

Subject: [Records Center] Collective Bargaining Request :: P111940-040124

Date: Thursday, April 11, 2024 at 3:39:43 PM Eastern Daylight Time

From: Miami-Dade Police Department

To: AO Records

EXTERNAL SENDER

--- Please respond above this line ---

Greetings Taylor Stoneman,

There are no responsive records for the first portion of your request. For the second portion of your request please access the records management system and download the files that have been made available to you.

Thank you.

To monitor the progress, update this request, or download responsive records, please log into the [Public Records Center](#).

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CHAPTER 20 - PART 1 - COMMUNICATIONS PROCEDURES

SECTION 1 - GENERAL

Police personnel depend upon radio and telephone communications to receive requests for service from the public and to request assistance. The Communications Bureau (CB) is established to provide the primary communications link between citizens and Miami-Dade County emergency services. The Miami-Dade Police Department (MDPD) also maintains an intradepartmental communications network to provide rapid and efficient police response and facilitate management control. All methods of departmental communication, including radio, telephone, computer terminals, and mail are to be used for official business only.

Included in the following communications procedures are protocols for managing encounters with the mentally ill; standards of practice for victims of sexual assault, consistent with standards adopted by the International Association of Chiefs of Police, the departmental Mission Statement, and the Miami-Dade County Strategic Plan; and handling reports of suspicious activities, and response to acoustic gunshot detection system alerts.

SECTION 2 - COMMUNICATIONS BUREAU

I. GENERAL:

The CB provides radio dispatch and complaint reception services for MDPD and subscribing police agencies. The CB also provides emergency (911) complaint reception service for the Miami-Dade Fire Rescue Department (MDFR). Communication interface with local, state, and national agencies is provided through radio networks, telephone/teletype links, and computer-based information systems. Monitoring of residential/commercial alarm systems is provided by commercial monitoring companies and is not a function of CB. Field units are dispatched once CB is notified of the alarm activation. [CALEA 81.2.13]

A. Complaint Section:

1. Receives and evaluates requests for police and emergency fire services.
2. Relays information to and from police dispatchers regarding citizens' requests for service and assistance needed by field units.
3. Receives inquiries from the public and provides general information or referrals.
4. Receives BOLOs and relays the information to the police dispatcher.
5. Records and processes reports from private agencies concerning seized tags, repossessions, and towed vehicles.
6. Monitors teletype circuit for the deaf.
7. Provides emergency medical dispatch instructions via protocol prompts and/or cards.

B. Dispatch Section:

1. Deploys field and support units to the scene of routine and emergency incidents.
2. Relays requests and information from field units to the Complaint Desk or appropriate agency for processing.

3. Receives and accurately transmits orders, instructions, and information from field supervisors and satellite base stations to designated units.
4. Utilizes computer information systems to provide clearance checks on subjects, vehicles, and other property to field units.
5. Operates the law enforcement interagency emergency radio network when required.

C. Security: [CALEA 81.3.1a-d]

Access to the CB is restricted to authorized personnel. The Internal Services Department (ISD) provides security for the Data Processing and Communications Center where CB is located. Persons on official business desiring admittance must register at the front desk. Non-uniformed personnel will be issued a visitor's pass. Additionally, all backup resources, transmission lines, antennas, and power sources are protected by intrusion alarms which are monitored at the (ISD) radio repair facility and by the CB Shift Commander. Visitors requesting access to the CB must follow the procedures listed below:

1. A pass is required to visit the CB.
2. Visitors will present identification at the control desk, sign the log sheet, and be issued a pass. Except for uniformed sworn employees, the visitor's identification will be retained at the control desk until the pass is returned.
3. Security desk personnel will contact the Bureau office and request an escort for visitors not aware of the Bureau's location.
4. Visitors desiring access to the communications area must have prior authorization from the CB Shift Commander.

D. Transfer of Misdirected Emergency Calls: [CALEA 81.2.12]

Emergency calls received for one of the other six 911 centers (Aventura, Hialeah, Miami, Pinecrest, Miami Beach, and Coral Gables) and the Florida Highway Patrol will be transferred to the correct center using the appropriate transfer feature. On all emergency and in-progress calls, the person receiving the call will remain on the line until the other center has received sufficient information to handle the call.

E. Incident Notification:

Unusual incidents that develop require the assigned unit to notify the CB Shift Commander of the exact nature of the incident as soon as possible so that notification can be made to the Director and/or other key personnel. Officers on the scene of incidents that have not yet been assigned shall make immediate notification. The following are examples of incidents requiring notification:

1. MDPD officer seriously injured or killed.
2. MDPD officer, on or off duty, shoots or critically injures a person.
3. MDPD officer arrested and/or the arrest of any County, Municipal, or State employee or any governmental official.
4. Civil disturbances or major crowd control situations.
5. Aircraft crash.

6. Incidents of a newsworthy nature; e.g., multiple homicides, kidnapping, explosion, or media on scene.
7. Incidents involving VIPs or public officials.
8. Radiological incident.
9. Any major incident where there may be a question as to the Department's liability or which may generate heightened community interest. [CALEA 11.4.5]
10. County vehicle crashes involving death, injuries, or hospitalization, and/or damages in excess of \$5,000 per vehicle.
11. Electronic Control Device (ECD) deployments involving juvenile and elderly persons (65 years and older), mentally ill persons, or subjects(s) transported to a medical facility for injuries sustained as a result of the ECD deployment.
12. Death, critical injury/hospitalization, or non-critical illness of a Miami-Dade Police Department (MDPD) employee regardless if they are on duty, off duty, or retired.

F. Unit Number Designation:

Only the CB Major is authorized to assign or change unit numbers. Assignment of unit numbers is based on departmental needs. Requests for new or changes to existing unit numbers must be submitted by action memorandum to the CB Major. [CALEA 81.2.4c]

II. PROTOCOL FOR MANAGING ENCOUNTERS WITH THE MENTALLY ILL: [CALEA 41.2.8]

It is imperative that the police complaint officer screen all calls to determine whether an encounter with a mentally ill individual is likely, so the most appropriate qualified officers can be dispatched to the scene. First line supervisors, however, are still required to respond to all calls dealing with the mentally ill and must state that over the primary radio frequency to the dispatcher.

In accordance with the three-tier model for managing encounters with the mentally ill, as described in **Mental and Physical Health Commitments**, all sworn departmental personnel are trained to the tier-one level and may respond to any call involving the mentally ill considered routine in nature. When there is no history of violence at the location, potential for violence in remarks from the caller, and/or anticipated resistance from detention or arrest is determined to be unlikely, a tier-one level response is appropriate. If a tier-one response call changes from the aforementioned situation, calls involving mentally ill persons will be dispatched in accordance with the following dispatch sequence:

A. Dispatch Sequence:

1. At the tier-two level, a field training officer who has received Crisis Intervention Training (CIT) and Electronic Control Device (ECD) training, in accordance with the three-tier model, will be dispatched as the primary unit to all calls involving mentally ill persons or locations that have a violent history, threats of violence, or the potential for violence based on the caller's comments.
 - a. If a crime has been committed and arrests or formal detention of the mentally ill person is likely, an officer who received CIT should respond and handle the call.
 - b. If a physical confrontation or resistance to treatment is threatened, even if not for crime, an officer who received CIT should be dispatched first.

2. When an officer who received CIT is unavailable, an officer who received ECD training will be dispatched as the primary unit; and a supervisor who received CIT will be dispatched as a back-up.
3. When an officer who received CIT and/or ECD training is unavailable, a uniform officer will be dispatched as the primary unit; and a supervisor who received CIT and ECD training will respond as back-up.

B. Request for Special Response Team:

The Special Response Team (SRT) will be requested in situations that meet the Department's call-out criteria. The decision for a negotiator team to respond will be made by the Special Patrol Bureau (SPB) Major or a designee, in cooperation with a representative from Psychological Services Section.

III. PROTOCOL FOR RESPONSE TO SEXUAL ASSAULTS:

The mission of the MDPD is to provide an effective law enforcement response to sexual assault that treats all victims of crime with appropriate dignity and respect, while recognizing ethnic and cultural diversity; utilizing a victim-centered approach which promotes the compassion and sensitive delivery of services in a nonjudgmental manner, while balancing the needs of the victim with law enforcement requirements.

A. Police Complaint Officer Response:

1. Upon receipt of a complaint of a sexual assault, the police complaint officer will be calm, courteous, and not address the caller as if placing blame on the victim.
2. The police complaint officer will process the call in accordance with established CB protocols, and obtain all pertinent information in the manner set forth in the CB Standard Operating Procedure (SOP).
3. If the complaint requires police and/or fire dispatch, the police complaint officer will classify the call as one of the four categories of response as set forth in the CB SOP; Routine, Priority, In Progress, or Emergency.
4. Information for a BOLO is important and will be obtained from the caller and immediately forwarded for dispatch, when appropriate.
5. If the victim or reporter is calling from outside Miami-Dade County and a uniformed patrol unit cannot respond, the caller will be transferred to the Sexual Crimes Section (SCS). If an answer is not received at SCS, the CB Shift Commander will contact an on-call SCS detective.
6. When the police complaint officer receives a call from the Department of Children and Families (DCF) Abuse Hotline regarding an offense which has just occurred, and the victim is on the scene with a DCF worker, a uniformed unit will be dispatched. All other calls regarding sexual assaults received from the DCF Abuse Hotline will be transferred to the SCS.
7. When a call is received from a victim or witness of a crime requesting information or assistance, the police complaint officer will refer the caller to SCS. If the caller is an adult victim of sexual battery, the caller will be given the telephone number of the Rape Treatment Center hotline at 305-585-RAPE (305-585-7273). Other referral agencies include, but are not limited to:

The following referral services are offered via the SCS:

- a. Twenty-four-hour hotlines: Community Health of South Dade, Inc., and Switchboard of Miami.
- b. Victim assistance agencies: Dade Family Counseling; Center for Family and Child Enrichment; The Journey Institute; Kristi House Child Advocacy Center; and domestic violence shelters which include the Miami-Dade County Advocates for Victims Safespace and Victim Response, Inc. (The Lodge).

B. Police Dispatch Response:

Complaints that should receive a designation of a sex offense (signal 33) can be classified as emergency (code), immediate response, or routine.

1. All sexual batteries in progress will be dispatched as “Code 3” Emergency Signal.
2. Lewd and lascivious offenses and exposures in progress will be dispatched as 33P.
3. When applicable, information for a BOLO will be dispatched immediately and updated in a timely manner.
4. Public service aides will not be dispatched on any sexual offenses.
5. All sexual assaults, excluding indecent exposures and lewd and lascivious offenses, will be dispatched over Headquarters Talk Group if possible.

IV. PROTOCOL FOR HANDLING REPORTS OF SUSPICIOUS ACTIVITIES:

All departmental employees, regardless of position or title, play a vital role in identifying and reporting suspicious activity that may be indicative of behavioral traits or patterns related to homeland security threats. To assist in the identification of observed behavior that is reasonably indicative of pre-operational planning of terrorism or other criminal activity related to homeland security threats, the Department has adopted the baseline of the Nationwide SAR Initiative Indicators and Behaviors as a guide. These indicators are comprised of various methods, including surveillance, elicitation, testing security, acquiring supplies, suspicious persons, trial runs, and deploying assets.

A. Documentation, Review, and Notification Procedures:

Beyond recognizing suspicious activity or behavioral patterns, it is just as important to document the information in full detail, and ensure that the information is submitted to the Homeland Security Bureau (HSB) without delay.

1. All personnel encountering or identifying suspicious activities, such as those outlined in IV. B.; will complete an Offense-Incident Report (OIR). Once completed and approved by the writer’s supervisor, the report will be faxed to the HSB at 305-470-3895, prior to the end of the initiating writer’s tour of duty. If an Electronic OIR (e-OIR) is completed, it will be automatically forwarded to HSB by checking the SAR box at the top of the e-OIR form.
2. Should the circumstances dictate, which will vary on a case-by-case basis, the reporting employee will contact his/her supervisor to determine if further and immediate on-scene follow up is warranted by an HSB detective.

- a. Should a response by an HSB detective be warranted, during normal business hours, call 305-470-3880 or 305-470-3900, and after normal business hours the call will be directed to the CB Shift Commander, who will initiate a call to the designated HSB point-of-contact.

B. Suspicious Activity:

When encountering suspicious activity, personnel are reminded that protection of civil liberties is essential. Every attempt should be made to expedite the verification and validation of the information presented by the suspect encountered. Outlined below are behavioral indicators of suspicious activity, which are reasonably indicative of pre-operational planning related to terrorism or possible criminal activity. The behavioral traits that may exist or are identified shall be clearly delineated and documented in an OIR. It must be noted that the actions and mere possession of the items listed below do not in themselves necessarily constitute a violation of the law.

1. Suspect actions:

- a. Engages in suspected pre-operational surveillance; e.g., uses binoculars or cameras, takes measurements, draws diagrams.
- b. Appears to engage in counter-surveillance efforts; e.g., doubles back, changes appearance, engages in evasive driving.
- c. Engages security personnel in questions focusing on sensitive subjects; e.g., security information, hours of operations, shift changes, questions regarding what cameras film and/or record.
- d. Takes measurements; e.g., measures building entrances or perimeters, distances between security locations, distances between cameras, or counts footsteps.
- e. Takes photographs or video footage with no apparent aesthetic value; e.g., camera angles, security equipment, security personnel, traffic lights, building entrances.
- f. Draws diagrams or takes notes; e.g., building plans, location of security cameras or security personnel, security shift changes, notes of weak security points.
- g. Abandons suspicious package or item; e.g., suitcase, backpack, bag, box, package.
- h. Abandons vehicle in a secured or restricted location; e.g., the front of a government building, airport, sports venue.
- i. Attempts to enter secured or sensitive premises or area without authorization; e.g., area restricted to “official personnel,” closed-off areas of airport, harbor, secured areas of significant events such as presidential speeches and inaugurations.
- j. Engages in test of existing security measures; e.g., “dry run,” security breach of outside fencing/ security doors, false alarms to observe reactions.
- k. Attempts to smuggle contraband through access control point; e.g., airport screening centers; security entrance points at courts of law or sports, games, and entertainment venues.

