equipment to Check**</u>

A. VPI-Log logging recorder/Call Checks –Supervisors are notified via email of any problems. We have 24-hour service on all recording equipment. Call Replay Systems at 954-267-9199.

B. Intrado Safety Systems TDD's - Intrado Safety Systems repair 1-800-361-2596.

C. MARS Phone – Call AT & T repair 1-800-247-2020 (see attachment)

D. Building security monitor components - Contact facilities.

XII. <u>**Important Phone Numbers**</u>

A. Motorola Repair

800-323-9949, System I.D. 0544

B. MACH ALERT STATION ALERTING CALLOUTS

813-815-6161

C. I.T.

1. 954-344-1081

    a. After hours voicemail directs caller to call Dispatch at 954-344-1800 for emergencies.

    b. Normal business hours 7:30 am to 5:30 pm.

2. Page "I.S. On Call Group" using Everbridge. This will notify IT On Call personnel.

    a. If still no response, call one of the following I.T. personnel:

    1) Stephen Dyer (I.T. Director) –
        Office 954-344-1106
        Cell 954-798-2604

    2) Mo Pierre-Louis (I.T. Assistant Director) –
        Office 954-344-1107

    3) Justin Shives (Manager) –
        Office 954-344-1124
        Cell 954-263-4149

    4) Adam Cohen – CAD/Applications –
        Office 954-344-1078
        Cell 561-703-4206

D. Intrado Safety Systems Repair

    800-361-2596

E. AT & T Repair

    800-553-2811

F. Broward County E-911 Administrator – also see attached escalation list.

    954-298-9858

G. Replay Systems/NiceLog

    954-267-9199

H. MARS Phone Repair

    800-247-2020 (see attachment)

I. Fleet and Facilities

    1. Tammy Micensky –
        Cell 954-914-8243
        Home 954-340-3189

Communications SOP

2. Tony Nelson –
Cell 954-914-8245
Home 954-782-6926

Appendix E

Communications Unit
Evacuation Plan

Communications SOP

I. This plan assumes the following:

    A. There is a five-minute "window" between the emergency occurrence and the need to physically evacuate the building.

    B. We will use the Plantation PSAP as a call taker center and the Plantation PSAP or the Command vehicle as a dispatch point. The Plantation PSAP is located at 451 NW 70th Ter, Plantation. Access cards for the Plantation PD are located at the supervisor console.

II. This plan goes into effect in the event of serious incidents, such as a bomb in the building, a fire, or major damage from a tornado or other occurrence. The supervisor on duty assesses the threat and makes the decision to evacuate.

    A. Verify if it is an actual incident and determine if the building needs to be evacuated. **SAFETY COMES FIRST – NOT NOTIFICATIONS**.

    B. Enter the call into the CAD System for Police and Fire/Rescue to be dispatched.

    C. Dispatch the call and advise units to standby unless emergency traffic is needed. This will also notify all the units on the road that we are evacuating.

        1. On Fire Channel, notify the Senior Fire Officer on duty.

        2. On Alpha Shift, tone out all Fire Stations.

    D. If damage is done to the 9-1-1 trunk server, call AT&T at 1-800-553-2811, press 8, and request them to transfer our 9-1-1 lines to the Plantation PSAP.

    E. Print CAD screens for the status of all units (print twice).

    F. If time permits, transfer non-emergency lines to the Plantation PSAP by dialing the following numbers:

*729549163750 to transfer the following non-emergency lines:

954-344-1800
954-344-1801
954-344-1802
954-344-1803
954-344-1814

*729549163767 to transfer the remaining non-emergency lines:

954-344-1815
954-344-1816
954-344-1817
954-344-1818

G. To forward non-emergency lines to Planation from a remote location:

1. Dial the Special Access Number 954-341-3030.

2. Dial the non-emergency line that needs to be forwarded. The dialed telephone number is repeated to allow for correction if dialed incorrectly.

