



NORTH MIAMI POLICE DEPARTMENT

STANDARD OPERATING PROCEDURES



COMMUNICATIONS 400.01

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APPROVED:


Chief of Police

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I. PURPOSE

To establish guidelines and procedures to provide the primary communications connection between the citizens of North Miami and police services.

II. POLICY

To provide professional and efficient communication and information sharing by and between communications operators, field units, supervisors, other agencies, and the public.

III. SCOPE

This policy applies to all members of the Department.

IV. DEFINITIONS

Language clarification:

- Should: Indicates a general or expected action, absent a rational

basis for failing to conform.

- Shall or Will: Indicates a mandatory action.

V. PROCEDURES

All methods of Departmental communication, including radio and computers, are to be used for official purposes only.

The Communications Unit provides radio dispatch and complaint reception services for the North Miami Police Department and is interfaced with the Miami-Dade Police Department (MDPD). Communication interface is provided through radio network, telephone/teletype links, and computer-based information systems. **CFA 25.03**

VI. DRIVER AND VEHICLE INFORMATION DATABASE (DAVID)

DAVID (Driver and Vehicle Information Database) – The DAVID system is a multifaceted database that affords immediate retrieval of driver and motor vehicle information. All data contained within the DAVID system is sensitive and privileged information and shall be handled accordingly. To maintain the integrity of this information, the records will be accorded proper management and security, and will only be accessed and used by authorized personnel in accordance with state and federal law. Activity associated with any aspect of the DAVID system is subject to detailed monitoring and audits to protect against improper or unauthorized use.

- A. DAVID Use – Personnel must be authorized to use the DAVID system and follow all restrictions and DHSMV guidelines.
 1. Department of Highway Safety and Motor Vehicles mandates annual certification for the use of DAVID.
 2. DAVID use shall be restricted to Departmental computers only.
 3. Any employee authorized to access DAVID must do so for a legitimate business purpose only. For each inquiry, the DAVID system requires a reason for making any inquiry from the purpose codes below:
 - Criminal and traffic investigations
 - Verify Identity
 - Court Purposes
 - Dispatch

- Response to Disturbance or Possible Criminal Activity
 - Background Investigation
 - Supervisory Review/Audit
 - Emergency Notification
 - Child or Adult Protective Services
 - Performance of Specific Agency Function
 - Training
 - Other (requires additional Information)
4. Access to Emergency Contact Information (ECI) within DAVID is dictated by Florida State Statute 119.0712(2)(c) and limits access to law enforcement officials when attempting to locate and contact family members in the event of an emergency. The Florida Legislature has limited the release of ECI "to law enforcement agencies for purposes of contacting those listed in the event of an emergency." The emergency must involve the person who submitted the information to DHSMV. Employees accessing ECI must do so within the guidelines of state statute. ECI will not be used for investigative purposes.
- B. DAVID Violations - Unauthorized uses include, but is not limited to:
1. Queries not related to a legitimate business purpose.
 2. Personal use.
 3. Dissemination, sharing, copying or passing of DAVID information to unauthorized users.
 4. Concurrent sessions of DAVID, whether initiated on a single device or multiple devices, are prohibited.
- C. Violations or misuse could result in civil proceedings against the Department and/or criminal proceedings against any user or other person involved. They may also subject the user and the Department to DHSMV administrative sanctions, disciplinary action against the user, and possible DAVID access termination.
- D. Computers with access to DAVID shall not be left unattended without enabling a password protected screen saver or logging off of the computer entirely.
- E. If a user suspects that their password has been compromised, the user should immediately update the password and notify one of the Department DAVID administrators.

- F. The Department's Point of Contact for DHSMV will maintain a list of current DAVID users and ensure proper notifications are made when a user has been deactivated in the system. The Point of Contact will also maintain the appropriate agency roles of authorized DAVID users.
- G. DAVID Audits – Quarterly Quality Control audits will be conducted as per the Memorandum of Understanding (MOU) between DHSMV and the Department, and in accordance with DHSMV guidelines. DAVID audits will be conducted and reviewed by the Point of Contact. If any questionable use of DAVID is identified, the Section Major of the involved employee will be notified. A determination will then be made if an investigation is warranted. The Chief of Police or designee can request additional audits as needed.
- H. DAVID Usage Documentation – All user activity within DAVID is documented within the DAVID system and can be accessed by the designated Point of Contact.

VII. THE ELECTRONIC LICENSE AND VEHICLE INFORMATION SYSTEM (ELVIS)

The Electronic License and Vehicle Information System (ELVIS) contains driver's license, motor vehicle, boat, plane, motor carrier, firearms, tractor trailer, and INS Information from most of the 50 states, U.S. Territories, and Canada.

- A. ELVIS Use – Use of the ELVIS System is governed by the same rules and restrictions as the DAVID System and FCIC/NCIC dictated in this policy.
 - 1. The Panama City Police Department regulates access to ELVIS. The use of information in the system is strictly limited to law enforcement purposes and may not be disseminated to anyone for any other purpose.
 - 2. Only personnel who have been fully trained and who are currently Criminal Justice Information Services (CJIS) certified will be allowed to operate ELVIS.
 - 3. Access to ELVIS information will be restricted as determined by the user's assignment within the department.
 - 4. Access to the ELVIS System may be revoked if the user is found to be in violation of department rules and regulations for proper use.
- B. Emergency Contact information contained within ELVIS may only be used to

contact those listed in this section in the event of an emergency. This information shall NOT be used as an investigative tool, (i.e. to locate a suspect).