- l. Makes or attempts to make suspicious purchases such as large amounts of otherwise legal materials; e.g., pool chemicals, fuel, fertilizer, potential explosive device components.
 - m. Attempts to acquire sensitive/restricted items or information; e.g., plans, schedules, passwords.
 - n. Acquires or attempts to acquire uniforms without a legitimate cause; service personnel, government uniforms.
 - o. Acquires or attempts to acquire official or official-appearing vehicle without a legitimate cause; e.g., emergency or government vehicle.
 - p. Pursues specific training or education which indicates suspicious motives; e.g., flight training, weapons training.
 - q. Stockpiles unexplained large amounts of currency.
 - r. In possession of multiple passports, identifications, or travel documents issued to the same person.
 - s. Espouses extremist views; e.g., verbalizes support of terrorism, incites or recruits others to engage in terrorist activity.
 - t. Brags about affiliation or membership with an extremist organization; e.g., “white power,” militias, Klu Klux Klan.
 - u. Engages in suspected coded conversations or transmissions, e.g., e-mail, radio, telephone, or information found during a private audit and reported to police.
 - v. Displays overt support of known terrorist networks; e.g., posters of terrorist leaders.
2. Suspect in possession of the following items:
 - a. Coded or ciphered literature or correspondence.
 - b. Event schedules for sporting venues, performing art centers, and theaters.
 - c. VIP appearances or travel schedules.
 - d. Multiple forms of identification items from multiple governments.
 - e. Security schedules.
 - f. Blueprints.
 - g. Evacuation plans.
 - h. Security plans.
 - i. Weapons and/or ammunition.
 - j. Explosive materials.
 - k. Illicit chemical agents.

- l. Illicit biological agents.
- m. Illicit radiological material.
- n. Other sensitive or military materials.
- o. Hoax/facsimile explosive and/or dispersal device.

V. PROTOCOL FOR THE RESPONSE TO SHOTSPOTTER ACOUSTIC GUNSHOT DETECTION SYSTEM ALERTS:

The ShotSpotter acoustic gunshot detection system is intended to enhance the Department's ability to respond effectively to violent crimes involving illegal and indiscriminate gunfire. The system uses the triangulation of audio sensors placed in selected areas to geo-code and identify the location of gunshots within 30 meters. The ShotSpotter system allow the audio component of the incidents to be replayed by responding officers in order to aid in the collection of evidence, and for investigation and prosecution purposes.

A. Dispatch Sequence:

1. Upon receipt of a ShotSpotter alert, the Real-Time Crime Center (RTCC) officer receiving the alert will relay the location information to the concerned district dispatcher via the radio as a priority.
2. The dispatcher will create an incident at the location provided by the RTCC and dispatch units on a 2-14SS.
3. Once the nature of the incident has been determined, the signal can be modified. For example, if the arriving unit determines the ShotSpotter is the result of a robbery, the signal will be changed to a 29SS.

B. Officer Responsibilities:

1. For officer safety purposes, officers with issued laptops will have access to receive ShotSpotter alerts, and will be able to replay the audio portions of ShotSpotter alerts to assist in locating the crime scene(s).
2. Officers assigned to road patrol must log into the ShotSpotter system at the start of each shift, and keep the system/application open throughout the duration of his/her shift.
3. Responding officers will canvas a 30 meter area around the actual dispatch location, or red locator dot on the ShotSpotter alert map, in order to identify the crime scene and victim(s)/subject(s).
4. An OIR will be written for each ShotSpotter incident. The OIR must include the area canvassed and names and addresses of individuals located or contacted.
5. All crime scenes will be processed and evidence impounded. Firearms, spent casings, projectiles, etc., will be submitted to the Forensic Services Bureau for NIBIN entry and/or DNA analysis.
6. ShotSpotter incidents will be closed by modifying the signal to a criminal incident, or with one of the following dispositions:
 - a. S1 - Personshot/Evidence on the scene
 - b. S2 - Evidence on the scene
 - c. S# - No evidence on the scene

SECTION 3 - COMMUNICATIONS SIGNAL CODES AND ALERT MESSAGES

I. GENERAL:

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

A. Numbered Signals:

1. Signal 01 call your office
2. Signal 02 call (specified number)
Unit will be advised to call a specific telephone number. The caller's name and telephone number are mandatory unless the request is for an officer to call home.
3. Signal 03 to radio shop
If the unit radio is not operational, CB will be advised via another radio or by telephone.
4. Signal 04 to motor pool
Unit will identify the facility by name or number.
5. Signal 05 to your station
6. Signal 06 transfer
Announced via radio by the unit prior to departing vehicle at the completion of tour of duty. The signal will be requested by the unit operator or appropriate supervisor in the chain-of-command only.
7. Signal 07 cancel
Announced by police dispatcher when the need to continue on an assigned call no longer exists or when a field supervisor designates a different unit to respond to the assignment. This signal does not automatically cancel an assigned case number (see Section 4, paragraph VII).
8. Signal 08 on call
Transmitted to units equipped with paging devices.
9. Signal 09 in service
Announced by unit when available for assignment.
10. Signal 10 out of service
Requested by a unit and must include a location and reference; e.g. vehicle breakdown, prisoner meals.
11. Signal 11 out of service - personal
The unit must advise a location or telephone number.
12. Signal 12 meal
The unit must advise a telephone number when radio communication is not possible. The signal will not be requested via telephone. If calls are holding, a supervisor will be advised of the request.
13. Signal 13 special information/assignment

Utilized for assignments of a minor nature which do not require a case number; e.g., special detail assignment at district or unit level, firecrackers, hunters, locate and notify, field interview, and building or area check.

14. Signal 14 conduct investigation

Utilized for investigative assignments that have no specific signal; a case number will be assigned. Location and reference will be advised by officer or police dispatcher, as applicable.

- a. Signal 14 J: Utilized for investigations involving juveniles other than for truancy-related activities; e.g., juvenile curfew violations.
- b. Signal 14 PA: Utilized for code violations; e.g., display of vehicles for sale, illegal vendors, or sale and consumption of alcohol.
- c. Signal 14 TR: Utilized for truancy-related activities; e.g., juveniles picked up during school hours and returned to their respective schools.
- d. Signal 14 PD: Utilized for County Vehicle Damage Reports involving MDPD vehicles
- e. Signal 14 SQ: Utilized for illegal squatters; e.g., the removal of illegal squatters from abandoned/vacant homes and for incidents involving victims/witnesses of illegal squatters.
- f. Signal 14 K: Utilized by the Airport District for abandoned vehicle and/or bag
- g. Signal 14 CC: Utilized for Civil citations; e.g. Possession of Cannabis in the amount of 20 grams or less, Possession of Drug Paraphernalia, etc.
- h. Signal 14 SS: Utilized for alerts received via the ShotSpotter acoustic gunshot detection system.

15. Signal 15 meet an officer (backup)

Meet or assist another officer.

16. Signal 16 driving under the influence

Signal may be requested by a unit or assigned by the police dispatcher.

17. Signal 17 traffic crash

Crashes involving departmental vehicles require the operator to immediately notify the CB Shift Commander via radio or telephone. When CB is advised that a County-owned or County-rented vehicle is involved in a crash, the following action will be initiated:

- a. If the crash is within a municipality, the closest available MDPD patrol unit will be assigned to handle the signal and dispatched to the scene. If the crash is not within a municipality, dispatch will be in accordance with **District Boundaries and Patrol Areas**.
- b. A Traffic Homicide Unit will be advised of any crash resulting in death or ~~critical~~ life-threatening injury and those involving MDPD vehicles or on-duty drivers.

- c. The assigned unit will advise the dispatcher the type of vehicle involved, assignment, County vehicle number, extent of injuries, and estimated amount of damage to all vehicles involved, and change the signal to a 17 PD.
- d. Miami-Dade Transit Agency and Miami-Dade County School Board vehicles are exempt from the above crash procedures and are not considered County vehicle crashes.

Signal 17 PD: Utilized for crashes involving MDPD vehicles.

18. Signal 18 hit-and-run

If the crash occurred immediately prior to the unit's arrival, or involves injuries or extenuating circumstances, the following information will be obtained and a BOLO issued.

- a. Make, year, model, color, and tag number of the vehicle which left the scene.
- b. Visible damage or distinctive markings.
- c. Direction of travel.
- d. Description of occupants.
- e. If the hit-and-run crash, without injuries, involves an MDPD vehicle, the responding officer will advise the dispatcher to change the signal to an 18 PD.
- f. If the hit-and-run crash involves injuries, the responding officer will advise the dispatcher to change the signal to an 18 I.

Signal 18 PD: Utilized for hit-and-run crashes involving MDPD vehicles.

Signal 18 I: Utilized for hit-and-run crashes involving injuries.

19. Signal 19 traffic stop

Announced by the unit when a vehicle is being stopped. The location and tag number of vehicle must be given. If the tag number is not available, description of the vehicle will be advised. A case number will be assigned if requested by unit. The signal will not be changed if a traffic arrest occurs.

20. Signal 20 traffic detail

Announced when unit is assigned to investigate a traffic incident or handles a traffic detail; e.g., blocked driveway, hot rod, directing traffic, assist motorist, escort, and debris or hole in roadway. Excluded are crashes and unit-initiated traffic stops.

21. Signal 21 lost or stolen vehicle tag or license tag validation sticker

22. Signal 22 stolen vehicle

Unit will issue a BOLO if the vehicle was taken within the preceding 60 minutes.

23. Signal 23 clearance check

Used to determine if a subject, license tag, vehicle, or an article is wanted or stolen. The unit must have the person or property in custody or in view. When checking a vehicle, unit must advise if occupied.

No more than four subjects will be checked from any location 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 police dispatcher.

- a. If a subject is wanted on a misdemeanor, the unit will be advised, "subject is a 40 under."
- b. If a subject is wanted on a felony, unit will be advised, "subject is a 40 over."
- c. Police dispatcher will dispatch a backup officer to the location of the unit with a wanted subject or occupied vehicle, unless the unit advises otherwise.
- d. Subject clearance check requests will be transmitted on Information talk groups unless otherwise advised by the police dispatcher. Checks on persons under arrest will not be requested via radio.

24. Signal 24 complete check

In addition to 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 subject is not wanted but has a local criminal history, the unit will be advised whether it is traffic, misdemeanor, or felony.
 - (2) If there is an associated signal in reference to subject's criminal past, e.g., Signal 100, the unit will be advised. Information regarding specific charges may be requested via the Information talk groups.
 - (3) If subject is a juvenile, the unit will be advised, QSL, or Negative, reference a past.

25. Signal 25 burglar/holdup alarm ringing

A two-officer unit or single unit with backup will be dispatched. Units will be advised if alarm is silent or audible and if someone is in route to open or secure the premises.

Higher priority will be given to alarms designated as Hold-up, Panic, Ambush, Duress, or Listening Device. These will be dispatched immediately in the same progression as an emergency signal.

Signal 25 vehicle panic alarm

These alarms will be dispatched as a 25 vehicle panic alarm until confirmation of the correct signal. Panic alarms will be given higher priority and dispatched immediately.

26. Signal 26 burglary

If the signal involves an occupied structure, in-progress, the police dispatcher will advise units by announcing: "Attention All Units, 2-26." A two-officer unit or a single unit with backup will be dispatched.

27. Signal 27 larceny
28. Signal 28 vandalism
Includes all criminal mischief offenses.
29. Signal 29 robbery
If in-progress, police dispatcher will advise units by announcing: "Attention All Units, 2-29." A two-officer unit or a single unit with backup will be dispatched. When possible, units will be advised if the robbery was armed or strong arm.
30. Signal 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. Signal 31 homicide
32. Signal 32 assault
Includes verbal threats, assault and battery, aggravated assault, aggravated battery, bar fights, domestics involving assaults, and juveniles fighting.
33. Signal 33 sex offense
Includes sexual battery, assault with intent to commit sexual battery, lewd and lascivious assaults/behavior, indecent exposure, child Internet pornography, and other sex offenses. If in progress (except lewd and lascivious assaults/behavior) police dispatcher will advise units by announcing: "Attention All Units, 3-33."
34. Signal 34 disturbance
Reference will be announced; e.g., domestic, neighbor dispute, landlord-tenant, or customer. Disturbances involving family members will be dispatched as 34, except when an assault has occurred or is occurring.
35. Signal 35 intoxicated person: Marchman Act
36. Signal 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. Signal 37 suspicious vehicle
The unit will be advised if vehicle is occupied. License tag number, if available, will be checked to ascertain status before unit is dispatched. A backup unit will be dispatched if the call is assigned to a single-officer unit.
38. Signal 38 suspicious person
Description of subject will be furnished when possible. A backup unit will be dispatched if the call is assigned to a single-officer unit.
39. Signal 39 prisoner
Announced when transporting a prisoner:

- a. Unit requesting 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 Daily Activity Report.
- c. Police dispatcher will be advised immediately of any delay or detour during transportation of a prisoner.

Also, used to denote escaped prisoner and jail break incidents. The CB will be advised immediately of all pertinent information concerning any escape; e.g., number, description, and direction of travel.

A signal 39 will be used when making a warrant arrest and only a Complaint/Arrest Affidavit is completed. A case number will be assigned for an Assist Other Agency (AOA) warrant; the original case number will be used for MDPD warrants.

40. Signal 40 subject possibly wanted

Felony offense will be announced, "40 over;" misdemeanor offense, "40 under."

A backup unit will be dispatched to a single-officer unit when subject is wanted.

41. Signal 41 sick or injured person

The police dispatcher will announce circumstances; i.e., heart attack, drowning, severe bleeding, or other appropriate information.

An ambulance will not be dispatched until the MDPD or MDFR unit on the scene requests medical transportation.

Any time Police Services personnel arrive at the scene of any call involving illness or injury and MDFR is not on the scene, the "Medical Miranda" card (also known as the "SEND" card) will be used. The card has seven questions to be asked for each injured or ill person on the scene. Police Services personnel will obtain the answers to the below listed questions and immediately relay the information via police dispatcher to MDFR. MDFR personnel will use the information to determine the type of equipment or personnel; e.g., basic life support or advanced life support to send.

- a. Chief complaint and incident type?
Is there more than one person injured?
- b. Approximate age?
- c. Conscious: Yes/No...or alert?
- d. Breathing: Yes/No...or difficulty?
- e. Illness case: (age 35 or over):
Is there chest pain?
- f. Accident or injury case?
Is there severe bleeding (spurting/pouring)?
- g. Response mode:
Do you need a lights-and-siren response?

Most of the time, personnel will have no trouble making this last decision (g). This program will facilitate additional routine responses from MDRF when warranted, which greatly reduces the number of dangerous driving situations encountered.

42. Signal 42 ambulance

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

Should circumstances develop which affect ambulance requirement, desired location, or response mode, the unit will advise police dispatcher.

43. Signal 43 Baker Act

A mentally ill person or person in need of psychiatric evaluation. A backup unit will be dispatched.

44. Signal 44 attempted suicide

Police dispatcher will announce circumstances; e.g., overdose, slashed wrists, and other appropriate information. A backup unit will be dispatched.