3. Dial your PIN (1800) and the pound (#) key.

4. Dial the Call Forwarding Variable code, *72.

5. Dial the area code and number (including the one (1) and/or area code, if the call is going to a local long distance or long-distance number) to which you want your calls forwarded and the pound (#) key. The forwarded to telephone number dialed will be repeated to allow for correction if dialed incorrectly. Otherwise non-emergency telephone calls are terminated. Ringing phones are not answered.

6. Notify the Plantation PSAP at 954-797-2100 to advise them we will be coming and request they answer our 9-1-1 lines until our PST's arrive.

H. Send a Teletype to FDLE Command Desk at D37010300 or call 1-800-553-2811, request a statewide broadcast that our Teletype system will be down due to evacuation of the building; we shall advise when we are back in service.

I. Main & Fire Channel Dispatchers – take a copy of the line-ups and printouts of the CAD screens.

   1. Back up operator – take the emergency briefcases.

   2. Call Takers – take the spare laptop.

   3. Info Channel operator – take the cell phone from that channel.

   4. Shift Supervisor – take the other cell phone and see that the portable radios are collected.

   5. Any available person shall pick up flashlights.

J. All Communications members exit the building by the stairs and pull the fire alarm on the way out. **<u>DO NOT USE THE ELEVATORS</u>**!!!!

K. Communications members shall meet at a designated safe place outside the building:

   1. <u>Bomb threat</u> – meet on the north side (far side) of the Center for the Arts (City Center) parking lot.

   2. <u>Any other reason</u> – meet in the rear parking lot of the Center for the Arts (just outside the north gate of the PD).

L. Send two members to the Plantation PSAP with one emergency brief case, a portable radio, cell phone, a copy of CAD screen printouts and the line-ups.

M. Do a radio roll call on PD Main and FD Main.

N. Notify the Communications Center Manager, if not on scene at that time.

O. Notify the Broward County 9-1-1 Office of the situation at 954-298-9858.

P. The Communications Supervisor shall coordinate with the commander of the incident to determine whether we will use the Command vehicle for our operations or if additional personnel will be needed at the Plantation PSAP, and what other actions are necessary. The Command vehicle team leader is James Weber 954-290-3842.

Q. Should our personnel relocate to another facility (i.e., Plantation PSAP or Command vehicle) because of a failure of equipment or evacuation of our Communications Center, the chain of command remains the same (reporting to a CSPD Shift Supervisor, then to the CSPD Communications Center Manager). This applies to matters of how our protocols and dispatching are done. However, in matters of safety and logistics at the other agency, their on-duty Communications Supervisor shall have authority (for example, what part of their facility to use, rules for operating in their center).

III. Resuming Normal Operations:

A. Once it has been deemed safe to return to our Communications Center:

  1. The Communications Supervisor shall arrange for transportation of Communications members back to Coral Springs.

  2. The air is placed 10-3 and we shall notify the units that we are returning to Coral Springs.

  3. Print CAD screen for status of units (print twice).

  4. Upon arrival at our Center, notify AT&T at 800.553.2811 and FDLE at 800.292.3242 that we have arrived back at our Communications Center, so they can transfer services back to Coral Springs.

  5. As soon as possible, do a radio roll call on CSP MAIN and CSF MAIN talk groups.

  6. 10-8 the air and resume normal operations.

Communications SOP

IV.   Training

A documented annual training exercise or actual evacuation shall be done for all Communications members.

Appendix F

Communications Center Public Safety Telecommunicator Guidelines for Missing & Sexually Exploited Children

I. PURPOSE:

To provide agency procedures on Communication standards for Public Safety Telecommunicators (PST's) when handling calls pertaining to missing and sexually exploited children. Whenever a child is believed to be in danger individuals are instructed to call 9-1-1. Recognizing the importance of that initial call, the purpose of this procedure is to establish best-practice guidelines and responsibilities regarding the Communication Divisions response to reports of missing and/or sexually exploited children (Based on ANSI – approved Standard for Public-Safety Telecommunicators when Responding to Calls of Missing, Abducted and Sexually Exploited Children).