- C. The agency administrator(s) for the ELVIS System will be responsible for managing users, audits, and query logs.

VIII. COMMUNICATIONS

A. GENERAL:

1. The Communications Unit provides radio dispatch and complaint reception service for the North Miami Police Department (NMPD,) as well as communication interfaces with local, state, and national agencies through radio networks, telephone/teletype links and computer-based information systems.
2. All personnel utilizing the Unit's FCIC/NCIC computer system must be certified by FCIC/NCIC within six (6) months of their employment. This shall be calculated from the first date of use of the system. In compliance with FCIC/NCIC regulations, fingerprints will be done using Livescan, and submitted to the F.B.I. as part of the PCO's background check.

B. RESPONSIBILITIES:

1. Police Communication Operators (PCO's), upon reporting for duty will review the watch orders, previous shift activities, and ascertain any new information from the PCO going off duty.
2. PCO's receive and evaluate requests for police services.
 - a. Promptly and courteously answer the telephone, clearly stating, "North Miami Police Department, how may I help you?" In the event of multiple calls at the same time, the response should be, "North Miami Police Department, is this an emergency?" If the response is "no", the PCO will state, "Please hold". In the event the caller advises of an emergency, the PCO will request the caller state the nature of the emergency.
 - b. Whenever a call is received for emergency service involving another jurisdiction, the PCO will forward the call to the appropriate agency. The PCO will maintain contact with the caller until the transfer is acknowledged by the other agency,

and, if necessary, stay on the phone with the caller. When applicable, the PCO will also advise of the situation over the police radio. **CFA 25.05**

- c. The following information will be recorded into the Computer Aided Dispatch (C.A.D.) System for police service:
 - 1.) Date and time of request (automatically populates).
 - 2.) Name, address and telephone number of the complainant (Caller may remain anonymous, if requested).
 - 3.) Type of incident reported.
 - 4.) Location of the incident reported (name of business or apartment complex if applicable). as well as the location of caller.
 - 5.) Time of dispatch (automatically populates).
 - 6.) PCO's name (automatically populates).
 - 7.) In the event of C.A.D. failure, the above will be recorded manually.
- d. Dispatches field and support units to the scene of routine and emergency incidents.
 - 1.) Records all units dispatched to calls as well as off duty units. Inputs into C.A.D., the dispatch, enroute, arrival and clear times.
- e. Receives and transmits accurately any orders, instructions, or information from supervisors to designated units. Enters all requests, notifications and inability to contact or respond on same.
- f. Relays requests and information from field units to the appropriate agency or entity.
- g. Transmits BOLO information on in-progress calls and other calls, as appropriate.
- h. Utilizes computer information systems to provide clearance checks on subjects, vehicles, and other property to field units.
- i. Utilizes computer information systems to enter messages on vehicles, persons, and property into the FCIC/NCIC teletype.

- 1). All entries must be initialed by the PCO entering the item and the PCO checking the entry for accuracy.
- j. Enters information concerning repossessions and privately towed vehicles into the C.A.D.
- k. Maintains various logs pertaining to traffic maintenance, FCIC dissemination, call-outs, and Crime Scene.
- l. Maintains a master list of all unit number designations and L.I.D. (Logical Identification) numbers for all radios, as well as a reliable contact telephone number of all personnel. **CFA 25.06C**
- m. Maintains a master list of telephone numbers for various service agencies accessible through the C.A.D. system.
- n. Records notifications by officers of inability to report for duty (i.e. sick, emergency leave, etc.) and fills any vacancy for oncoming shifts created by those officers and PCOs. PCOs will note the contact number and location of the officer unable to report to duty.
- o. Receives faxes regarding subpoenas, B.O.L.O.s and miscellaneous police-related material and distributes them to the appropriate entity.
- p. Writes supplemental reports when additional information or messages are provided.
- q. The Communications Supervisor shall ensure all radio transmissions and emergency phone calls are recorded on a continuous basis and kept for a minimum of 60 days. The computer server RevCord shall maintain the recordings on the server. The recordings are subject to and may be copied by the Communications Supervisor, or designee, for administrative purposes or in compliance with the Public Records Laws. The Communications Supervisor may also review/utilize recordings for training purposes. These mandates are in compliance with FSS 934.03(2)(g)2 and Records Schedule GS1-SL #335.
CFA 25.03A-C
- r. For instant recall of conversations or dispatched calls, the immediate playback unit is located in the computer at each dispatch or call-taker console. **CFA 25.04**

3. Critical Incident Notification: Unexpected incidents that develop require the Communications Unit to notify the Shift Commander immediately. The Shift Commander will arrange notification of the respective Section Major, Assistant Chief, and/or the Chief of Police. Examples of incidents requiring notification include the following:
 - a. A member is involved in any incident that results in the death or incapacitating injury of another.
 - b. Serious injury to a police officer or other person(s).
 - c. Accident involving a police vehicle, where an officer or citizen is injured or major property damage is involved.
 - d. Major crimes to include murder, bank/store robbery, prisoner escape, or any heinous crime.
 - e. Barricaded/hostage situations.
 - f. Disasters and catastrophes.
 - g. Serious complaints or incident involving an officer.
 - h. Fatality accidents.
 - i. Missing/endangered persons where foul play is suspected.
 - j. Any incident wherein an employee has allegedly performed in a manner that created an increased likeliness of death or serious injury to persons or significant loss of property.
4. PCO's working the midnight shift shall have the additional responsibilities to:
 - a. Screen pawnshop forms via teletype.
 - b. Enter stolen property into FCIC/NCIC.
5. Emergency Operations Center (E.O.C.): The Department is designated as the Divisional Emergency Operations Center for the cities of Biscayne Park, Indian Creek, Bal Harbour, Bay Harbor Islands, and Surfside. Whenever emergency situations occur that may affect any of the cities within the region, the Communications Unit will assist as follows:
 - a. PCO's shall monitor the FAX and e-mail at all times to ensure rapid transmissions of emergency information to the Department's Emergency Manager.