45. Signal 45 dead-on-arrival (DOA)

Includes apparent natural deaths, traffic deaths, drownings, and all other accidental deaths.

Requests for Homicide Bureau (HB) will be made via telephone when possible. If no one can be reached at the HB or if there is no telephone available, the officer will advise the CB Shift Commander that he could not reach a Homicide Unit to respond. If the HB is contacted directly, the officer still must make notification of the call to CB.

46. Signal 46 medical detail; e.g., serum or donated organs

The CB may assign relay units and rendezvous points when the route of a signal 46 crosses district boundaries. The signal will be announced over appropriate talk groups and include all unit numbers involved and rendezvous points.

47. Signal 47 bomb or explosive alert

Used for bomb threats and any situation where the possibility of an explosion exists; e.g., leaking gas or chemical spills. The **Mobilization and Emergency Operations Plan** details procedures for responding to bomb or explosive alerts.

48. Signal 48 explosion

The police dispatcher will announce all known details pertaining to cause, injuries, and approach routes.

49. Signal 49 fire

The unit will assist the MDRF in traffic, crowd control, and first aid.

50. Signal 50 organized crime figure

The signal exclusively designates those persons listed by the Investigative Services Division (ISD).

When a unit requests a records check of a subject that is listed by the (ISD), the police dispatcher will provide the normal information and advise the unit that the subject is a signal 50. The unit shall complete a Field Interview Report, in addition to any other reports, and shall forward it to the (ISD).

51. Signal 51 narcotics violator

The signal designates those individuals identified as violence-prone narcotics violators. After notifying the requesting unit that the subject is a signal 51, the police dispatcher will notify the CB Shift Commander, who notifies the Narcotics Bureau (NB) Major (or the on-call narcotics investigator). An NB investigator will respond to each signal 51 incident.

52. Signal 52 narcotics investigation

53. Signal 53 abduction

Includes kidnapping, false imprisonment, and hostage situations.

54. Signal 54 fraud

Includes forgery, embezzlement, motel skip, worthless check, identity theft, and flim flam.

55. Signal 55 weapons violation

Includes carrying concealed weapon, possession of illegal weapon, reckless display of firearm, and any other appropriate violation.

a. Signal 55-P anonymous firearm tip calls received via Miami-Dade Crime Stoppers

- (1) When a unit is dispatched on a signal 55-P and upon arrival the officer finds another crime has been committed, such as a robbery, the 55-P signal must not be changed. Instead, the officer should take an additional signal and case number reflecting the new incident and cross reference the report with the 55-P case.
- (2) When an arrest is made on a dispatched 55-P call, arrests or firearms seizures shall be recorded on the element's Daily Incident Log. A copy of the arrest affidavit must be forwarded to the attention of the Public Information and Education (PIEB) Major within three days of the arrest. Town or village commanders in contract cities where a signal 55-P has been dispatched must provide follow-up information concerning the outcome of the tip to the PIEB Major within three working days; even if there is no arrest.

56. Signal 56 court

Includes all on-duty court appearances (arraignment, traffic, County, criminal, or civil) and time required to obtain and return evidence to the Property and Evidence Section.

57. Signal 57 case filing/deposition

Includes all on-duty case filing, pre-trial conferences, and depositions.

58. Signal 58 training

Includes all on-duty in-service training; e.g., range, seminars, and equipment indoctrination.

59. Signal 59 off-duty assignment

Utilized for off-duty assignments; e.g., off-regular-duty employment, court appearances, pre-trial conferences, and depositions.

60. Signal 60 two-officer unit (not currently utilized)

Utilized by one of the two officers assigned as a two-officer unit. The unit will check into service using the assigned radio number of one officer at the beginning of their tour of duty. The same unit number will be used during the shift for all communications. The second officer will request a signal 60 with the first unit number. Both unit numbers will request a signal 06 at the end of the tour of duty.

61. Signal 61 district desk assignment

Requested by the officer assigned to the district desk using the assigned radio number at the beginning of his tour of duty. The district base station radio number will be used during the shift for all communications. The officer, utilizing the assigned unit number, will request a signal 06 when relieved.

B. Career Criminal Identification Signals:

The Narcotics Bureau (NB), Career Criminal Unit, is responsible for tracking individuals designated as habitual or violent offenders. These individuals are those offenders classified by FS as Florida Career Offenders, or classified by departmental protocol as signals 100, 150, 200, 250, 300, 400, or 500. These signals are communications alert identifiers that classify habitual and violent offenders in accordance with the Miami-Dade County State Attorney's Office criteria and alert officers during contacts with these career criminals. By virtue of the criminal history of these individuals, an alert message is entered into the CJIS advising of their career criminal status. CJIS operators conducting criminal history checks are alerted of the career criminal status of these individuals. This information is then relayed to the officer requesting the criminal history check.

Officers encountering habitual or violent offenders must contact the Career Criminal Section (CCS), at (305) 471-2300, if the offender is arrested. If the offender is not arrested, officers are required to complete a Field Interview Report (FIR) to document the contact, in addition to any other reports (see **Report Writing**). A hard copy of the FIR should immediately be forwarded to the CCS.

1. Adult:

a. Signal 100 - habitual offender:

- (1) The subject has had three or more felony convictions (separate cases and at least two separate sentencing dates). Only one drug conviction for possession, or possession with intent to sell, or purchase of drugs may be included in the felony convictions.
- (2) At least one of the felony convictions or release from incarceration on any felony conviction was within the last five years.
- (3) The current charge is a second degree felony or higher.
- (4) If the subject receives a withhold of adjudication and is placed on probation, the withhold counts as a prior conviction only if he is on probation at the time he commits the current charge. Possession with intent to sell a controlled substance counts as a prior conviction.

b. Signal 200 - habitual violent offender:

- (1) The subject has at least one prior conviction for one of the following violent felonies or attempt or conspiracy to commit one of the following violent felonies: aggravated assault, aggravated battery, aggravated child abuse, aggravated stalking, armed burglary, arson, kidnapping, murder/manslaughter, robbery, sexual battery, or throwing, placing, or discharging a destructive device.
 - (2) The subject has one other separate felony conviction on a separate sentencing date (excluding possession or possession with intent to sell, or purchase of controlled substances).
 - (3) Last felony conviction or release from incarceration on a felony conviction was within the past five years.
- c. Signal 300 - special violent habitual offender:
- (1) The subject has been convicted of and/or released from incarceration for a robbery in the past three years.
 - (2) The subject's current charge is robbery.
- d. Signal 400 - Gort violent career criminal:
- (1) The subject has been incarcerated in a state or federal prison.
 - (2) The subject is currently charged with one of the following crimes: aggravated assault, aggravated battery, aggravated child abuse, aggravated stalking, aircraft piracy, arson, burglary, escape, kidnapping, lewd, lascivious or indecent assault on a child, murder/manslaughter, robbery/carjacking/home invasion robbery, sexual battery, or throwing, placing, or discharging a destructive device or bomb. Any FS, Chapter 790 felony firearm violation, or any felony which involves the use or threat of physical force or violence against any individual.
 - (3) The subject has three or more convictions on separate sentencing dates for any of the crimes listed above.
 - (4) The subject was convicted or released from incarceration on one of the above felonies within the past five years.
- e. Signal 500 – federal armed career criminal (when all of the following apply):
- (1) The defendant's instant charge contains possession of a firearm and the firearm was recovered.
 - (2) The defendant has three forcible felony convictions and/or trafficking convictions with separate case numbers (includes convictions outside Miami-Dade County).

2. Juveniles:

a. Signal 150 - serious habitual offender:

- (1) A juvenile, 14 - 18 years of age, identified as a serious habitual offender.

b. Signal 250 - violent habitual offender:

- (1) A juvenile, 14 - 18 years of age, identified as a violent or recidivist serious habitual offender. If the juvenile is arrested, the officer shall advise the CB Shift Commander who will notify the on-call Serious Habitual Offender Tracking Unit supervisor in SSIB.

C. Alert Messages:

The Central Records Bureau, Automated Systems Unit, enters alert messages on Federal Deportable Detainees released from federal prisons throughout the United States. The majority of these detainees have extensive criminal histories, and the (WB) Career Criminal Unit is responsible for tracking these individuals. The alert messages direct officers encountering these individuals to complete an FIR and forward it to the Career Criminal Section. In addition to the FIR, a photograph and a voluntary DNA sample should be taken, if possible. The photograph should be attached to the back of the hard copy of the FIR and forwarded to the Career Criminal Section. A notation indicating if DNA was taken should be included on the FIR.

D. Q Signals:

Signal QSL - Do You Receive Me? /OK/affirmative

Signal QTR - Time

Signal QRU - Are you OK?/ It is safe/All is clear

Signal QSM - Repeat the transmission

Signal QTH - Location

Signal QSK - Proceed with the transmission

Signal QRM - Repeat, I have interference

Signal QRX - Stand by

Signal QSY - Change talk group

E. 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

B - BRAVO

C - CHARLIE

D - DELTA

E - ECHO

F - FOXTROT

G - GOLF

H - HOTEL

I - INDIA

J - JULIETT

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 - XRAY
Y - YANKEE
Z - ZULU

SECTION 4 - RADIO TRANSMISSION PROCEDURES

I. GENERAL:

A. Unit Dispatching:

The CB is responsible for routine dispatching of field units. When it is necessary for a uniformed field supervisor to assume immediate command of unit assignments, he will advise the CB Shift Commander, establish a Command Post (CP), and direct the efforts of assigned units. The CB will be advised of the CP location and name of the CP Supervisor.

At the request of the CP Supervisor, Police Tactical 1 (POL-TAC 1) or Police Tactical 2 (POL-TAC 2) may be utilized to isolate CP radio transmissions on a dedicated talk group. The talk group will be dedicated for use by the CP only.

When circumstances dictate, the Special Patrol Bureau (SPB), Incident Management Team (IMT), mobile CP vehicle can be requested through CB.

B. Unit Availability:

Unless specifically prohibited by assignment, units in an on-duty status will monitor the assigned talk group at all times. Whenever an officer is going to be away from the radio, the police dispatcher will be advised and the appropriate signal assigned. [CALEA 81.2.4b]

C. Satellite Base Stations:

Base stations will be utilized for transmission of signals 01 and 05, in-progress calls, and emergency information only. Pertinent information announcements via base station transmission are not precluded.

D. Assigned Talk Group (Annex A):

On-duty units will not transmit on talk groups other than the one assigned, Information North or Information South, unless operational necessity requires a deviation. Whenever a unit changes talk groups, the primary assigned talk group police dispatcher will be advised. Off-duty units will monitor and transmit on the talk group of the district in which the vehicle is operating.

Specialized units, with County-wide responsibilities, may utilize any primary dispatch talk group.

E. Signal Reassignment:

Only the concerned field supervisor is authorized to cancel a unit assignment; the signal must be subsequently reassigned to a unit within the command. An exception may be permitted when a field unit on the scene or within close proximity to an incident requests the signal or the unit is needed for a higher priority signal.

F. Call Progression, Unit Numbers, and Communications Procedures for Contractual Police Service:

Call progression, unit numbers, and communications procedures for municipalities in which MDPD provides contractual police services may be different than established departmental parameters, but in accordance with applicable contract provisions and departmental procedures.

The affected departmental element coordinating the provision of contractual police service will submit a memorandum to CB outlining any contractual provisions that deviate from standard communications procedures.

G. Signal Request:

1. A unit will not transmit or request a signal for another unit, unless extenuating circumstances dictate. Extenuating circumstances may include:
 - a. Radio difficulty.
 - b. Requesting unit does not have a radio available.
 - c. Field supervisor requesting signal for assigned units.
2. A unit will take a separate signal when appropriate, e.g. a signal 39 when transporting a prisoner, in lieu of remaining on a signal and changing location.

H. Grid Request:

A unit requiring a grid number will utilize their district grid map. If a unit has the need for a grid outside of their district's boundaries, the police dispatcher will provide the grid. Units assigned to elements other than a district will contact the desk operations center of the concerned district.

I. Signal Change and Report Status:

Field units will advise the police dispatcher of any signal change or of any No Report before checking into service; e.g., 26 changed to a 27. A correct signal, which does not require police action, and is No Reported, will not be changed to a 14; e.g., 34, no police action, no report. [CALEA 81.2.4a]

When there is no signal change, units should take an 09 Report Written or 09 No Report utilizing the appropriate status messaging function. An arrival must have been taken prior to attempting to 09 using status messaging.

J. Be-On-The-Look-Out: [CALEA 41.2.5b,f]

1. When requested, the police dispatcher will transmit a Be-On-The-Look-Out (BOLO) provided that no more than one hour has elapsed since the incident occurred; if longer, the unit will make the request through the Complaint Desk, as enumerated in Section 4, paragraph X.A.11. The following incidents are exceptions:
 - a. Missing infants, young children, mentally ill, or disturbed persons of any age.
 - b. Persons and vehicles involved as suspects or victims of serious crimes.
2. BOLOs received via the frequency will be read once and kept for 24 hours at the affected dispatch console. BOLOs requested via the Complaint Desk will be read as often as requested for up to ten (10) days with the approval of the CB Shift Commander.

K. Cancellation of a BOLO:

Units requesting cancellation of a BOLO will notify CB.

L. Law Enforcement Interagency Radio Communications - Mutual Aid Calling and Intercity Frequency:

When broadcasting outside the jurisdiction of Miami-Dade County, clear speech will be utilized without radio signals in order to facilitate communication among different agencies. [CALEA 81.2.4d]

1. The Mutual Aid Calling frequency is available nationwide on 800 MHz radio systems utilized by emergency services. It is to be used by any emergency services personnel for broadcasts outside of their jurisdiction, emergencies, contact between counties, or when operations are being performed using personnel on different radio systems. The Mutual Aid Calling Channel (MA-CALL) is within the MUTAID menu on the radio and is the primary frequency for initiating interagency radio communications. Agencies utilizing an 800 MHz radio system include Coral Gables, Hialeah, Miami, and Miami Beach Police Departments and the Florida Highway Patrol.
2. Intercity: The intercity VHF frequency is used for radio communications with agencies that do not have an 800 MHz radio system, e.g., Homestead Police Department and all federal agencies, utilizing a VHF radio system.

II. RADIO PROCEDURES:

A. Brevity:

Radio transmission between field units and police dispatchers will be brief and concise.