II. BACKGROUND:

Communications PST procedures when handling calls pertaining to missing and sexually exploited children are important. This procedure attempts to present the missing and/or sexually exploited child response process in a logical progression from the initial call through the first response.

A. It should be the procedure of the Communications Unit to take immediate and necessary action for all reports of missing and/or sexually exploited children. Additionally, this agency holds that every child reported as missing and/or sexually exploited shall be considered "at risk" until significant information to the contrary is confirmed.

B. Jurisdictional conflicts are to be avoided when a child is reported missing and/or sexually exploited. If a missing and/or sexually exploited child either resides in, or was last seen in our jurisdiction, the Communications Unit shall immediately initiate the required reporting process. If a child resides in this jurisdiction and was last seen in another jurisdiction, but the law-enforcement agency covering that jurisdiction chooses not to take a missing child report, this agency shall assume reporting and investigative responsibility to include working closely with law enforcement whose jurisdiction the child was last seen.

C. Questions concerning parental custody occasionally arise in relation to missing child reports. It shall be the policy of this agency to accept the report of a missing child even if custody has not been formally established.

Reporting parties shall be encouraged to obtain legal custody as soon as possible, however, since the safety of the missing child(ren) is paramount, members of this agency shall open a case when it may be shown the child has been removed, without explanation, form his or her usual place of residence.

III. PROCEDURE

A. Expectations

1. The PST shall gather enough information to determine an appropriate response consistent with agency policy pertaining to the missing and/or sexually exploited child incident.

2. The focus of the PST shall not be whether or not the case may qualify for an AMBER Alert. The AMBER Alert Program does not supersede or, in any way, replace the core functions of law enforcement operational and investigative response.

3. The PST is trained and qualified to recognize basic call-handling and intake polices within his or her agency.

B. Guiding Principles and Values

1. Professionalism

2. Compassion

3. Respect

4. Patience

5. Commitment to Accuracy and Detail

6. Commitment to follow-through and accountability (Quality Assurance)

C. Initial Intake

1. Obtain and verify the incident location along with call back and contact information.

2. Maintain control of the call.

3. Communicate the ability to help the caller.

4. Methodically and strategically obtain information through systematic inquiry to be captured in the agency's intake format.

5. Recognize the potential urgency of the missing child incident and immediately begin the proper notification consistent with agency policy.

6. Perform all information entries and disseminations, both initial and updates. This includes mandatory entry of information about the missing child into the Federal Bureau of Investigation's (FBI) National Crime Information Center's (NCIC) databases accurately, including vehicle, if known.

D. Instructions

1. The following protocol is intended as a solid framework for call intake but should not in any manner rescind or override agency procedures for the timing of broadcasts and messaging.

2. All information should be simultaneously entered, as it is obtained by the PST, into an electronic format when available, that shall feed/populate any directed messages which shall be sent to law enforcement in conjunction with on-air broadcasts.

3. Preferably, when an AMBER Alert request for activation intake form is used, this initial entry shall be set-up to automatically populate that format to avoid double entry.

4. The checklist noted below shall be used to help ensure the appropriate information is obtained. The PST shall feel free to obtain additional information as needed.

IV. FIRST RESPONSE CALL INTAKE CHECKLIST

A. Location

1. Request exact location of the incident such as structure addresses, street names, intersections, directional identifiers, and mileposts along with call back information.

2. If specifics are not known, request landmarks or estimated proximity to landmarks.

3. Tell the caller and any witnesses to remain at their current location, unless determined unsafe, until law enforcement arrives. Obtain names and location of the caller and any additional witnesses.

B. What is the Emergency?

1. Ascertain exactly what happened.

2. Determine if there are any injuries.

3. Ask if weapons were involved.

4. If reported as an abduction continue to the next page.

5. If reported as lost, injured, or otherwise missing refer to the Call Intake Checklist.

6. If reported as a runaway refer to Call Intake Checklist.

7. If reported as a child sexual exploitation refer to Call Intake Checklist.

V. ABDUCTIONS

A. Definitions

   1. Nonfamily Abduction: involves a child who has been wrongfully taken by a nonfamily perpetrator through the use of physical force, persuasion, or threat of bodily harm.