C. TRAINING:

1. Pursuant to FSS 401.465, any person employed as a 9-1-1 Public Safety Telecommunicator must be certified and recertified by the Department of Health. Training and certification shall be achieved

- within 12 months of assignment.
2. Within the initial 12 months, newly-hired Telecommunicators will work under, and be trained, by a certified 9-1-1 Public Safety Telecommunicator and will be required to complete an approved training program.
3. The training program curriculum utilized to train new Telecommunicators shall be approved by the Department of Health.

CFA 25.13A-B, 25.14, 25.15A-C

IX. RADIO COMMUNICATION PROCEDURES

A. GENERAL: CFA 25.09A

1. Unit Dispatching: The Communications Unit is responsible for dispatching of field units through the MDPD Communications Bureau. **CFA 25.09E**
 - a. One officer will be dispatched to routine, non-emergency calls, calls that are not in-progress, and calls where the subject(s) is not on the scene.
 - b. Two or more officers will be dispatched for calls of an emergency nature, in-progress, or calls where the subject(s) is on the scene.
 - c. If, after arriving on a call, the dispatched officer feels back-up is necessary, they will request additional back-up units over the radio.
2. Unit Availability: Unless specifically prohibited by assignment, units will monitor the assigned frequency at all times. Whenever an officer is going to be away from the radio, the dispatcher will be advised and the appropriate signal assigned.
3. Assigned frequency (Municipal): Units will transmit on the Municipal frequency, unless directed to change frequency by authorized personnel, or operational necessity requires a deviation (i.e. Municipal frequency becomes inoperable).
 - a. Whenever a unit changes frequency, the assigned frequency dispatcher will be advised. All substantive transmissions, particularly those that could affect personnel safety, will be on the primary (Municipal) frequency (or on the alternate frequency pursuant to the provisions herein). Personnel will not use unauthorized frequencies. **CFA 25.09A**

4. Designated secondary frequencies (i.e. Municipal Car A) may be utilized for unit-to-unit transmissions that do not contain substantive information regarding police activities, or information that could affect personnel safety. North Miami TAC will be utilized primarily for internal special details.
5. Cellular phones, or other means of communications, shall not be used to circumvent the use of primary and secondary frequencies.
6. Arrival Time: Units will advise of an arrival for each assigned call.
7. Status: Units will advise their initial status and any change in status by advising '09' when they complete an assignment. If the call is a 'No Report', the unit will document in Mobile. **CFA 25.09B**
8. Signal Reassignment: Only the concerned shift supervisor is authorized to cancel a unit assignment; the signal must subsequently be reassigned to another unit. Exceptions include 1) when another field unit is on the scene or within close proximity to an incident, they may request the signal, or 2) an audible alarm being canceled by the alarm company.
9. Signal Request: A unit will not transmit, acknowledge or request a signal for another unit unless extenuating circumstances dictate, i.e., radio difficulty.
10. Be-On-The-Lookout (BOLO):
 - a. When requested, the MDPD dispatcher will transmit a BOLO provided that no more than one hour has elapsed since the incident occurred. Exceptions include:
 - 1.) Missing children, mentally ill, disturbed persons of any age.
 - 2.) Persons and vehicles involved as suspects or victims of serious crimes.
11. Cancellation of BOLO: Units requesting cancellation of a BOLO will notify MDPD Communications over the air.
12. When it is necessary for a uniform shift supervisor to assume immediate command of unit assignments, they will advise the dispatcher, establish an Incident Command Post (CP), and direct the

efforts of assigned units.

13. At the request of the Incident Commander, a designated frequency may be utilized to isolate CP radio transmission on a dedicated channel. The designated frequency will be dedicated for use by the Incident Command Post. An alternate frequency should be requested through the Miami-Dade Communications Shift Commander.

B. RADIO TRANSMISSION PROCEDURES:

1. Radio transmissions between field units and dispatchers will be brief and concise.
2. All communication on land lines must be through recorded lines.
3. Normal Transmissions: Except during emergency or priority situations, units will not attempt to transmit until the MDPD dispatcher announces "DADE COUNTY". When the transmit button is depressed, the unit's L.I.D. number will be displayed.
4. The North Miami Police Department Communications Unit keeps L.I.D. numbers on file. If a unit has additional information, or needs to transmit regarding the subject matter of a transmission, they will do so by advising their unit number and the word "REFERENCE". Officers are also required to communicate with dispatchers:
CFA 25.09C
 - a. When relevant information is obtained regarding an incident, which occurred, is occurring, or is about to occur.
 - b. When making vehicle or pedestrian stops.
 - c. When available for service.
5. Priority Transmission: To obtain priority, a unit will announce the assigned radio number and the word "PRIORITY". Use of the term indicates an immediate need to transmit, but does not denote an emergency condition.
6. Emergency Transmission: A unit will announce the assigned radio number and the word "EMERGENCY". Emergency transmissions take precedence over all other transmissions. If an officer has an emergency and activates the emergency button on his/her radio, the L.I.D. number will display on the screen of the radios. The PCO will check the L.I.D. unit list to identify the unit with the emergency.
CFA 25.09C