B. Normal Transmission:

Except during emergency or priority situations, units will not attempt to transmit verbally until the police dispatcher announces DADE COUNTY. Units having additional information or a need to transmit regarding the subject matter of a transmission will do so by advising their unit number and the word REFERENCE. Officers are required to advise dispatchers: [CALEA 81.2.4a,c]

1. When making vehicle or pedestrian stops
2. When changing locations while on any signal other than "in service"

C. Emergency Transmissions: [CALEA 81.2.4c]

1. A unit will announce the assigned radio number and the word "EMERGENCY." Emergency transmissions take precedence over all other transmissions.
2. When an officer requires assistance (3-15) and circumstances prevent that officer from following the procedures listed in paragraph 1, the radio's emergency button should be utilized.
 - a. The button must be firmly depressed for one-half second.
 - b. The radio will immediately provide a five-second open microphone.
 - c. An officer should make every attempt possible to announce his/her location during this five-second interval.
 - d. An audible tone and "RXEMER" emergency signal will be displayed on all radios in the talk group in which the emergency was declared as well as on the police dispatcher's console.
 - e. Once declared, the police dispatcher will be the only person who shall clear the emergency signal, and will do so only after verifying that the emergency no longer exists. [CALEA 81.2.4g]

D. Priority Transmissions: [CALEA 81.2.4c]

1. Definition: An immediate need to transmit, but does not denote an emergency condition; e.g.:
 - a. A unit arrives on an in-progress call.
 - b. A unit arrives on a 2 or 3 signal.
 - c. When developments in a situation could jeopardize an officer's safety and immediate access to the air is needed. This includes situations when a supervisor needs to cancel pursuits or coordinate officers' actions in a potentially dangerous situation, e.g., responding to an armed, barricaded subject call.
2. A unit will announce the assigned radio number and the word "Priority."
3. When circumstances meet criteria of a priority transmission and air traffic prevents the officer from announcing that a priority situation exists, the officer shall activate the priority transmission feature.
 - a. Handheld radios: Press and release the top option button located above the push-to-talk (PTT) button on the left side of the radio.
 - b. Trunk mount radios: Press and release the option button located on the front panel of the radio.
 - (1) Once the option button has been depressed and released, within two seconds depress and hold the PTT button.
 - (2) After depressing the PTT button the officer will have three seconds to announce the assigned radio number and the word Priority.
 - (3) Release the PTT and permit the police dispatcher to clear the air traffic and acknowledge the priority transmission.

E. Signal Request: [CALEA 81.2.4c]

1. Units will announce radio number and desired signal when requesting a signal. Location or other information will not be announced until the police dispatcher has acknowledged unit's radio number and signal.
2. Status messaging is the ability to send standardized signal messages to the police dispatcher via the 800 MHz radio system from programmed police radios without voice transmission.

Status Message	Number Dispatch Signal
0	Arrival
1	56 - At Justice Building
2	56 - At South Dade Government Center
3	56 - At North Dade Government Center
4	04 - Shop
5	05 - Station
6	06 - Transfer
7	09 - With A Report Written
8	QSY - To Info
9	09 - With No Report Written

- a. In order to use status messaging, personnel must ensure that:
 - (1) Assigned or loaner portable and mobile radios are programmed for status messaging; e.g., menu screens appear on display.
 - (2) Assigned portable and mobile radios are mapped to the assigned officer's badge number and properly display the badge number at the dispatch console. This is facilitated by checking in as "new crew" with the officer's badge number and giving the Logical Identifier (LID) number of the radio being utilized if it is not the permanently assigned radio (pool vehicle or hand held).
- b. A unit's signal status is updated after the unit sends a valid status message signal and the police dispatcher displays the incoming message at the dispatch console. Status messages are valid if the status message sent is a valid function for the unit's current status; e.g., arrival on dispatch-initiated signals and routine 15 signals; an 09 from a signal with or without a report after taking an arrival on the signal; or taking a 56, 04, 05, or 06 when the unit is not on a signal and in service. An invalid status message will be rejected by the Computer-Assisted Dispatch (CAD) system; e.g., trying to 09 from a dispatch-initiated signal or routine 15 if the unit has not taken an arrival.
- c. Status messaging shall not be used for any of the following:
 - (1) To get the police dispatcher's attention or to have the dispatcher raise the unit.
 - (2) To check in as "new crew."

- (3) To take an arrival on any emergency, in-progress signal, or holdup alarm including when the unit has been slowed to a routine response.
 - (4) When the police dispatcher has advised that the CAD is down.
 - (5) When dispatch operations are working in the Emergency Operations Center.
- d. If the unit is equipped with a mobile data terminal, the officer will utilize the computer as permitted.
3. Arrival: Units will take an arrival for each assigned call. [CALEA 81.2.4a] Should circumstances upon arrival require that immediate action be taken, arrival time may be estimated and reported when the call is cleared verbally with the police dispatcher.
 - a. Arrival on non-emergency signals should be taken using the arrival function of status messaging.
 - b. Arrival on emergency or high-priority calls shall be taken verbally over the air.

F. Federal Communications Commission Requirements: [CALEA 81.1.2]

Departmental personnel will comply with all Federal Communications Commission regulations and MDPD directives when operating radios. The following actions are prohibited.

1. Transmission of superfluous signals, messages, or communications.
2. Use of profane, indecent, or obscene language.
3. Willfully damaging or permitting radio apparatus to be damaged.
4. Maliciously interfering with the radio transmission of another unit.
5. Making unidentified transmissions.
6. Transmitting before the air is clear and interfering with other transmissions.
7. Transmitting a call signal, letter, or numeral not assigned to the station or unit.
8. Adjusting, repairing, or altering a radio transmitter; altering a radio's programming, talk group profile, or LID. Only radio technicians authorized by the Miami-Dade County Information Technology Department (ITD), may make adjustments or repairs.

G. Inspections:

Communications equipment will be available for inspection at any reasonable hour. Supervisors will inspect radio equipment for proper shoulder microphone, proper (standard long) antenna, and general condition; e.g., corrosion on microphone or battery connectors, as outlined in Section 7 – Procedures for Radios, Paging Devices, Cellular Telephones, and Electronic Sirens.

III. SIGNAL ASSIGNMENT:

A. Emergency Signals:

1. Types:

- a. Code 3 emergency call: A situation or sudden occurrence which poses an actual 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.
- b. Code 2 emergency call: A situation which poses a potential threat of serious injury or loss of human life which may require swift police action. Code 2 calls are preceded by a tone indicator and the signal prefixed by a 2.

2. Procedures:

- a. When a unit assigned to an emergency arrives at a scene where the officer's safety is of particular concern; e.g., in-progress, violence-related, subject still in area, or high-priority alarms, non-emergency transmissions by other units will be delayed until the police dispatcher advises that the talk group is clear.
- b. When a unit arrives on an emergency signal and the officer's personal safety is not of unusual concern, e.g., 17, 49, or if the subject is not in the immediate area, the police dispatcher will not hold radio traffic. A unit requiring assistance or information on the call should use the priority or emergency button to raise the dispatcher. A specific request to "hold the air" will always be honored.
- c. The first unit to arrive at the scene will advise the police dispatcher if other units should continue on a routine or emergency basis.
- d. Emergency signals will not be held or delayed unnecessarily, and will be dispatched to available units via the following progression:
 - (1) Uniformed unit affected area.
 - (2) Uniformed unit affected district.
 - (3) Uniformed sergeant affected district.
 - (4) Uniformed lieutenant affected district.
 - (5) Uniformed unit adjacent district.
- e. When a supervisor is dispatched, the first district unit to become available will be dispatched and assigned the signal.
- f. Back-up units: On Code 3 or Code 2 emergency calls, backup units may be dispatched on a 3-15, a 2-15, or a routine 15 signal dependent upon the situation.

B. Immediate Response Signals:

Calls of high priority, other than emergency or in-progress signals, requiring immediate police action, e.g., crimes about to occur; high-priority alarms such as panic, holdup, or listening devices; requests from MDRF field units which have responded to an emergency call; or crimes to which MDRF units are also enroute will be dispatched in the same progression as an emergency signal (see III.A.2.d, above).

C. 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. These signals will be dispatched in the same progression as an emergency signal (see III.A.2.d, above).

D. Just Occurred Signals:

Any crime-related situation which has just occurred, wherein the subject(s) is no longer on the scene of the crime, and immediate response by police may aid in the apprehension of a subject, recovery of property, or prevention of injury. Just occurred signals will receive priority depending on the circumstances involved. Just Occurred signals will be dispatched to an available unit, or a supervisor will be advised immediately that the call is holding.

E. Routine Signals:

Routine signals are dispatched by transmitting the signal without use of prefix, suffix, or tone indicator. The Area Supervisor (Sergeant) will be notified if a call is holding for 15 minutes, and the Platoon Commander (Lieutenant) if the call is holding for 30 minutes.

If a police dispatcher trainee has been assigned to a primary dispatch console, the Platoon Commander will be advised at the start of the shift. This will ensure that the Platoon Commander is aware that training is taking place on the talk group and give the trainee appropriate time to decipher the information displayed on the screen. The Platoon Commander retains ultimate authority to direct units as necessary in order to address service needs of the district.

F. Priority for Handling Calls:

An immediate response to every call is not always possible; resources must be organized to give the highest level of service possible. Priority of call assignments depends on many factors and is normally the responsibility of communications personnel. However, an officer in the field may be required to decide whether to continue on an assigned call or to handle a citizen's complaint or other observed event. Determination must be based upon comparative urgency and risk to life and property of the assigned call and the intervening incident. When the officer continues on the assigned call, he should give directions for obtaining assistance or initiate the notifications.

G. Backup Assignment:

At least two officers will be dispatched to any call for service wherein the safety of a single officer may be in jeopardy. Examples of such calls include signals 25, 34, 35, 37, 38, 43, 44, 52, 55, and any calls where a suspect is on the scene or in the area. Occasionally, a one-officer unit may request assignment to these calls without benefit of backup. Such requests require approval of a supervisor prior to assignment.

H. Supervisory Backup:

A sergeant will be utilized as a backup when only one unit is available in a patrol area.

1. Supervisors may decline a backup signal if involved in other matters requiring immediate attention.
2. If the sergeant from the affected area is unavailable, a unit or sergeant from another area will be dispatched as a backup.

I. Locate and Notify: [CALEA 55.2.6; 81.2.11]

When a call is received requesting the delivery of an emergency notification involving a critically ill person, parental consent for medical treatment, or death notification, the following information will be obtained:

1. The name of the individual involved.
2. Type of incident.
3. Caller's name and relationship to incident.

4. Contact telephone number.

A field unit will respond to all death messages so that personal contact can be made. Under no circumstances will a telephone call be made or a telegram sent for emergency notifications. This information will not be given over the air. The assigned unit will be instructed to contact the Complaint Desk to obtain emergency notification information.

For all other circumstances, a field unit will be dispatched only if the message cannot be delivered by telephone. The police complaint officer receiving the request is responsible for telephonic notification and for re-contacting the calling party and advising the status of the request.

J. Stolen Vehicle Locator System:

Hardware and software monitored by the provider which enables the provider to track specially equipped vehicles.

1. Definitions:

- a. Stolen Vehicle Locator System: Equipment and procedures incorporating global positioning satellites and/or a signal emitted by the vehicle used by a monitoring company to detect and track stolen vehicles.
- b. Vehicle Locator System: An enhanced stolen vehicle locator system, either commercial or private, which includes a panic alarm button and/or cellular telephone for emergencies requiring police assistance.
- c. Stolen vehicle episode: An episode received by the monitoring site indicating that a vehicle equipped with a stolen vehicle locator system has been stolen and a signal is being transmitted.
- d. Panic alarm episode: Panic alarms installed in vehicles are activated by drivers depressing a button on the control panel. A panic alarm episode, received by a monitoring company, indicates that police assistance is needed immediately. Some panic alarms also have direct cellular links with the vehicle, allowing additional information to be received by directly communicating with, and/or listening to, the driver.

2. The CB is MDPD's central receiving site for all monitored stolen vehicle episodes. Response procedures are:

- a. Upon notification by a monitoring company that a Stolen Vehicle Locator System has been activated, CB will acquire the following information from the monitoring service:
 - (1) The stolen vehicle episode number to enable detection of the vehicle's location.
 - (2) A brief description of the vehicle.
 - (3) Confirmation that attempts have been made by the monitoring company to contact the owner.
- b. The signal will be dispatched as a 25 vehicle alarm until a theft can be verified by the monitoring company. If an unconfirmed signal 25 vehicle alarm received from a monitoring company is not immediately dispatched, a field supervisor will be notified. Field supervisors will, at their discretion, notify support units, e.g., aviation, to assist in tracking the vehicle.

- c. Once an owner is contacted and the vehicle is confirmed as stolen, the signal will be reclassified to a signal 22 in-progress. The decision to upgrade the signal status will be based on information received from the monitoring company or other sources; e.g., responding officers, district desk personnel, or outside agencies.
 - d. When an MDPD officer is following a confirmed stolen vehicle which enters another jurisdiction, i.e., outside of Miami-Dade County, the CB will notify the affected police agency. The CB will request assistance to stop the vehicle. In the case of an unconfirmed stolen vehicle, CB will advise the other agency that the theft is unconfirmed.
 - e. The jurisdiction where the stolen vehicle episode originated will initiate the original report and coordinate with other agencies should the vehicle be recovered outside the originating agency's jurisdiction.
 - f. Upon learning from the monitoring company that the stolen vehicle alert is a false episode, following of the vehicle shall be terminated immediately. A Miscellaneous Incident Report (MIR) or OIR will be used to record the incident and any police action taken. A copy of the report will be forwarded to CB.
 - g. Should the tracking and following of a vehicle result in a pursuit situation, guidelines established in **Pursuits** should be followed.
 - h. Any stop and potential seizure of a tracked vehicle will be effectuated within the parameters outlined in **Criminal Investigations, Search Procedures, and Forfeiture Procedures**.
 - i. If an unmarked unit becomes involved in following and tracking a vehicle, a uniform unit shall be requested as a back-up.
3. Vehicle Locator System panic alarm episodes:
- a. MDPD will be the initial point of notification for all local vehicle panic alarm episodes. Upon receipt of a vehicle panic alarm, the CB will provide the location, make, model, and tag number of the vehicle to road units.
 - b. The signal will be dispatched as a 25 vehicle panic alarm indicating a possible crime in progress. Higher priority will be given to these alarms which will be dispatched in the same progression as an immediate response signal.
 - c. Rental vehicles with vehicle locator systems will be equipped with cellular telephones should the driver need to contact the police. The monitoring center will not call the vehicle driver once a panic alarm has been activated.
 - d. Officers will respond to all 25 vehicle panic alarms as they would any other high-priority alarm call.
 - e. Upon determining that a vehicle panic alarm call is unfounded, the officer will advise the police dispatcher of the reason; e.g., accidentally pressing the panic button. The officer will record the incident and any police action taken on the MIR. A copy of the report will be forwarded to CB.
4. Installation of Stolen Vehicle Locator System Tracking devices in County vehicles: Installation of Stolen Vehicle Locator System tracking devices, e.g., Teletrack, in County vehicles, will only be facilitated through the Professional Compliance Bureau (PCB) or upon approval of an assistant director or higher, or by court order.