   2. Family Abduction: occurs when, in violation of a custody order, a decree, or other legitimate custodial rights, a member of the child's family, or someone acting on behalf of a family member, takes or fails to return a child. This is also referred to as parental kidnapping and custodial interference.

B. Time Frames

   1. When did this happen? Determine if in progress or not.

   2. Where was the child last seen?

   3. Who was the child last seen with?

   4. Who last saw the child?

   5. Descriptions and names, if known, of the child and suspect.

   6. Vehicle descriptions

   7. Direction of travel

   8. Relationships between the child, suspect, and caller.

   9. If in progress, broadcast available information to patrols immediately!

   10. Maintain telephone contact with the caller until law enforcement arrives at the scene.

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C. Suspect

    1. Name

    2. Sex

    3. Race

    4. Age/Date of birth (DOB)

    5. Primary language

        a) Proficient in English?

    6. Height

    7. Weight

    8. Hair

    9. Eyes

    10. Complexion

    11. Physical attributes such as marks, scars, tattoos, or limp.

    12. Clothing

        a) Head to Foot, Outer to Inner

        b) Hat/head

        c) Coat

        d) Shirt

        e) Pants/shorts

f) Shoes

g) Socks

h) Any unique identifiers such as color, logo, or wording?

13. Is the child familiar with the suspect?

   a) If a relative, what relation?

   b) Who has custody, allegedly? Any custody disputes?

14. Weapons involved/possessed?

15. History of violence or mental illness?

16. Does the suspect have a cellular telephone (DO NOT have anyone try to call the cell phone? This information needs to be immediately forwarded for investigative follow-up).

17. Assist responding law enforcement with thorough background information, as soon as possible.

   a) Any and all prior entries about the suspect, child, family, location, or proximity of incident.

   b) Any suspicious activity in the area/ any History of attempted abductions in the area?

   c) This should include any prior activity with your agency, surrounding agencies, Internet searches, and/or National Sex Offender Public Registry.

   d) Consider contacting 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.

D. Child

1. Name

2. Sex

3. Race

4. Age/DOB

5. Primary language

   a) Proficient in English?

6. Height

7. Weight

8. Hair

9. Eyes

10. Complexion

11. Physical attributes such as marks, scars, tattoos, or limp

12. Clothing

   a) Head to Food, outer to inner

   b) Hat/head

   c) Coat

       d) Shirt

       e) Pants/shorts

       f) Shoes

       g) Socks

       h) Any unique identifiers such as color, logo or wording?

13. Was the child with anyone such as an adult, child, or pets?

14. Was anyone injured?

15. Medications being taken, medical conditions, mental or physical disabilities

16. Does the child have a cellular telephone? (DO NOT have anyone try to call the cell phone. This information needs to be immediately forwarded for investigative follow-up).

E. Vehicle

    1. C.Y.M.B.A.L.S.

       a) Color

       b) Year

       c) Make

       d) Model

       e) Body

       f) Additional descriptors such as rust, dents, other damage, or stickers

      g) License Plate

          1) If available, initiate plate/tag inquiry

      h) State

    2. Ascertain any upgraded onboard technology such as OnStar, LoJack, or any onboard navigation systems.

VI. LOST, INJURED, OR OTHERWISE MISSING (LIMs)

    A. Definition

The Lost, Injured, or Otherwise Missing child is defined as a child who has disappeared under unknown circumstances. The incident may range from the child wandering off and becoming lost to the child being abducted, but nobody witnessed the act. These circumstances sometimes involve "Foul play," where those reporting the incident are attempting to cover up a crime involving the child.

    B. Time Frames

    1. When and where was the child last seen?

      a) Any special regional consideration such as wildlife, weather, or wilderness?