7. Signal Assignment: The unit will announce the starting location when acknowledging a signal assignment from the MDPD dispatcher.
8. Signal Request: Units will announce their radio number and appropriate signal when requesting a signal. Location and other information will be announced after the MDPD dispatcher has acknowledged the unit's radio number and signal.
9. If an officer has been on a call for 30 minutes, the PCO (dispatcher) will raise the officer to check his/her status. If the PCO is unable to contact the officer via radio, the NMPD Shift Commander must be notified and the following will occur:
 - a. The PCO should raise the Miami-Dade dispatcher and ascertain the last address shown for the officer. If necessary, the Miami-Dade dispatcher will set off an emergency alert tone.
 - b. Another unit will be dispatched to the last address shown.
 - c. Attempts will also be made to contact him/her through the cellular phone on file.
 - d. If the steps above are unsuccessful, the Communications Unit will request the on-duty supervisor to locate the officers body-worn camera's location within the Evidence.com website; however, the camera's location may only be available if the camera is on "stand-by" mode.
 - e. Attempts will continue if contact has not been made and the Shift Commander will be notified. **CFA 25.09F**
10. PCOs will routinely monitor officers who have not been assigned a call, or have not initiated any activity, during periods when the request for police services has slowed down. If a PCO is unable to make contact with an officer during this time, the steps to locate an officer listed above will apply.
11. PCOs will monitor the alternate information frequency (Municipal Car A/NM Tac) when necessary or appropriate.
12. Federal Communications Commission (FCC) Requirements: Department personnel will comply with all FCC regulations when operating police radios. The following actions are prohibited:
 - a. Transmissions of superfluous signals, messages, or communications.
 - b. Use of profane, indecent, or obscene language.

- c. Willfully damaging or permitting radio equipment to be damaged.
 - d. Maliciously interfering with the radio transmission of another unit.
 - e. Making unidentified transmissions.
 - f. Transmitting before the air is clear and interfering with other transmissions (except during an emergency).
 - g. Transmitting other broadcasts over the frequency, i.e., AM/FM radio stations, tape recordings, etc.
 - h. Transmitting a call signal, letter, or numeral not assigned to the station or unit.
 - i. Adjusting, repairing, or altering a radio transmitter; only authorized radio technicians may make adjustments.
13. A copy of the FDLE User agreement is kept by the Communications supervisor.

C. SIGNAL ASSIGNMENT:

1. Emergency Signals:

a. Types:

- 1.) Code 3 emergency call: A situation or sudden occurrence that poses a threat of serious injury or loss of human life and demands swift police action. Code 3 calls are preceded by a tone indicator and the signal prefixed by a 3.
- 2.) Code 2 emergency call: A situation that poses a potential threat of serious injury or loss of human life that may require swift police action. Code 2 calls are preceded by a tone indicator and the signal prefixed by a 2.
- 3.) Motorcycles and unmarked units will not be assigned to respond on a 2 or 3 signal. They will be dispatched on the routine signal with a back-up unit(s) assigned the 3-15 or 2-15.

b. Procedures:

- 1.) When a unit assigned to an emergency arrives at the scene, non-emergency transmissions by other units will be delayed until the dispatcher advises that the frequency is

clear. The delay permits the emergency unit to transmit requests for assistance or information.

- 2.) The first unit to arrive at the scene will advise the dispatcher if other units should continue on a routine or emergency basis.
 - 3.) Emergency signals will not be held or delayed unnecessarily.
2. Immediate Response Signals: Calls of high priority, requiring immediate police action, e.g., in progress, just occurred, or about to occur.
 3. Crime-In-Progress Signals: Unless preceded by a 3 or 2, receipt of a crime-in-progress assignment does not authorize response in an emergency mode.
 4. Just-Occurred Signals: Any crime-related call, received by the complaint desk, which just occurred. Just-occurred signals will receive priority, depending on the circumstances involved. If a just-occurred signal is received, the dispatcher will either dispatch an available unit or advise a supervisor of the signal while the call is holding, and will dispatch all pertinent information including B.O.L.O.s, etc.
 5. Non-emergency calls are dispatched by transmitting the signal without use of prefix, suffix, or tone indicator. Routine calls are 14, 15, 16, 17, 21, 22, 25, 26, 27, 28, 29, 32, 33, 34, 36, 37, 38, 43, 47, and 54. Routine calls shall be dispatched immediately if unit(s) are in-service or immediately thereafter as unit(s) become available.
 - a. If after ten (10) minutes a routine call is still holding, the dispatcher shall again notify the shift supervisor and the time of the notification will be documented in the C.A.D. system.
 6. Locate and Notify: When a call is received requesting the delivery of an emergency notification, the response will be handled as follows:
 - a. Information to be obtained on the dispatch screen:
 - 1.) The name of the individual involved.
 - 2.) Type of incident.

- 3.) Caller's name and relationship to incident.
- 4.) Contact telephone number as well as the telephone number of the person to be contacted.
- 5.) Call the complainant to advise status.

b. A Uniform unit will respond to all death notification so that personal contact can be made. Under no circumstance will a telephone call be made for emergency notifications. Out of area death notifications must be confirmed via teletype.

c. The Uniform unit will be notified of the information in person or via laptop or telephone, not over the air.