IV. DELAYED ASSIGNMENTS:

A. General: A delay in response to a routine incident is authorized when a situation which requires immediate action is observed or made known; e.g., crash, serious traffic infractions, emergencies, and the situation is in the immediate area.

B. Officer Responsibilities:

When a delay is evident, the assigned officer will:

1. Immediately advise the police dispatcher of the delay and reason.
2. Request supervisory approval for the delay and a new signal and case number, if applicable, and reassignment of original signal if necessary.
3. The officer to whom the signal is reassigned will complete a case report, if applicable.
4. The original number and any new case number assigned, with appropriate remarks, will be entered on the Daily Activity Report.

V. CASE NUMBERS:

A. Assignment:

Case numbers will be assigned to signals 14, 15 AOA, 16, 17, 18, 19 (when requested by unit for traffic arrest), 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, 52, 53, 54, and 55. Specifically, the following incidents require case numbers:

1. Citizen reports of crimes [CALEA 82.2.2a]
2. Citizen complaints [CALEA 82.2.2b]
3. Citizen requests for service (when an officer is assigned to take some form of action) [CALEA 82.2.2c]
4. Criminal and non-criminal cases initiated by law enforcement officers [CALEA 82.2.2d]
5. Incidents involving arrests and criminal citations [CALEA 82.2.2e]

B. Required Information:

When a service request requiring a case number is received, the following information will be recorded either in the CAD system or on a Case Control Card:

1. Location of incident.
2. Name of business.
3. Complainant's name, address and phone number, if possible.
4. Date and Time request for service received.
5. Appropriate signal code.
6. Description of incident.

7. Unit dispatch time.
8. Unit arrival time.
9. Unit in-service time.
10. Whether a report was written.

C. Issuance:

The case number will be included in the initial dispatch transmission to facilitate units arriving and clearing calls with status messaging to minimize radio traffic. A different case will be assigned to each incident. [CALEA 82.2.3]

D. Blocks of Case Numbers:

Elements receiving blocks of case numbers from CB for multiple arrest situations shall:

1. Ensure that any such case numbers are used in the calendar year in which drawn or are No Reported if obsolete or in excess of the number needed to complete the operation by December 31, of the year in which obtained.
2. Maintain accountability to ensure the case numbers are either used for writing a report or No Reported when not used.

VI. NO REPORT PROCEDURES:

Field units will initiate a No Report via status messaging, if available, or via the police dispatcher prior to checking into service from the assigned call.

A. No Report Situations:

The following situations do not require that a report be completed:

1. No police action: Police action not required when:
 - a. The incident is not within MDPD's area of responsibility.
 - b. A crime or violation has not been committed.
 - c. A sick or injured person is not evident at location, or an MDFR Unit responds to the scene and handles the request for service.
 - d. The loss or recovery of property is not evident.
2. Duplication: A report would constitute a duplication of a previous report for the same incident.

B. Supervisory Responsibility:

1. Supervisors will personally monitor no-report activities of units under their command to ensure departmental reporting standards are met, and to confirm (on a periodic basis) the validity of calls for service being no-reported.
2. Ensure that blocks of case numbers obtained for multiple arrest situations are accounted for as mandated in the paragraph entitled, "Blocks of Case Numbers," above.

VII. SIGNAL CANCELLATION:

A. Authority:

Only the CB Shift Commander is authorized to cancel a signal. The police dispatcher may cancel a signal at the direction of the CB Shift Commander, prior to the unit's arrival, if:

1. The complainant advises CB that a police unit is not required; or
2. The incident is not within MDPD's area of responsibility.
3. MDFR arrives on a 3-41 AED signal prior to the police unit's arrival.

B. Officer Responsibility:

Although a case report is not prepared, the information will be noted on the Daily Activity Report.

VIII. INFORMATION NORTH AND SOUTH:

A. Primary Function:

Information North and Information South are utilized primarily to check information concerning individuals and vehicles (signals 23 and 24) unless otherwise announced. Use of the talk groups for surveillance activities and other operational necessities is not authorized when Police Tactical 1 through 5 are available. Only the CB Shift Commander may authorize the talk groups to be used for operational necessities.

B. Talk Group Change:

When a unit is on a signal and desires to change from an assigned talk group, that unit will advise the police dispatcher of the assigned talk group that they are switching to another talk group. Units not on a signal will request a signal 10 to the Information North or South talk group and shall specify unit location or use status message code 8 to inform the dispatcher that they have moved to an Information talk group. The unit must use the same status message code (8) to advise the dispatcher of their return to the dispatch talk group.

The Mobile Data Terminal should be the primary resource for conducting subject checks whenever possible.

C. Surveillance Dedication:

1. Information North or South may be dedicated for surveillance activities when Police Tactical talk groups are not available and with approval of the CB Shift Commander. Upon dedication, continual unit-to-unit transmission is authorized for participating units.
2. If continual unit-to-unit transmissions are not required, the Information North or South police dispatcher will retain control and extend priority to surveillance units.

D. Unit-to-Unit Transmissions:

Requests for unit-to-unit transmissions will be authorized only when a unit's car-to-car, district tactical, or police tactical are not available. Transmissions will be limited to an emergency or operational necessity.

E. Command Post Dedication:

When a CP has been established, the CP Supervisor may request the dedication of the Information North or South talk group for the exclusive use of the CP if the Police Tactical 1 through 5 and District Tactical A talk groups are not available. Units assigned to the CP operation will change to the assigned Information talk group and check in service.

IX. POLICE TACTICAL 1 THROUGH 5

A. Primary Function:

Police Tactical 1 and 2 (POL-TAC 1, 2) are reserved for perimeters and CPs. Police Tactical 3, 4, and 5 (POL-TAC 3, 4, 5) are reserved for special details utilizing resources of more than one district; e.g., a DUI check point involving Special Patrol units and district units.

B. Perimeter and Command Post Dedication:

When a perimeter or CP has been established, the supervisor on the scene or CP Supervisor may request a Police Tactical talk group for the exclusive use of the units involved in the perimeter or CP. Police Tactical 3, 4, or 5 will be used only when Police Tactical 1 and 2 are not available.

C. Special Detail Dedication:

1. Request for dedication of a Police Tactical talk group for a special detail shall be forwarded to CB five days prior to the date of the event.
 - a. Requests should include the nature of the detail, location, starting time the talk group will be needed, anticipated ending time of the detail, and a contact person's name and telephone number.
 - b. A Police Tactical talk group shall not be used for a special detail without prior approval of the CB Major or designee.
 - c. If time does not permit the request to be received by CB five days prior to the event, the request may be sent by facsimile to CB and the original can be sent by interoffice mail for filing.
 - d. Last-minute requests may be made by telephone to the CB Shift Commander with the written request to follow, and are subject to the availability of a talk group.
 - e. Police Tactical 1 and 2 will not be utilized for a special detail when Police Tactical 3, 4, or 5 are available.
2. Emergency conditions may require the immediate response of field forces or Special Events Response Teams. These elements require dedicated talk groups for tactical use. In these instances, it is imperative that a talk group be readily available to establish communications.
 - a. Units established from a district will use the concerned District Tactical A.
 - b. Units established from multiple districts will use the District Tactical A for the commander's district.
 - c. Units established from specialized units or operating on Headquarters talk group will be assigned a talk group by the CB Shift Commander.
3. The CB Shift Commander may assign a Police Tactical talk group to be used for command functions when needed. Should the Special Patrol Bureau (SPB) assume command or coordination of an operation, they may assign a Special Events talk group for the incident.

D. Unit-to-Unit Transmissions:

Unit-to-unit transmissions are not permitted on a Police Tactical talk group, unless the unit is involved in a situation as outlined above.

X. FIELD SERVICE REQUESTS: [CALEA 81.2.5f; 41.2.4]

A. General:

Requests for the following services will be initiated by police radio or telephone through CB:

1. MDRF assistance: Should circumstances develop which alter fire or rescue assistance requirements, announced location, or response mode, the unit will advise the police dispatcher. Requests to MDRF for wash down, ladders, or other special equipment will be routine or emergency, as the situation requires.
2. Ambulance service: Field units requesting ambulance service will provide the following information to the police dispatcher or police complaint officer if calling by telephone.
 - a. Unit number
 - b. Location of response
 - c. Mode of response
3. Protective services: When possible, field units shall contact the Complaint Desk by telephone to request protective services assistance. Officers will be provided with the name and telephone number of an on-call representative and advised to contact the representative personally. In the event the request is initiated by radio, the following information must be provided to the police dispatcher:
 - a. Name, sex, race, and age of child
 - b. Name and address of parents
 - c. Address of response
4. Interpreter assistance: Field units requiring a foreign language interpreter will contact the Complaint Desk by telephone for instructions.
5. Hearing-impaired communications assistance:
 - a. Personnel who become involved in a police action with a hearing impaired individual must attempt to communicate effectively to that individual's satisfaction. A police action taken or anticipated must be clearly communicated. Police personnel will inquire of the person in writing whether a sign language interpreter is necessary.
 - b. Personnel requiring a sign language interpreter shall contact the Deaf Services Bureau (DSB) through CB. The DSB will dispatch a sign language interpreter who will respond to the location requested. For general information or future scheduling of interpreters, contact may be made directly with DSB.
 - c. All actions regarding interaction with the deaf or hearing impaired will be documented in the narrative of the OIR.

6. Wrecker service:

- a. Prior to requesting a zone wrecker, the unit shall determine if there is a wrecker service of preference. If the wrecker of preference is too far from the scene and time is a priority, e.g., blocking traveled roadway, a zone wrecker or a closer wrecker of preference should be requested. Units must advise the police dispatcher whether the request is a police or owner's request or an investigative tow.
 - b. The police dispatcher will advise the name of wrecker service and time of wrecker dispatch.
 - c. A substitute wrecker will not be ordered until 20 minutes have elapsed.
 - d. When a request is made for a County wrecker to tow a County vehicle, the following information will be provided:
 - (1) Vehicle number, year, make, model, and color
 - (2) Location of vehicle
 - (3) Description of problem
 - (4) Mobile Equipment Shop; e.g., Shop 1, Shop 2, to which the vehicle is being towed
 - (5) Whether the operator will remain with the vehicle or where the vehicle keys will be secured
7. Road service: Departmental units encountering road hazards or obstructions which require the placement of barricades shall notify the CB Shift Commander or Complaint Desk Supervisor who will make the appropriate contact.
8. Unit assignment notification (line-up): Uniformed patrol unit assignment information will be furnished to CB via facsimile by district desk personnel within 15 minutes after completion of roll call. The following information is required: [CALEA 81.2.4c]
- a. Unit radio number
 - b. Name of officers assigned to each unit
 - c. Area assigned (boundaries)
 - d. Special equipment
 - e. Relevant information concerning court or special details
 - f. Transfer time
 - g. Pool vehicle number, if used
9. Telephone assistance:
- a. Field units may request telephone assistance from CB in the following instances:
 - (1) Telephone service is unavailable.

- (2) Telephone assistance is required to verify an address or to obtain additional information concerning a signal assignment received from CB.
 - (3) Unit is participating in a stake-out or surveillance activity.
 - (4) Base station of requesting unit is inoperative.
 - (5) The Complaint Desk will provide telephone assistance for units assigned to the Headquarters Talk Group and for municipalities without operational base stations.
 - b. All other telephone assistance requests will be directed to the assigned district base stations.
10. Verbatim recording review and reproduction: In order to provide a temporary historical reference, all radio transmissions and Complaint Desk telephone calls are recorded and preserved for 60 days. [CALEA 81.2.8a-c]
 - a. Personnel requiring reproductions for investigative and/or court purposes must submit an action memorandum approved by their immediate supervisor to the CB Major. The initial request may be made by telephone; however, a written request is mandatory prior to receiving the reproduction.
 - b. In order to facilitate tape research, the following information must be provided:
 - (1) Date and time of transmission or telephone call
 - (2) Case number
 - (3) Unit number(s) of officers involved
 - a. Personnel desiring to review recordings will telephonically contact the CB Training and Documentation Section for an appointment. A copy of the Master will be available for review and the appointment will be noted on the Tape Research Log.
11. Issuance of BOLOs: Units requesting entry of BOLOs into the computer systems or continuation of BOLOs in excess of eight hours will notify the Complaint Desk via telephone of the following information:
 - a. Reason for BOLO; e.g., missing person, outstanding warrant, or specific offense for which suspect is wanted.
 - b. Location of occurrence, if applicable.
 - c. Mode of travel, if known. If mode of travel is by vehicle, description including year, make, model, style, color, tag, and any distinguishing marks, writing, or body damage.
 - d. Description of person including name, if known or applicable.
 - e. Weapons with which suspect may be armed, if applicable.
 - f. Behavioral disposition, if applicable; e.g., suicidal, violent, extremely dangerous, threats made against law enforcement personnel taking action against him.

- g. Direction of travel and possible destination, if known.
- h. Unit or officer to contact when located, if applicable.
- i. Case number.

B. Call-Out and Notification Procedures:

Most units may be requested by contacting their office during regular business hours or via the police dispatcher. If unable to contact the unit directly, the CB Shift Commander may be contacted and advised that response by the unit is required. Call-out procedures for specific specialized units are detailed below:

1. Arson call-out procedures: The responding unit will expeditiously notify the Economic Crimes Bureau (ECB), Arson Squad to respond to the following:
 - a. Fire scenes where the MDFR or other authority has determined an arson has occurred, excluding motor vehicle fires and abandoned structure fires where there is no information concerning a suspect or subject.
 - b. Commercial building or residential fires when the MDFR fire investigator is unable to determine the cause; however, foul play is suspected.
 - c. Fires or explosion scenes where serious injuries or death have occurred.
 - d. All exploded or unexploded destructive devices, or when requested by the MDPD Bomb Squad, excluding hypergolic devices (i.e. acid bombs). All arsons or bombing incidents where a subject is in custody.
 - f. All fires or explosions involving clandestine drug laboratories, i.e. hydroponic marijuana laboratories and methamphetamine laboratories.
 - g. Vehicular arson fires related to an ongoing domestic violence case where there has been more than one incident of violence within the last 12 months.

During normal business hours, ~~9:00 a.m.~~ 7:00 a.m. to 5:00 p.m., the Arson Squad should be contacted directly. After business hours, the Arson Squad should be contacted via the CB Shift Commander. Although some incidents require a multi-element response, these responses do not, under any circumstances, preclude notification of the Arson Squad.