    2. Who was the child last seen with?

    3. Who last saw the child?

      a) Is the answer to Number 2 and 3 the same?

      b) Help ensure information is conveyed to investigative personnel.

      c) Complete background on this person for investigative personnel.

4. Was the child walking or using an alternate mode of travel such as a bicycle, skateboard, or vehicle?

5. Direction of travel?

6. Any suspicious circumstances?

7. What steps have been taken to locate this child?

8. Has this ever happened before?

9. What is the caller's relationship with the child?

C. Child

    1. Name

    2. Sex

    3. Race

    4. Age/DOB

    5. Primary language

        a) Proficient in English?

    6. Height

    7. Weight

    8. Hair

    9. Eyes

    10. Complexion

11. Physical attributes such as marks, scars, tattoos, or limp

12. Clothing

    a) Head to foot, outer to Inner

    b) Hat/head

    c) Coat

    d) Shirt

    e) Pants/Shorts Shoes

    f) Socks

    g) Any unique identifiers such as color, logo, or wording?

13. Is the child familiar with this person?

    a) If a relative, what relation?

    b) Who allegedly has custody? Any custody disputes?

14. Weapons involved/possessed?

15. History of violence or mental illness?

16. Does this person have a cellular telephone? (DO NOT have anyone try to call the cell phone. This information needs to be immediately forwarded for investigative follow-up.)

17. Assist responding law enforcement with as thorough background information as soon as possible.

    a) Any and all prior entries about suspect, child, family, location, or proximity of incident.

    b) Any suspicious activity in the area? Any history of attempted abductions in the area?

    c) This shall include any prior activity with your agency, surrounding agencies, Internet searches, and/or National Sex Offender Public Registry.

    d) Consider contacting 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.

D. Vehicle

  1. C.Y.M.B.A.L.S.

    a) Color

    b) Year

    c) Make

    d) Model

    e) Body

    f) Additional descriptors such as rust, dents, other damage, or stickers

    g) License Plate

      1) If available, initiate plate/tag inquiry

    h) State

  2. Ascertain any upgraded onboard technology such as OnStar, LoJack, or any onboard navigation systems.

E. Missing Children with Special Needs

1. Special considerations & Challenges

a) The behaviors and actions of a missing child with special needs are often much different than those of a missing non-affected child. While the behaviors may differ from child-to-child, missing children with certain needs may:

1) Wander away, run away, or bolt from a safe environment.

2) Exhibit a diminished sense of fear causing them to engage in high-risk behavior such as seeking water or active roadways.

3) Elude or hide from search teams.

4) Seek small or tightly enclosed spaces concealing themselves from search teams.

5) Be unable to respond to rescuers.

b) A special-needs condition may be characterized by debilitating physical impairments, cognitive impairments, or communication challenges.

1) Children with autism have an extremely high attraction to water, it is **strongly** recommended that first responders and search teams immediately check all nearby bodies of water in an effort to head-off the child.

2. Additional Call-Intake questions:

a) Is the child wearing or carrying any tracking technology device?

1) If so, which one and how is location information accessed?

b) Is the child attracted to water?

    1) If so, can the child swim?

c) Is the child attracted to active roadways/highways?

d) Does the child have a fascination with vehicles such as trains, heavy equipment, airplanes, or fire trucks?

e) Has the child wandered before?

    1) If so, where was he or she found?

f) Does the child have a sibling with special needs?

    1) If so, has that sibling wandered away before?

    2) If so, where was the sibling found?

g) Where does the child like to go?

    1) Does the child have a favorite place?

h) Is the child nonverbal?

    1) How will the child likely react to his or her name being called?

i) Will the child respond to a particular voice such as that of his or her mother, father, other relative, caregiver, or family friend?

j) Does the child have a favorite song, toy, or character?