D. DELAYED ASSIGNMENTS:

1. General: A delay in response to a routine incident is authorized when a situation which requires immediate action is observed or made known; i.e., crash, serious traffic infractions, emergencies, and the situation is in the immediate area.
2. Officer Responsibilities: When a delay is evident, the assigned officer will:
 - a. Immediately advise the dispatcher of the delay and reason;
 - b. Request supervisory approval for the delay if the original call is an in-progress, just occurred, or prefixed with a '2' or '3';
 - c. Request a new signal and case number, if applicable, and reassignment of the original signal, if necessary; and
 - d. The officer to whom the signal is reassigned will complete the case report.

E. CASE NUMBERS:

1. Assignment: Case numbers will be assigned to signals 14, 15 AOA, 16, 17, 18, 19), 20 21, 22, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39 (when requested by unit), 41, 43, 44, 45, 46, 47, 48, 49, 51, 52, 53, 54, and 55.
2. Issuance: When a call is assigned to an officer, the case number automatically populates in the computer.

F. NO REPORT PROCEDURES:

1. Uniform units may initiate a “No Report” in the following situations:
 - a. Assist Other Agency (AOA), when limited police action is taken.
 - b. When assigned a signal and no additional information can be obtained, (no reporter, witnesses, etc. on scene), and limited police action is taken.
 - c. No report is required for a special task when assigned (i.e., traffic detail, school security, etc.); however, members should advise North Miami Communications of the action so they can make a notation into the C.A.D.
 - d. This does not preclude a written report in those instances where the officer or supervisor believes additional information is necessary.

G. SIGNAL CANCELLATION:

PCOs are authorized to cancel a signal under the following circumstances:

1. The complainant calls back and advises that a police unit is not required (exception 911 hang-ups, emergency calls, and domestic-related calls). When hang-up calls are received, the PCO will call back the number provided to obtain additional information.
2. The incident is not within NMPD’s jurisdiction (and the appropriate agency is notified).

H. INFORMATION FREQUENCY:

1. Primary Function: The INFO Municipal NMPD (“Info South”) frequency, Municipal Car A, or other designated frequency, is utilized primarily to check information concerning individuals and vehicles. It is also used for:
 - a. Unit to unit or station, car to car, or car to station transmissions.
 - b. Special operations as designated by the Shift Commander.
 - c. Difficulties on the primary frequency.

I. FIELD SERVICE REQUESTS:

1. Unless there is a radio malfunction or failure, all personnel shall use the police radio to provide or receive information from the Communications Unit. Personnel should not call the Communications Unit for information or assistance, unless it is urgent or police related.
2. General: Departmental units will request fire, rescue, and ambulance assistance through the MDPD dispatcher. Specialized units, such as air support units, bomb squad, etc. may be requested with authorization from the shift supervisor. **CFA 25.07A,C,D, 25.09D**
3. Environmental and Human Services: PCOs will contact environmental service companies (Haz-Mat, Sanitation, etc), as well as DCF, Crisis, and other human service agencies when units in the field are unable to do so. However, field units should contact the appropriate agency directly to provide firsthand information.
CFA 25.07B
4. Interpreter Assistance: Field units requiring a foreign language interpreter will contact Communications, who will contact Language Line, with whom we have a contract, for instructions. **CFA 25.12**
5. Wrecker Service: **CFA 25.07E**
 - a. Upon request for a wrecker, PCOs will contact the wrecker service indicated on the monthly rotation list.
 - b. The requesting unit will advise the PCO of the number of wreckers and special equipment required, and document those requests.
6. Road Service: Departmental units encountering road hazards, obstructions, or traffic signs and signals malfunctioning shall advise Communications. PCOs will advise the appropriate agency and log the information. Traffic sign and signals should be documented in the traffic log, date/time/location of problem, entity/person notified and PCO name. **CFA 25.07F**
 - a. Traffic cones are available at the station.
7. Deaf/Hearing Impaired Communications Assistance: **CFA 25.02**

- a. PCOs receive calls from Telecommunication Relay Services, and will respond to information received.
 - b. Police action taken or anticipated must be clearly communicated to the deaf or hearing impaired.
8. Field Units may request a taxi, via the PCO, to respond. This must be documented in the CAD/Service Vehicle (SV) rotation.
9. Unit Assignment Notification: The next day's assignment information (duty roster), showing the line-up of officers as well as the shift supervisors, will be furnished to the Communications Unit by the end of the respective shift. A copy of the schedule for specialized units, as well as the Daily Command Sheet, will be sent electronically to Communications daily. **CFA 25.06A,B**
 - a. Any changes on the day of the assignment will be furnished in writing to the Communications Unit within 10 minutes of the end of roll call.

J. FIELD UNIT RADIO FAILURE:

1. Procedures: If a field unit experiences a radio communications failure on the assigned frequency, the affected unit will:
 - a. Switch to Municipal Car A and attempt transmission. If contact is established, advise of assigned frequency failure and remain on that frequency until further advised. The dispatcher will advise when affected frequency is operational, or another frequency assigned.
 - b. If unsuccessful, advise NMPD Communications Unit personnel, via telephone, of the radio failure. The Communications personnel will advise MDPD Communications Bureau of the status of the affected unit.
 - c. If the base station radio experiences a failure, field units will contact NMPD via telephone and advise the Communications Unit personnel. Individual hand-held radios will then be utilized for dispatch and the MDPD Communications Bureau and the repair shop will be advised of the problem.