2. Aviation call-out procedures: An employee may obtain the assistance of departmental aircraft through the police dispatcher. Aviation units are capable of rendering the following types of assistance:
 - a. Vehicle surveillance or pursuits
 - b. Rooftop surveillance or search
 - c. Search of large areas for lost or missing persons
 - d. Rescue operations
 - e. Patrol of remote or inaccessible areas
 - f. Night illuminations

3. Canine call-out procedures: Caution will be utilized in deploying canines in heavily populated or congested areas. Canines will not be used for crowd control or civil disorders without the authorization of the Director or his designee.

Whenever practicable, requests for canine assistance shall be made for departmental canine units. Field units shall relay requests for canine assistance through the police dispatcher. At the time of the request, information related to the incident, e.g., reason for the search (bailout, for example), location, and time delay, will be given to the canine supervisor, or in his absence, the responding canine unit. Canine units are available on a 24-hour, call-out basis to perform the following:

- a. Building searches for subjects in hiding
 - b. Assisting in the arrest and preventing the escape of serious or violent offenders
 - c. Tracking suspects
 - d. Locating lost or missing persons, hidden instrumentalities and evidence of a crime
 - e. Detecting concealed narcotics and explosives, and the presence of narcotics on currency
4. Credit Card Squad call-out procedures: For assistance, contact ECB during normal operating hours, and at other times through the CB Shift Commander. The Credit Card Squad on-call detective should be notified when one or more of the following circumstances exist:
 - a. A subject in custody that is in possession of any credit card making equipment.
 - b. Any found or unclaimed illegal device used to capture credit card account information, or credit card making equipment; e.g., electronic credit card magnetic stripe reader or writer, whether abandoned or attached to an automated teller machine.
 - c. A subject in custody that is in possession of one or more confirmed forged or counterfeit credit cards. A subject with ten or more invoices, sales drafts, or other indications depicting different credit card account numbers may be investigated pursuant to FS 817.611. Confirmed means that a representative of the credit card issuing bank has been contacted by the concerned officer, who has verified one or more of the following:
 - (1) That the account number does not match the embossed or displayed cardholder's name.
 - (2) That the account number does not match the issuing bank displayed on the credit card.
 - (3) That the credit card is determined to be a forgery or counterfeit because of certain distinguishing marks.
 - (4) That the account number on the credit card does not match the account number printed on a cashier's register receipt.
 - d. A subject in custody or person who has personal knowledge and has recently witnessed credit card making equipment being concealed and stored in unincorporated Miami-Dade County.

- e. A subject in custody or person who admits to having personal knowledge or involvement pertaining to an organized credit card fraud ring.
 - f. A subject in custody or person who has knowledge of others currently involved in the unlawful reproduction of credit cards or any components thereof.
5. Special Victims Bureau (SVB)/ Domestic Crimes (DC) notification procedures:
- a. DC personnel, including Missing Persons Unit personnel, are available for notification by contacting the DC at 305-418-7200, from 7:00 a.m. to 11:00 p.m.; or if there is no answer or after hours, by contacting the CB Shift Commander at 305-596-8176. A DC supervisor will determine the necessity for a response by DC after discussing the case with on-scene personnel. The following criteria shall be used by a uniform supervisor to establish whether DC should be notified:
 - (1) Evidence of serious injury stemming from an act of domestic violence, or an act of child abuse. An injury is considered serious if medical attention is required or Miami-Dade Fire Rescue personnel recommend that the victim seek immediate treatment.
 - (2) Other serious domestic-related felony incidents including, but not limited to, kidnapping; false imprisonment; burglary with assault; and armed burglary when the victim/subject relationship satisfies the statutory definition of a family or household member.
 - (3) Domestic-related misdemeanor battery cases, assaults, and telephone threats/harassing telephone call incidents where the subject has made threats to seriously injure or kill the victim and/or his/her family; and meets one or more criteria in four of the five categories of the Domestic Violence Lethality Indicators form (see **Report Writing**).
 - (4) Abductions and attempted abductions when the victim is under 18 years of age, or the abduction/attempt involves parties who have a Domestic Violence relationship pursuant to FS 741.28.
 - (5) Cases where preliminary investigation by the responding officer has determined that a juvenile is missing for no apparent reason and a genuine fear for the child's safety is present. Before requesting a response, the responding officer should consider that the age of the child, in the case of a juvenile runaway, may be a determining factor; as well as the child's maturity level, history, or other elements.
 - (6) Cases where the preliminary investigation by the responding officer has revealed that there is a mental or physical condition that will place a missing individual (juvenile or adult) in life-endangering circumstances; including those who have walked away from a medical facility.
 - (7) Cases where preliminary investigation by the responding officer has determined that a juvenile or adult has or may become a victim of foul play. In missing adult cases, events such as extreme deviation in character or routine, car found abandoned, or residence found ransacked will be taken into consideration.

- (8) Cases where the missing person is a client of the LoJack/SafetyNet program; a system that is activated to assist in the search and rescue of persons with Alzheimer's, Autism, Down syndrome and/or other medical or disabling conditions. Trained departmental operators will use digital LoJack/SafetyNet search and rescue receivers to track the radio signal being emitted from the personal locator device on the client. Tracking range of the system with the handheld device is approximately one mile, and approximately 5 to 7 miles from the air. If the concerned district has a certified operator available and the LoJack/SafetyNet equipment, the search will be implemented by district personnel. DC Missing Persons Unit will conduct the search if the equipment is not available or operational in the affected district. DC must be notified when the LoJack/SafetyNet system is activated. District personnel will be trained on the LoJack/SafetyNet equipment by a certified LoJack/SafetyNet operator. In districts equipped with the search and rescue system, the District Commander will determine proper storage of the device.
- (9) Evidence of neglect to a child, elderly person, or disabled adult wherein the victim was injured as a result. Neglect means a caregiver's failure to provide the care, supervision, or services necessary to maintain the victim's physical or mental health.
 - (a) A caregiver, as defined for a child, is a parent; adult household member; or other person responsible for a child's welfare.
 - (b) A caregiver, as defined for an elderly or disabled adult, is a person who has been entrusted with or has assumed responsibility for the care or the property of an elderly person or disabled adult.
- (10) A child, elderly person, or disabled adult is encountered where severe or squalid living conditions exist. Take into consideration that poverty is not a crime, and such persons may be in need of social services.
- (11) Any of the above cases involving suspected abuse or neglect to a child, elderly person, or disabled adult; a domestic violence case; or a domestic-related case involving an MDPD employee; or a federal, state, or municipal law enforcement or correctional officer. The Professional Compliance Bureau (PCB) must also be notified of cases involving MDPD personnel.
- (12) Any case of suspected abuse or neglect of a child, elderly person, or disabled adult when a suspect is detained.
- (13) When a child has been abandoned or left without supervision appropriate for the child's age, or mental or physical condition, and the parents or guardians have not been located.
- (14) When a Command Post has been established for the purpose of searching for a missing person.
- (15) Any domestic violence incident when circumstances indicate that the notification would be in the best interest of the Department.

- a. If a missing person has not been located by the end of the responding uniform officer's shift, the information will be logged on the District Daily Incident Report and brought to the attention of the on duty Platoon Commander. The Platoon Commander will review the facts of the case, determine if further action is warranted, and ensure proper notifications have been made. Prior to shift transfer, the Platoon Commander will notify the relieving Platoon Commander of the case status.
 - b. Pursuant to FS, Chapters 39 and 415, the Department of Children and Families (DCF) Abuse Registry Hotline must be notified in all cases of reported abuse or neglect to a child, elderly person, or disabled adult. In all situations, including domestic-related incidents, where there is any condition or circumstance creating harm or threat of harm, physically or emotionally to a child, the DCF Abuse Registry Hotline must be notified. The DCF Abuse Registry Hotline's telephone number is 1-800-962-2873 and 1-800-96-ABUSE.
 - c. DC will respond to an arson when requested by an arson investigator, if not resulting in death of a child, disabled adult or elderly person; if committed by a parent, guardian, custodian, or caregiver.
 - d. DC will respond to an arson if requested by an arson investigator, when not resulting in death of a person, committed by a family or household member, as defined by FS 741.28.
 - e. DC investigates allegations of robbery by MDPD employees, when requested by a robbery investigator, if committed against a family or household member as defined by FS 741.28.
6. Underwater Recovery and Environmental Investigations personnel are available via the police dispatcher on the Headquarters talk group. After 6 p.m. and on weekends, divers can be reached via the CB Shift Commander. On-call personnel should be called out for those incidents meeting the below listed criteria:
- a. Hazardous materials: Upon determination by MDRF Haz-Mat Units, assistance of Environmental Investigators is required.
 - b. Submerged vehicle recoveries: Upon call-out of a Marine Patrol Unit diver to recover a vehicle from a body of water.
 - c. Subject in custody: A subject is in custody for felony violation of environmental crimes.
 - d. Illegal dump sites: Upon discovery of debris in excess of 100 cubic feet in volume or 500 pounds in weight, containing paperwork with possible identification of source of material, or subject is on scene.
 - e. Crack/narcotics houses: When executing an arrest or search warrant, upon discovering an unsafe structure or biologically hazardous materials.
 - f. Clinics, dental labs, or medical facilities: Upon discovery of such a facility which is operating illegally and/or improperly stores and disposes of chemicals.
 - g. Violations of health: Upon discovery of violations deemed or believed to be a threat to the public's well being.

10. SRT call-out procedures: In hostage or barricaded subject situations, appropriate response is required to contain the situation and to establish communications with the subject. Often the subject has called 911 to establish contact with the police. [CALEA 46.2.1a-c]
- a. When contact has been made with a police complaint officer receiving the call, the police complaint officer will obtain as much pertinent information as possible for responding units.
 - b. The police complaint officer will immediately advise the CB Shift Commander of the call.
 - c. The Shift Commander, in conjunction with responding supervisors on the scene, will determine when the SRT and negotiators will be called out. [CALEA 46.2.1a]
 - d. In barricaded subject or suicide situations in which the subject has made contact with 911, the police complaint officer receiving the call will establish rapport with the subject and relinquish the call only to the responding SRT negotiator.
 - e. Unless the caller has become agitated, disconnects the call, or requests another party, e.g., supervisor on the scene, the police complaint officer will continue to obtain as much information as possible keeping the caller on the line.
 - f. The SRT and negotiators are available on a 24-hour call-out basis to respond to the following situations:
 - (1) Barricaded subjects
 - (2) Hostage situations
 - (3) Suicidal subjects
 - (4) Sniper situations
 - (5) Mobile Field Force support
 - (6) High-risk search and arrest warrant service
 - (7) Special operations
 - (8) Dignitary protection
 - (9) Major aircraft disaster
 - (10) Aircraft, bus, boat, train, or Metrorail hijack situations
11. Street Gang Section call-out procedures (refer to **Street Gangs**): The regular operating hours of the SSIB, Street Gang Section, are Monday through Friday, from 10:00 a.m. to 6:00 p.m. During regular hours of operation, the section can be contacted at 305-471-2650; and at other times, the CB Shift Commander will be contacted. Street Gang Section supervisors will approve call-outs on a case-by-case basis. The following criteria will be utilized to request gang detectives for immediate response:

NB gang detectives will be notified when any of the following incidents occur:

- a. Gang-related incidents such as drive-by shootings, assaults, and batteries with or without injury.
 - b. Incidents in which contact with individual gang members may lead to an arrest.
 - c. Incidents where three or more gang members are detained for interviews and identification.
 - d. Incidents in which the participants are identified as gang members or associates acting individually or collectively to further any criminal purpose of the gang.
 - e. Incidents in which an informant identified a particular incident as gang activity and it is corroborated by other existing circumstances or independent information.
 - f. Incidents in which media releases concerning street gang activities must be coordinated.
12. Street Terror Offender Program (STOP) call-out procedures: STOP gathers intelligence, and in some cases assumes investigations, regarding subjects who impersonate police officers, or burglarize police vehicles or officers' residences for the purpose of obtaining police equipment. When this occurs, Officers will no longer be required to notify STOP via the CB Shift Commander. Instead, the responding officer will fax a copy of the Offense/Incident Report (OIR) to STOP for intelligence purposes at (305) 715-7686. The respective General Investigations Unit (GIU) will be responsible for the follow up investigation.

Any officer who comes in contact with a subject who is impersonating a police officer, is in possession of police equipment, e.g., badges, radios, police shirts, blue lights, shall contact Operation STOP via the CB Shift Commander prior to releasing the subject or prior to clearing the call. The STOP supervisor will determine the need for a STOP detective to respond, and either will assume the investigation or assist the responding unit and/or assigned detective. If Operation STOP develops a link between a general investigations unit or other element's assigned case, and an ongoing STOP case, the case will be reassigned to Operation STOP.

With reference to vehicle or residential burglaries, in any of the following cases, officers are required to notify a STOP supervisor during regular business hours via the CB Shift Commander:

- a. Where the victim or resident is a police officer.
- b. In any case where police equipment or paraphernalia is stolen.
- c. There is an attempt to take police equipment or paraphernalia.

When occurring after regular business hours, the incident shall be reported to STOP the following business day.

13. Marine Patrol Unit call-out procedures: On-call Underwater Recovery Unit divers are available Monday through Friday from 8 a.m. until 6 p.m. via the Headquarters dispatcher. After 6 p.m. and on weekends, divers can be reached via the CB Shift Commander. A diver has the right to decline making a dive if he considers the circumstances to be unusually hazardous.

- a. Deceased person recovery: The Marine Patrol Unit shall be notified upon discovery that a deceased person needs to be recovered from a body of water.
- b. Submerged vehicle recovery: The Marine Patrol Unit shall be notified of all submerged vehicles upon discovery. A submerged vehicle is considered to be a crime scene, and requires an underwater investigation. Therefore, only Marine Patrol Unit divers are authorized to recover a submerged vehicle.
- c. Evidence searches: The Marine Patrol Unit will respond to evidence searches and ongoing investigations as coordinated with requesting units.

SECTION 5 - PREMIER COMPUTER-ASSISTED DISPATCH AND PREMIER MOBILE DATA COMPUTING POLICIES AND PROCEDURES

I. GENERAL:

The CAD system, in conjunction with the Premier Mobile Data Computing (PMDC), allows officers in the field to receive calls for service, self-initiate signals, conduct record checks, obtain CAD data, and display call location via a mapping application. In order to ensure continuity of operations, the following policies and procedures are effective:

A. Case Number Format:

The case number format will consist of the agency descriptor, "PD," Year, Month, Day, (YYMMDD), and six additional numbers issued in sequence. An example of this format is PD050606000001, for the first case number issued by the new CAD.