    1) If so, what or who is it?

k) Does the verbal child know his or her parents' names, home address, and phone number?

l) Does the child have any specific dislikes, fears, or behavioral triggers?

m) How does the child react to sirens, helicopters, airplanes, search dogs, people in uniform, or those participating in a search team?

n) How does the child respond to pain or injury?

o) What is the child's response to being touched?

p) Does the child wear a medical ID tag?

q) Does the child have any sensory, medical, or dietary issues and requirements?

r) Does the child rely on any life-sustaining medication?

s) Does the child become upset easily?

1) If so, what methods are used to calm him or her?

VII. RUNAWAY OR THROWNAWAY

A. Definitions

1. The **Runaway** child, often a teenager, leaves home voluntarily for a variety of reasons. This would include any child 17 years of age or younger.

2. The **Thrownaway** is a child whose caretaker makes no effort to recover the child after running away, who has been abandoned or deserted, or who has been asked to leave his or her home. Children in this category frequently come to the attention of law enforcement.

B. Time Frames

1. When and where was the child last seen?

       a) Any special regional considerations such as wildlife, weather or wilderness?

  2. Who was the child last seen with?

  3. Who last saw the child?

  4. Was the child walking or using an alternate mode of travel such as a bicycle, skateboard, or vehicle?

  5. Direction of travel?

  6. Any suspicious circumstances?

  7. What steps have been taken to locate this child?

       a) School - (School Resource Officer?)

       b) After school activities, sports?

  8. Has this ever happened before?

  9. What is the caller's relationship with the child?

  10. Any ideas or suspicions about where the child may have gone?

  11. Any notes, letters, or threats pertaining to this incident?

C. Child

  1. Name

  2. Sex

  3. Race

  4. Age/DOB

5. Primary language

  a) Proficient in English?

6. Height

7. Weight

8. Hair

9. Eyes

10. Complexion

11. Physical attributes such as marks, scars, tattoos, or limp

12. Clothing

  a) Head to foot, outer to Inner

  b) Hat/head

  c) Coat

  d) Shirt

  e) Pants/Shorts Shoes

  f) Socks

  g) Any unique identifiers such as color, logo, or wording?

13. Was the child with anyone such as an adult, child, or pets?

14. Medications being taken, medical conditions, mental or physical disabilities?

15. Does the suspect have a cellular telephone? (DO NOT have anyone try to call the cell phone. This information needs to be immediately forwarded for investigative follow-up)

D. Companion or Suspect

1. Name

2. Sex

3. Race

4. Age/Date of birth (DOB)

5. Primary language

   a) Proficient in English?

6. Height

7. Weight

8. Hair

9. Eyes

10. Complexion

11. Physical attributes such as marks, scars, tattoos, or limp.

12. Clothing

   a) Head to foot, outer to Inner

   b) Hat/head

    c) Coat

    d) Shirt

    e) Pants/Shorts Shoes

    f) Socks

    g) Any unique identifiers such as color, logo, or wording?

13. Is the child familiar with this person?

    a) If a relative, what relation?

    b) Who allegedly has custody? Any custody disputes?

14. Weapons involved/possessed?

15. History of violence or mental illness?

16. Does this person have a cellular telephone? (DO NOT have anyone try to call the cell phone. This information needs to be immediately forwarded for investigative follow-up)

17. Consider contacting the National Center for Missing & Exploited Children at 1-800-THE-LOST (1-800-843-5678) to register the case.

18. Assist responding law enforcement with as thorough background information such as Computer Aided Dispatch (CAD) System entries or card files as soon as possible.

E. Vehicle

    1. C.Y.M.B.A.L.S.

        a) Color

Communications SOP

        b) Year

        c) Make

        d) Model

        e) Body

        f) Additional descriptors such as rust, dents, other damage, or stickers

        g) License Plate

            1) If available, initiate plate/tag inquiry

        h) State

    2. Ascertain any upgraded onboard technology such as OnStar, LoJack, or any onboard navigation systems.

VIII. QUALITY ASSURANCE STANDARD

A. Any calls received where a case number is pulled for Missing, Abducted or Sexually Exploited Children shall be pulled and reviewed for Quality Assurance and compliance to the ANSI standard