K. DEPARTMENTAL RADIO SYSTEMS FAILURE:

1. Procedures: If a failure on all Departmental frequencies occurs, the following will be initiated:
 - a. All uniformed units will contact and advise desk personnel of their location and telephone number, and await assignment via telephone of appropriate information and telephone number for future assignments; repeat process as long as necessary.
 - b. Non-uniformed personnel will contact their respective offices for assignments.
 - c. Units will continuously monitor the assigned frequency and will be advised via radio when respective frequency is operational.
 - d. If the failure occurs only on assigned frequency (Municipal), units will be advised by the dispatcher to change to a designated frequency for all transmissions until the problem is corrected.

X. FACILITY AND EQUIPMENT SECURITY

A. STATION SECURITY:

1. The following systems will be monitored by the PCOs:
 - a. Fire Alarm Control Panel - Must be monitored and proper notification must be made if the system fails.
 - b. Generator Control Panel - Proper notification must be made if the system fails.
 - c. Security System Computer - Reset alarms and address any breaks.
 - d. Fire Pump Status Panel - Proper notification must be made if the system fails.
 - e. Police Facility Cameras – Must be monitored for security.
 - f. City Hall Cashier's Office Alarm - Must be monitored for security.

- g. City Clerk and City Manager's Office Alarm - Must be monitored for security.
- h. Front Lobby Alarms – Must be monitored for security.
- i. Prisoner Holding Cell Alarms – Must be monitored for security.

B. BUILDING INTERIOR AND EQUIPMENT SECURITY:

1. Backup resources - In the event of a natural or man-made disaster that poses a threat to Communication personnel, the Communications Unit may be relocated to the first floor of the Police Department facility (Records Unit) for the safety of the employees. Hand-held radios will be used for the purpose of communications with the police units. If, for any reason, (weather, power failure, etc.), the FCIC/NCIC computer needs to be shut down, FCIC needs to be notified immediately by teletype or telephone at 1-800-292-3242.

CFA 25.01B

- a. If the FCIC/NCIC system fails, or is shut down for any reason, all hits must be verified with the issuing or recovering agency. Items that need to be entered into the system will be telephoned to FDLE for entry.
2. Security – When possible, the front lobby of the North Miami Police Department will be staffed by Records, or other assigned personnel. After hours, holidays and weekends the public will have to access the call box, which is located in front of the station. The call box is connected to the Communications Unit, who have remote access to open the front lobby doors.
 - a. All doors leading into the interior (restricted) portion of the station will require a security key for access.
 - b. The front lobby security camera will be monitored by the Communications personnel. All doors to Administration, Communications, Investigations, Community Resources, Records, the SWAT locker, and Property and Evidence are restricted to security card access to those persons employed in the respective Department, or those authorized by the Chief of Police or his/her designees. **CFA 25.01A**
 - c. Persons not assigned to the above areas, or who are not called

to those areas for the purpose of official Department business, are not allowed. **CFA 25.01A**

3. Emergency backup system for C.A.D. - The U.P.S. (Uninterrupted Power Supply) system located in a room in the Communications Unit will automatically engage should any power failure occur in the C.A.D. or telephone system. This equipment is tested internally and is serviced by contract every 3 months. **CFA 25.10**
4. The emergency generator for the building is located in the northwest corner of the parking lot. It is secured by two (2) metal doors that remain locked. Access to the generator is available to authorized personnel. All maintenance to the generator will be conducted by members of the City of North Miami's approved vendors, at the request of the building's Maintenance Mechanic. **CFA 25.10**
5. The antenna for the Communications Unit is located on the roof of the North Miami Police Department. The roof door is secured by a lock and accessible to authorized personnel. **CFA 25.01C**
6. The Fire Pump, located in the northwest quadrant of the Police Department parking lot, will be tested manually routinely by the Maintenance Mechanic. If any maintenance needs, i.e., low fuel, oil, etc. are found, the building's Maintenance Mechanic will correct any problems. The Fire Pump, along with the building's fire suppression equipment, is tested yearly, by an outside agency with whom the City has a contract.
7. A map of the City will be maintained in the Communications Unit as well as in the Report Writing Room on the 1st floor. The map will be marked in such a way as it shows the service area of the City.
CFA 25.06E
8. All station emergency exit exterior doors shall remain locked at all times as intended, unless a department employee is present at the door performing a task.

XI. SECURING HOMES AND BUSINESSES

- A. SECURING (BOARDING UP) HOMES AND BUSINESSES: Occasionally, the Department will be called to a residence or business where a forced entry may be necessary to gain access, resulting in property damage. Additionally, the Department responds to scenes where structures are damaged and cannot be secured. In either event, the police will try to

locate the owner (or other party responsible for the premises) thereby transferring responsibility for securing the premises to the owner.

- B. The PCO will document each attempt (date and time) made to contact the owner. If the owner is not available, or refuses to comply with the need to board up the premises, Communications personnel will notify the on-duty supervisor and will make every possible attempt to have a private board up service respond to the premises. The on-duty supervisor will complete and forward the necessary documentation, which will include the following:
1. Board up company's invoice for Finance to bill the owner.
 2. Documentation from Communications personnel noting the attempts made to contact the owner.

XII. SIGNAL CODES

A. GENERAL:

Communications network users shall utilize the following signals for radio transmissions and other communications when brevity is required. When appropriate, an explanation follows the specific signal.