The report forms that support the aforementioned case number format must be utilized with the implementation of the new CAD. District commanders will ensure that the new forms are requested from the Fiscal Administration Bureau (FAB), Supply Unit.

B. Connectivity:

All personnel equipped with a Mobile Computer Unit (MCU) will log onto PMDC at the beginning of their shift, and log off at transfer time. It is imperative that personnel remain logged on to the PMDC since it is the primary mode by which non-emergency calls are dispatched.

The MCUs are intended for official use only. For network security purposes, personnel are prohibited from connecting the MCU to any network other than the MDPD Enterprise Network. Additionally, personnel are prohibited from connecting the MCU to the Internet via any means or for any purpose.

1. Personnel working an off-duty assignment and operating a marked police vehicle will log on to the PMDC and place themselves on the appropriate signal for the duration of the off-duty assignment.
2. Personnel traveling to any court location in a marked police vehicle, outside of their regularly scheduled shift or training assignment in lieu of their regular shift, will log on to the PMDC with the appropriate signal.

C. Dispatch Protocols:

All emergency calls, code 2 and 3 type-incidents, priority calls, in-progress calls, hold-up alarms, incidents that have just occurred, extensive BOLO-laden calls, or any other circumstance that the affected police dispatcher believes requires a verbal dispatch, will be voice-dispatched with a simultaneous data transmission to the MCU. Arrivals on emergency and priority calls require a verbal transmission to the affected police dispatcher.

The information associated with a call for service will be transmitted to MCUs, therefore, units should refrain from requesting this information from the affected police dispatcher.

1. Routine calls for service will be transmitted to field units via the MCUs, without a verbal transmission by the affected police dispatcher.
2. The officer will acknowledge the call for service, place themselves “en route,” and subsequently in “arrival status” via the MCU.
3. The disposition of the call and return to service will also be accomplished via the MCU.
4. Officers without MCUs should be assigned to a vehicle with a functioning MCU and operate as a two-officer unit. In the event that staffing levels prohibit such assignments, officers without MCUs will continue to be dispatched via current radio procedures.
5. The Premier CAD utilizes an Advance Vehicle Locator (AVL) to identify field units based upon geographical proximity to the call for service. Although each district commander has defined a primary patrol configuration for their respective district, AVL will recommend the closest field unit along with their specific skill set regardless of the assigned patrol area within the affected district. The police dispatcher will then utilize this recommendation in assigning calls for service.
 - a. District commanders will ensure that personnel acknowledge the calls for service as dispatched, and not seek reassignment based solely upon established patrol areas.
 - b. Several calls for service may be pre-assigned to specific units based upon location. These signals could include weather-related alarms, drag racing, or any circumstance where numerous incidents have occurred in the same general location. Officers shall review their MCUs following final call disposition for additional calls to eliminate the possibility of leaving a specific area only to return to handle additional calls for service.

D. Call Disposition:

1. Officers are required to enter a call disposition into the PMDC for each call for service. Call disposition is pre-configured as follows:
 - Report Written
 - No Report Written (NRPT)
 - Supplemental Report Written
 - Duplicate Call, NRPT
 - Out of MDPD Jurisdiction, NRPT
 - Unable to Locate/Complainant Gone on Arrival, NRPT
 - Canceled by Road Supervisor, NRPT
 - Canceled by Shift Commander, NRPT
2. Although call disposition is effected via the MCU, the current policies and procedures detailed in **Report Writing**, regarding preparation of the OIR, still apply.

3. Officers responding to alarms that are determined to be “false alarms,” are required to enter an alarm disposition code in addition to preparing a false alarm report. A case card is required to be left on the scene to inform the resident of the police response. The following are the alarm dispositions and required CAD entries:

- F0 Accidental, Person on Scene
- F1 Canceled Prior to Arrival
- F2 Exterior Checked and Secure
- F3 Exterior not Checked
- F4 Open Door; Interior Checked
- F5 Open Door; Interior not Checked
- F6 Deliberate; no Suspicious Incident
- F7 Not Found/out of Jurisdiction
- F8 Supplemental Report
- F9 Other Circumstances

Alarm dispositions F0, F3, F4, F5, F6, and F9 require comments be included in the remarks field of the PMDC. An example would be: disposition F1, Ms. Jones contacted; or F6, heard noise at window. All comments entered into the MCU and forwarded to the CAD become the official record for the call for service.

4. Officers responding to any signal 14SS are required to enter a disposition code in addition to preparing an OIR. A case card is required to be left on the scene when applicable. The following are the signal 14SS dispositions and required CAD entries:
 - a. S1 - Person shot/Evidence on scene
 - b. S2 - Evidence on the scene
 - c. S3 - No evidence on the scene

E. Calls Holding:

Calls holding information is available via the CAD workstations at each district station and via every MCU. Supervisors are responsible for monitoring the number and signal type of calls holding. After reviewing the calls holding screen, the affected supervisor will advise the police dispatcher that the calls have been reviewed and provide any specific directions as to dispatch order.

The aforementioned policy does not prohibit supervisors from requesting calls holding information from the affected police dispatcher, or a police dispatcher from offering this information to the affected supervisor. Additionally, police dispatchers are responsible for advising a supervisor when emergency or priority calls are received and there are no units available for dispatch.

F. Location Changes:

All location changes will be accomplished with a voice transmission to the appropriate police dispatcher.

G. Prohibited Mobile Computer Unit Signals:

Due to officer safety concerns and call for service requirements, the following signals require a voice transmission and recognition from the affected police dispatcher to initiate the signal:

- 12 - Meal Break

13 - Area Check or Subject Check

19 - Traffic Stop

The subsequent subject, tag, or vehicle check may be accomplished via the MCU, as enumerated in PMDC training. Any wanted check initiated via the MCU is only returned to the MCU. As officers receive a possible "hit message," a voice transmission to the affected police dispatcher is required to request back-up units. The officer's return to service shall be accomplished via the MCU.

H. Status Messaging:

For those officers without an MCU, status messaging shall continue in accordance with established procedures.

SECTION 6 - TELEPHONE PROCEDURES

I. PROCEDURES:

The telephone is the primary method by which police services are requested. To ensure proper telephone usage, the following procedures are applicable for effective communication:

A. Telephone Promptness:

All incoming telephone calls must be answered promptly to provide the desired quality of service.

B. Telephone Courtesy:

When answering the telephone, an employee shall identify the unit and himself, and ask to be of assistance. Employees shall make every attempt to supply requested information and assistance.

C. Referring/Transferring Calls:

Employees receiving calls which need to be directed to another element in the Department will take the caller's name, telephone number, and other necessary information. The caller will then be advised that he/she will be contacted by the appropriate person. The employee will transmit the information to the correct unit for their immediate attention. This procedure does not apply to the Complaint Desk.

1. Should a specified individual not be available, the employee receiving the call will contact the original caller and advise when that person will return to work and ascertain if someone else can be of assistance.
2. Calls received by the Office of the Director requiring immediate attention will be referred/transferred to the appropriate assistant director's office or office reporting to the Director and are to be handled in an expeditious manner.
3. Should the caller desire information concerning another County department or law enforcement agency, every effort shall be made to provide assistance and relevant telephone numbers. The Miami-Dade 311 Answer Center telephone number shall be given to the caller.

D. Mobile and Portable Telephones (Cellular Telephones):

All departmental employees will refrain from using departmentally-issued and private cellular telephones while driving a departmental vehicle unless a hands-free device is utilized. If the cellular telephone does not have a hands-free device, the employee is expected to pull off the roadway before using the hand-held cellular telephone.

E. Departmentally-Issued Cellular Telephones: [CALEA 81.2.10]

The Department will provide cellular telephones to command-level personnel based on specific needs. Other individuals or elements which require usage of County-issued cellular telephones must justify the need by providing a detailed explanation of the required use. Cellular telephones are only to be used when an immediate need exists to make or receive urgent telephone calls while in transit. Requests for new cellular telephones and new telephone activation shall be forwarded by action memorandum, through the chain-of-command, to the Director for approval.

1. Requests for service, change of service, repair, accessories, or purchase or installation of equipment or accessories shall be directed to the CB Major or designee.
2. Telephone service and standard equipment are paid for from the CB budget; upgrades and accessories are paid from the requesting element's budget.
3. A Cellular Telephone Check-Out Record will be kept for each cellular telephone that is not permanently assigned to one specific individual (Annex B).
 - a. Except for the telephone user's signature, all information will be clearly printed.
 - b. Not more than one telephone will be recorded on one form.
 - c. The form must be completely filled before beginning a second form.
 - d. Completed forms will be filed and retained by the office where the telephone is assigned.
4. The CB, on a monthly basis, will forward a copy of the designated cellular telephone bill to the Assistant Director of the organizational element to which the telephone is assigned. Command personnel will review the telephone billing to ensure that the device is used judiciously and is properly billed.
5. All costs associated with personal calls and text messages from County-issued cellular telephones shall be reimbursed by the user to the County. The user should review the billing for personal calls and reimburse accordingly. Additional charges outside the plan, e.g., directory assistance, text messaging, and roaming charge should be reimbursed by the user.

Reimbursement should be made by cash or by check made payable to the Board of County Commissioners, and a receipt obtained from the FAB or from the user's element of assignment. Reimbursements shall be processed in accordance with **Cash and Negotiables**.

The primary use of County-issued cellular telephones is for County business. Personal calls should be kept to a minimum. Users should be reminded that detailed telephone bills are public record and are subject to inspection upon request.

6. Requests for cellular telephones and service for specific, temporary operations or activities may be directed to CB by memorandum. An urgent request may be placed by telephone with follow-up by memorandum.

F. Personal Wireless Communication Devices:

1. Permission to utilize a private cellular telephone while on duty will be requested through the chain-of-command to the concerned assistant director or the Director for offices reporting to him. Requests will be made via the On-Duty Private Cellular Telephone Authorization Request form (Annex C) and will be considered on a case-by-case basis.

Any device capable of transmitting and/or receiving voice or data communications without plugging into a wired land-based telephone network. For the purpose of this policy, such equipment will include, but not be limited to, the following:

- a. •Cellular Telephones
 - b. Pagers
 - c. Personal Digital Assistants (PDAs)
 - d. Smartphones
 - e. Tablet Computers
2. Approval to utilize a private cellular telephone on duty carries with it the obligation to monitor the Department's radio communications, to be accessible for duty assignments, and to dedicate duty hours to the service of the County. It is the responsibility of each employee of the Department to be familiar with, and adhere to established policies that deal with computers, telephones and other wireless voice/data communication devices.
 3. Neither Miami-Dade County nor MDPD will be liable for any costs, including loss or damage, to a private cellular telephone. Employees may carry a wireless communication device purchased at their expense.
 4. Use of a personal wireless communication device on duty carries with it the obligation to monitor the Department's radio communications as required, to be available for duty assignments and to dedicate all duty hours as required to the service of the County. As such, use of personal wireless communication devices while on duty should be restricted to essential communications and should be limited in length (e.g. , inform family of extended hours).
 5. Neither Miami-Dade County nor MDPD will be liable for any costs, including loss or damage, to personal wireless communication devices.
 6. Personal wireless communication devices shall be silenced during meetings, official proceedings, training sessions, and when requested by signs or verbal instruction.
 7. The use of wireless communication devices while operating a motor vehicle is permitted only when the device is used with available hands-free listening device technology; such as, a Bluetooth earpiece, a wired ear-bud, temporary vehicle mounted hands-free technology, or built-in speakerphone function. Employees must be able to maintain both hands on the steering wheel while the vehicle is in motion and using the device.
 8. Employees shall refrain from manually dialing calls while the vehicle is in motion, except in an emergency, if at all possible. To place an outgoing call, employees shall pull their vehicle off the road and stop in a safe location, or use voice speed dialing features to avoid driver distraction.
 9. The use of wireless communication devices, either Department or personally owned, for data communication (e.g., sending or reading text messages or emails) while operating a Department owned/leased vehicle in motion, is prohibited.

Additionally, such use is prohibited while operating any other vehicle (e.g., personally owned, rented, or loaned) while the employee is on duty or is conducting official departmental business.

10. Personal wireless communication device hands-free accessories shall not be worn outside of an MDPD vehicle while in uniform.
11. While in uniform employees may wear a personal wireless communication device on their duty belt or in another non-conspicuous area. Personal wireless communication devices worn on a duty belt shall be black or gray in color.
12. Personal communications on wireless communication devices used while in uniform or engaged in official business shall be brief in nature and conducted out of the view of the public unless exigent circumstances exist.

Additionally, while in uniform or engaged in official business personal wireless communication devices shall be utilized in a silent or vibrate mode to preclude potentially dangerous distractions to the user or interruptions during citizen contacts. Should tactical situations dictate the device shall be turned off.

13. Wireless communication devices are not "secure" devices. Conversations over these devices may be overheard by use of a receiver or other device tuned to the proper frequency. Caution shall be exercised while utilizing wireless communication devices to ensure that sensitive information is not inadvertently transmitted. Employees shall conduct or continue sensitive or private conversations on a landline-based telephone system whenever possible.
14. The use of personal equipment while acting in an official capacity as a departmental employee, may subject that equipment to review via subpoena and/or pursuant to a public records request. Wireless communications of any kind (e.g., telephone records, emails, text messages) that concern official public business, even if communicated over a personally owned device, are subject to disclosure under Florida's public records laws and records retention provisions.
15. Except in the event of an emergency to document perishable evidence and with supervisory approval, the use of personal wireless communication devices by employees while on duty to photograph and/or video record is prohibited.

G. Voice Conference Calling System:

The Department retains a vendor for the Voice Conference Calling System (VCCS), which provides a full-time conference call capability for up to 50 participants. The VCCS is intended for use by command staff personnel during critical incidents or large-scale mobilizations, and may be activated by contacting the Incident Management Team supervisor via the CB Shift Commander.

H. Direct Dial and Operator-Assisted Long Distance Calls:

1. Usage: May be utilized by departmental elements. All such calls shall be recorded on the Record of Long Distance Telephone Calls (Annex D). Supervisory approval of each call is required.
2. To make a direct call from departmental extensions, dial the prefix 9 for an outside telephone line; then dial 1, area code, and telephone number desired.

I. Incoming Collect Calls:

Unless directed to a specific person, such calls shall be referred to a supervisor. Receipt of routine calls shall be authorized by a supervisor, and recorded on the Record of Long Distance Telephone Calls by the person accepting the call. When transferring an incoming collect or long distance call, every effort shall be made to avoid unnecessary delay.

J. Outside Placement:

Any long distance call placed from an outside number not assigned to a departmental element and charged to a departmental number will be reported to the concerned supervisor and recorded on the Record of Long Distance Telephone Calls.