1. Q Signals:

QSL - Do you receive me? /OK/Affirmative
QTR - Time
QRU - Are you OK? /It is safe/All is clear
QTH - Location
QSK - Proceed with the transmission
QRM - Repeat - I have interference
QRX - Standby
QSM - Repeat the transmission
QSY - Change frequency

2. Numbered signals:

01 - Call your office
02 - Call (specific number)
03 - To Radio Shop
04 - To Motor Pool

- 05 - To Your Station
- 06 - Transfer - advised by the unit at completion of duty
- 07 - Cancel
- 08 - Recall
- 09 - In Service
- 10 - Out of Service - requested by unit and must include a reference; e.g., vehicle breakdown, detail
- 11 - Out of Service – Personal
- 12 - Eat - request made of the dispatcher who will grant or deny the request predicated on availability of other units in accordance with Departmental directives.
- 13 - Special Information/Assignment - utilized for assignments of a minor nature which do not require a case number; determination of jurisdiction; field interview; return to location of previous call for additional information; area check.
- 14 - Conduct Investigation - utilized for investigative assignments that have no specific signal or signal is uncertain; a case number will be assigned and report written.
- 15 - Meet an Officer - assist an officer.
- 16 - Driving under the Influence (DUI)
- 17 - Traffic Crash
- 18 - Hit and Run - the dispatcher will attempt to obtain all BOLO information from complainant to broadcast upon dispatching the unit to respond.
- 19 - Traffic Stop - announced by the unit when a vehicle is being stopped. The location and tag number of the vehicle must be given. If the tag number is not available, description of the vehicle will be advised. A case number will be assigned only upon request of the unit.

20 - Traffic Detail

21 - Lost or Stolen Vehicle Tag

22 - Stolen Vehicle - dispatcher will advise a BOLO if the vehicle has just been taken; units arriving may issue a BOLO only if the vehicle has been taken within the previous 60 minutes.

23 - Clearance Check - used to determine if a subject, license tag, vehicle, or article is wanted. The unit must have the subject, vehicle, or article in custody or in view. When checking a vehicle, unit must advise if occupied.

MDPD will not check more than four subjects via radio at one time. When more than two subjects or vehicles are being checked, unit will break transmission after the second advisement to permit emergency radio traffic, if any. Proceed with transmission when advised by the dispatcher.

- a. If the subject is wanted on a misdemeanor, the unit will be advised the subject is a '40 under'.
- b. If the subject is wanted on a felony, the unit will be advised the subject is a '40 Over'.
- c. Dispatcher will dispatch a backup officer to the location of the unit with a wanted subject or occupied vehicle, unless a unit advises otherwise.
- d. Subject clearance checks will be transmitted on Information South Frequency unless otherwise advised by dispatcher. Checks on persons under arrest will not be requested via radio.

Subject checks through NMPD Communications, via radio, will be made only when unit is unable to obtain acknowledgment on Information South Frequency. NMPD PCO's will make warrant confirmation only when the subject is being transported directly to a jail facility.

24 - Complete Check - in addition the information and guidelines

described under signal 23, a signal 24 provides:

- a. Vehicle:
 - 1). Ownership information;
 - 2). Description of vehicle.
 - b. Subject:
 - 1). If the subject is not wanted, but has a criminal history, the unit will be advised, 'Subject QRU 40 Over Past', or '40 Under Past'.
 - 2). If there is an appropriate signal in reference to the subject's criminal past, the unit will be advised.
 - 3). If the subject has a past involving violence or weapons, the unit will be advised with the additional reference of 'Alpha'.
 - 4). If the subject is a juvenile, the unit will be advised 'QSL or Negative', reference a past.
- 25 - Burglar/Holdup Alarm Ringing - required to dispatch with a response from two officers. Units will be advised if the alarm is silent or audible.
- 26 - Burglary - if, in-progress, the dispatcher will advise units by announcing, 'Attention All Units, 2-26'. A response from a minimum of two units is required. The dispatcher will attempt to keep the complainant on the telephone to obtain additional information and to provide BOLO information for arriving units.
- 27 - Larceny
- 28 - Vandalism (Criminal Mischief)
- 29 - Robbery - if in-progress, the dispatcher will advise units by announcing, 'attention all units, 2-29'. A response from a minimum of two units is required. The dispatcher will attempt to keep the complainant on the telephone for additional information and to provide BOLO information for arriving units.

If possible, dispatchers will advise if the robbery was armed or strong-armed.

- 30 - Shooting - for assignment of shooting incidents where a victim of an assault may exist. If shots are only heard and no victim is apparent, the call will be dispatched as a 14, shots in the area.
- 31 - Homicide
- 32 - Assault - includes verbal threats, assault and battery, aggravated assault, aggravated battery, assault to commit murder, bar fights, domestics involving assaults, and juveniles fighting.
- 33 - Sex Offense - includes involuntary sexual battery, assault with intent to commit involuntary sexual battery, lewd and lascivious assault/behavior, indecent exposure, and other sex offenses.
- 34 - Disturbance - reference will be announced; e.g., domestic, neighbor dispute, landlord-tenant, or customer.
- 35 - Intoxicated Persons: Marchman Act should be dispatched as two-unit call.
- 36 - Missing Person - BOLOS will be issued in cases involving suspicious circumstances, children under 13, mentally ill, disturbed persons of any age, or medically dependent; e.g., injured, ill, or in need of medication.
- 37 - Suspicious Vehicle - the unit will be advised if the vehicle is occupied. License tag number, if available, will be checked to ascertain status before unit is dispatched.
- 38 - Suspicious Person - description of the subject will be furnished when possible. Requires a two-unit response.
- 39 - Prisoner – Notification will be made when transporting.
 - a. Unit advising the signal will indicate starting location, destination, and number of prisoners being transported.
 - b. If prisoner is of the opposite sex starting and ending mileage and arrival time at destination will be transmitted via radio

and noted on the officer's work sheet.

- c. Dispatcher will be advised immediately of any delay or detour during transportation of prisoner.

Also used to denote escaped prisoner and jail break incidents. All pertinent information concerning any escape will be broadcast immediately, e.g., number, description, and direction of travel.

- 40 - Subject Possible Wanted - felony offense will be announced, 40 Over; misdemeanor offense, 40-under. A back-up unit will be dispatched when a subject is wanted.

- a. Anytime the suffix "A-alpha" is added to the broadcast the reference denotes the suspect is possibly armed and dangerous.

- 41 - Sick/injured person - The Miami-Dade dispatcher will announce circumstances regarding life-threatening requests for assistance; i.e., heart attack, drowning, severe bleeding, or other appropriate information.

- a. On life-threatening requests for service, the dispatcher will send a unit. Otherwise, the dispatcher will have MDPD Fire Rescue respond advise if police assistance is required.
- b. Police units will be dispatched to all reports of industrial accidents, childbirth, and injuries on school/city property, regardless of the seriousness of the injury.
- c. Calls relating to injured or ill juveniles, whether received through Miami-Dade Communications, or via a call for service made directly to this Department, regardless of the seriousness of the call or location, will have an officer(s) dispatched to it.

- 42 - Ambulance - When requesting an ambulance, the unit will advise whether routine or emergency response is required.

- 43 - Baker Act - a mentally ill person or person in need of psychiatric evaluation; backup unit will be dispatched.

44 - Attempted Suicide - dispatcher will announce circumstances; i.e., overdose, slashed wrists, and other appropriate information; backup unit dispatched.

45 - Dead-On-Arrival (DOA) - includes apparent natural deaths, traffic deaths, drownings, and all other accidental deaths.

Dispatchers will advise the shift supervisor of the call. The Homicide Unit will be advised in accordance with Departmental directives.

46 - Medical detail; e.g., serum or donated organs. The NMPD may assign relay units and rendezvous points when the route of a signal 46 crosses our boundaries. The signal will be announced over appropriate frequencies and include all unit numbers involved and rendezvous points.

47 - Bomb or Explosive Alert - this signal is used to indicate bomb threats and any situation where the possibility of an explosion exists; i.e., leaking gas or chemical spills. Any member of this Department who receives information pertaining to a bomb threat or explosive alert will immediately notify the shift commander. All units should avoid radio transmission in the immediate area of a bomb threat until the responding units have determined that the area is safe.

48 - Explosion - dispatcher will announce all known details pertaining to cause, injuries, and approach routes.

49 - Fire - dispatched unit will assist the Fire Department in traffic, crowd control and first aid.

50 - Organized Crime Figure - this signal exclusively designates those persons listed by the MDPD Special Investigations Division (SID).

51 - Narcotics Violator - those individuals identified as violence prone narcotics violators.

52 - Narcotics Investigation

53 - Abduction - includes kidnapping, false imprisonment, and hostage situations.

- 54 - Fraud - includes forgery, embezzlement, worthless check, and flim-flam.
- 55 - Weapons Violation - includes carrying concealed weapon, possession of illegal weapon, reckless display of firearm, and any other appropriate violation.
- 56 - Court - includes all on-duty court appearances (arraignment, traffic, county, criminal, or civil) and time required to obtain and return evidence.
- 57 - Case Filing/Deposition - includes all on-duty case filings, pre-trial conferences, and depositions.
- 58 - Training - includes all on-duty, in-service training; e.g., range, seminars, and equipment indoctrination.
- 59 - Off-duty Assignment - utilized for off-regular duty employment. Units will advise the dispatcher of location and end of shift time. The NMPD Communications unit will also be raised by the officer thru MDPD dispatcher to have location and end of shift time logged at the front desk on appropriate log.
- 60 - Two-man Unit - utilized by one of the two officers assigned as a two-man unit. The unit will check into service using the assigned radio number of one officer at the beginning of their tour of duty. The second officer will advise of his/her unit number and advise that he/she is riding with the primary.

The second officer will request a 'Signal 60' with the first unit number. The same unit will be used during the shift for all communications.
- 61 - District Desk Assignment - not utilized by NMPD.

3. Career Criminal Status:

This signal is a communications alert identifier designed to enhance officer safety during contacts with career criminals. Criminal Justice Information System history inquiries will be alerted to a subject's career criminal status and will immediately advise the requesting officer of the information.

- 100- Adult-Habitual Offender
- 150- Juvenile-Serious Habitual Offender
- 200- Adult Habitual Violent Offender
- 250- Juvenile Violent Habitual Offender
- 300- Adult Special Violent Habitual Offender
- 400- Adult Violent Career Criminal
- 500- Adult Armed Offender

4. Phonetic Alphabet:

The phonetic alphabet should be used for the spelling of words. The word corresponding to each letter is the most understandable for radio reception. The letter shall precede the word when phonetic spelling is utilized; e.g., A-Alpha:

| | | | |
|---|---------|---|----------|
| A | Alpha | N | November |
| B | Bravo | O | Oscar |
| C | Charlie | P | Papa |
| D | Delta | Q | Quebec |
| E | Echo | R | Romeo |
| F | Foxtrot | S | Sierra |
| G | Golf | T | Tango |
| H | Hotel | U | Uniform |
| I | India | V | Victor |
| J | Juliet | W | Whiskey |
| K | Kilo | X | X-Ray |
| L | Lima | Y | Yankee |
| M | Mike | Z | Zulu |