K. Emergency Calls:

Long distance toll calls involving departmental business may be placed or received under emergency situations without supervisory authority when time is a crucial factor. The person placing or receiving the call shall record it on the Record of Long Distance Telephone Calls and inform the concerned supervisor as soon as practical.

L. Accountability:

The supervisor authorizing a long distance call shall initial the corresponding entry on the Record of Long Distance Telephone Calls. Forms are subject to audit during staff inspections. The Record of Long Distance Telephone Calls may be maintained at a level of command deemed appropriate by the concerned commander or supervisor.

M. Restrictions:

Personal or unauthorized long distance telephone calls shall not be charged to Miami-Dade County.

1. Violators are subject to disciplinary action.
2. Violators will be reported to the appropriate command level for corrective action.

N. Telephone Service and Repair:

1. Telephone service including additions, deletions, and changes to current systems: The concerned element shall prepare a Request for Communication Service form (Annex E) and an action memorandum which are submitted to the PIEB.
2. Telephone repair: Procedures for requesting routine telephone repair vary by location and nature of equipment.
 - a. For office telephone repairs, contact the ITD Communications Service Representative. State the location of faulty equipment, name of person to contact, and the telephone problem. After normal business hours, repair of telephone equipment critical to departmental operation can be obtained by contacting the ITD Help Desk.
3. The requesting element will designate a person familiar with the communication service request to verify work is accomplished. The designee will sign the telephone repair or service order upon completion of the requested work to indicate the materials and time spent on the project are accurately recorded.
4. Employees assigned a departmentally-owned cellular telephone which requires repair should contact the CB office during normal business hours. For emergency repairs after hours, contact the CB Shift Commander.

SECTION 7 - PROCEDURES FOR RADIOS, PAGING DEVICES, CELLULAR TELEPHONES, AND ELECTRONIC SIRENS

I. GENERAL:

Monetary value and operational requirements necessitate establishment of procedures for accountability and control of radios, cellular telephones, paging devices, and electronic sirens. Organizational elements will maintain prescribed inventory control procedures for assigned radio equipment, paging devices, cellular telephones, and electronic sirens.

II. PROCEDURES:

A. Responsibility:

1. Bureau/section/unit supervisors are responsible for radios, paging devices, cellular telephones, and electronic sirens assigned to their respective elements and will ensure strict compliance with established procedures concerning operation, maintenance, and accountability.
2. An employee having custody of a radio, paging device, cellular telephone or electronic siren is responsible for the proper operation, maintenance, accountability, and damage of communications equipment under his control. The last person having use or custody shall be deemed responsible.
3. All departmental personnel possessing a County-issued cellular telephone and/or paging device shall have a functioning device in their possession while in an on or off-duty status unless the activity dictates otherwise, such as sports activities; e.g., running, weightlifting, football, activities related to physical fitness, etc.
4. If a pager is lost or broken due to negligence, employees have the option of paying the pager replacement cost or receiving the appropriate level of discipline for losing or damaging County-issued equipment.

B. Radio Turn-In:

The supervisor of an employee meeting any of the criteria indicated below will ensure the affected employee's assigned handheld radio is turned in to the CB Technical Support Unit within the prescribed time limit.

1. Separation from service, including resignation and termination. Turn-in must be accomplished prior to the event.
2. Relief from duty or suspension with or without pay when the duration of the relief or suspension exceeds or is anticipated to exceed 30 days. Turn-in must be accomplished within 72 hours of the event.
3. Upon transfer to any of the following elements that utilize encrypted handheld radios which are issued by the element upon assignment. Turn-in of the non-encrypted radio must be accomplished within 72 hours of transfer to any of the following elements that utilize encrypted handheld radios which are issued by the element upon assignment:
 - a. NB
 - b. SCB
 - c. Robbery Bureau

- d. ECB
- e. PCB
- f. Other elements when applicable

Encrypted handheld radios must be turned in to the departing employee's immediate supervisor prior to the effective date of transfer from the concerned unit. A non-encrypted handheld radio will then be issued to the employee by the CB Technical Support Unit.

C. On-Call Assignment:

1. Individuals designated as being on call prior to or after their assigned duty hours will be issued a paging device by their respective supervisor.
2. Issuance of paging devices is dependent upon availability within each departmental element.
3. Individuals to whom a paging device is issued shall have the device in their immediate possession while on call and immediately contact the appropriate office when paged.

D. Accountability:

1. Each affected supervisor shall ensure that all assignment transactions are recorded on the Equipment Check-Out Log (Annex F), which is maintained for each portable radio and paging device that is not permanently assigned to an individual.
 - a. The individual issued a portable radio or paging device shall sign as receiving officer in the Issued To column of the Log.
 - b. When the item is returned, the person receiving the equipment shall check for damage and sign in the Received By column of the Log. If damaged, appropriate action shall be initiated.
2. When an Enhanced Vehicle Charger, radio, cellular telephone, or paging device is transferred, surveyed, or lost, the losing custodian delegate will report such action to the CB via Capital Inventory Change Form, except when the equipment is removed by ITD.
3. To reduce vehicle down time, ITD may replace an Enhanced Vehicle Charger, radio, or electronic siren rather than repair and reinstall it in the vehicle. ITD maintains a computerized inventory record indicating the current physical location of radio communications equipment, and periodically provides CB with a current inventory record.
4. In January, annually, each custodian delegate will initiate a physical inventory of Enhanced Vehicle Chargers, radios, cellular telephones, and paging devices within his area of responsibility. The inventory will be documented on an Inventory Work Sheet and forwarded by cover memorandum to CB.

5. The CB will utilize Inventory Work Sheets submitted by custodian delegates, and computer print-outs provided by ITD, to reconcile the location of Enhanced Vehicle Chargers, radios, and pagers with a capital equipment inventory list provided by the Departmental Inventory Officer. The Bureau functions as departmental intermediary to reconcile discrepancies between physical inventory location and capital equipment inventory records.
6. These inventory articles must also be updated in the Department's Equipment Tracking System (ETS) for those elements with communications equipment. The ETS works in unison with the Personnel Profile System (PPS) for the assignment of personnel and equipment; therefore, the PPS must be continually updated by administrative personnel to effectively track equipment through automated means.

E. Security:

Portable radios, cellular telephones and paging devices left unattended shall be secured as indicated below:

1. Locked in a cabinet, drawer, or other secure compartment within a building.
2. If a secure location inside a building is not available or is impractical, such equipment may be stored temporarily in the locked trunk of a vehicle. If the vehicle is not equipped with a trunk, the device will be locked in the glove compartment.
3. Storage in an unattended vehicle overnight or longer is prohibited.
4. All other storage areas containing radios or cellular telephones will be locked when left unattended.

F. Batteries:

1. Batteries must be charged in accordance with manufacturer's instructions to provide optimum radio operation.
2. Batteries should not be stored in activated battery chargers for periods exceeding 24 hours. Rotation is essential to maintain maximum charge. Leaving batteries in a charger continuously will cause them to build up a negative memory, and they may discharge rapidly when put into use.

G. Missing, Lost, Damaged, or Stolen Radios, Paging Devices, Cellular Telephones, or Electronic Sirens:

1. A case report will be prepared when a radio, cellular telephone, paging device, or electronic siren is missing, lost, damaged, or stolen.
2. Radios:

The responsible party will notify the CB Shift Commander as soon as practicable so that the radio may be deactivated. Copies of the case report will be forwarded to CB, the FAB, and ITD, within 72 hours of the incident, via the appropriate division chief or supervisor of an element reporting to an assistant director or the Director.
3. Cellular telephones coordinated by CB:
 - a. Such devices are AT&T cellular telephones.

- b. The responsible party will notify the CB Shift Commander as soon as practicable so that the device may be deactivated.
- c. An action memorandum with the recommendation and background information and a copy of the case report attached will be submitted to the appropriate division chief or supervisor of an element reporting to an assistant director or the Director within 72 hours of the incident.
- d. If the device is missing, lost, damaged, or stolen due to employee negligence, the employee has the option of paying the replacement cost or receiving the appropriate level of discipline. The chosen option must have approval indicated on the action memorandum.
- e. Upon final action by the concerned chief or supervisor, copies of the memorandum with the case report attached will be forwarded to CB, the FAB, and the ITD.
- f. The CB will coordinate the replacement process with the service provider and the concerned employee on a case-by-case basis.

4. Electronic sirens:

Follow the steps outlined above except that a copy of the action memorandum with attached case report will be forwarded through channels to the Fiscal Administration Bureau (FAB) instead of the ITD. There is no provision for payment of replacement cost in lieu of disciplinary action.

5. Cellular telephones and pagers coordinated by elements other than CB:

- a. Telephonically advise the departmental element responsible for coordinating with the service provider that the device is missing, lost, damaged, or stolen.
- b. An action memorandum with the recommendation and background information and a copy of the case report attached will be submitted to the appropriate division chief or supervisor of an element reporting to an assistant director or the Director within 72 hours of the incident.
- c. If the device is missing, lost, damaged, or stolen due to employee negligence, the employee has the option of paying the replacement cost or receiving the appropriate level of discipline. The chosen option must have approval indicated on the action memorandum.
- d. Upon final action by the concerned chief or supervisor, copies of the memorandum with case report attached will be forwarded to the departmental element responsible for coordinating with the service provider.
- e. The departmental coordinating element will coordinate the replacement process with the service provider and the concerned employee on a case-by-case basis.

H. Radio Reward Program

The radio reward program is coordinated by the ITD. The reward of \$50.00 will be paid from the budget of the element to which the radio was assigned. 800 Mhz portable radios will have a reward label affixed containing the telephone of the CB Shift Commander: (305) 596-8176. Upon being contacted by a citizen who has recovered a lost or stolen radio, the CB Shift Commander will:

1. Obtain the Miami-Dade County Inventory Number and/or Serial Number of the radio so that the radio can be deactivated.
2. Dispatch a road patrol unit to the citizen's location to recover the radio.

Any officer who is contacted by a citizen reporting the recovery of a Miami-Dade County 800 MHz radio will recover the radio in accordance with **Impounded Property**. Additionally, a copy of the case report and the Property Receipt will be forwarded to CB to ensure payment of the reward and to return the radio to service.

I. Transfer of Equipment:

The CB will be notified by memorandum, with a copy to FAB, of the transfer of communications equipment between departmental elements. The Equipment Tracking System must be updated by involved elements.

J. Requests for New Communications Equipment:

Requests for new communications equipment will include a description of the type of equipment desired and the budget code, if available, for the purchase. All requests for communications equipment will be routed through CB.

SECTION 8 - RADIO MAINTENANCE AND REPAIR

I. RADIO MAINTENANCE FACILITY:

A. Location:

6010 S.W. 87 Avenue, Miami (adjacent to Shop 2).

B. Hours:

7:30 a.m. through 4:00 p.m., Monday through Friday.

II. REPAIR AND REPLACEMENT SERVICES:

A. Routine Service:

Routine repair and replacement service is performed during scheduled operational hours at the Radio Maintenance Facility. The Facility has scheduled stops at district stations to pick up malfunctioning radio equipment and deliver repaired items.

1. Mobile Equipment Division shops will not transport vehicles to the radio maintenance and repair facility for radio or cellular telephone repair; this is the responsibility of the affected departmental element.
2. Field units requiring radio service must receive supervisory permission prior to departure to the facility.
3. Field units must request a signal 03 from the police dispatcher when leaving assigned area.
4. Handheld radios requiring service must be delivered to the CB Tactical Communications Unit with the battery that was powering the radio at the time of malfunction. Replacement radios and accessories will be issued to the employee for those items needing to be repaired by a technician.
5. Questions regarding maintenance of radio equipment may be directed to the CB Tactical Communications Unit.

B. Emergency Service:

After operational hours, emergency repairs may be requested through the CB Shift Commander for the following items only:

1. Police base stations.
2. Communications system transmitters and receivers.

C. Radio Equipment Exchange:

New handheld radio batteries and issued radio accessories are available through the Radio Maintenance Facility. A defective item must be turned in for each new item requested.

1. In the absence of an exchange item, or in instances where additional items are required, a request shall be submitted to CB via appropriate channels.
2. Under no circumstances will inoperable batteries be disposed of except through the exchange procedure.
3. The battery issue date should be checked routinely to ensure that the service life has not exceeded one year.

D. Reprogramming:

Requests for programming, detailing the changes requested; e.g., addition of a talk group and number of radios involved shall be forwarded to the CB Major for review and approval.

E. Installation:

1. Requests for installation of communications equipment in County vehicles must be forwarded via appropriate channels to CB for approval, and will include:
 - a. County vehicle number.
 - b. Type of equipment; e.g. mobile radio or Enhanced Vehicle Charger
 - c. Power supply connection:
 - (1) Accessory switch.
 - (2) Battery.
 - d. Type of antenna:
 - (1) Roof or trunk mount.
 - (2) Disguised.
 - (3) Gain antenna.
2. Requests for installation of electronic sirens in County vehicles must be forwarded via appropriate channels to the FAB.

F. Inspection and Care of Radios and Accessories:

A radio that operates properly enhances officer safety and operational effectiveness. Regular inspection of radios and accessories by operators and supervisors will help prevent malfunctions.

1. A check of the following items should be made by the operator when placing a radio into operation:
 - a. Models M-RK and M-PA radios must have the long high-gain antenna.
 - b. The shoulder microphone must have the short antenna.
 - c. The antenna connector pin on the shoulder microphone is not broken.
 - d. The shoulder microphone cord is not crimped or frayed.
 - e. The group selector and volume control knobs are not loose or wobbly.
 - f. System control buttons operate normally (A/D and SCN buttons disabled).
 - g. The shoulder microphone connection port on radio has no corrosion, screw for shoulder microphone is not broken, and the antenna connector is clean (connections may be cleaned using an ordinary pencil eraser).
 - h. The battery release button is not broken and operates correctly.
 - i. The radio base plate is free of corrosion and tight to radio.
 - j. The push-to-talk button is not cracked, loose, warped, or missing on either radio or shoulder microphone.
 - k. The option buttons above the push-to-talk button operate correctly.
 - l. The belt clip or D-ring connector is in good condition (if applicable).
2. Supervisory inspection of radios and accessories:

Supervisors shall inspect radios, using the above checklist, during semiannual line inspections of personnel conducted in accordance with **Inspections**, and document results on the Personnel Inspection Report.
3. Departmental employees shall not remove or replace antennas, hold a radio by the antenna, or use accessories; e.g., shoulder microphone, not authorized by the Department.

SECTION 9 - RADIO COMMUNICATIONS FAILURE

I. FIELD UNIT DISTRICT AND DEPARTMENTAL RADIO FAILURE PROCEDURES:

A. Field Unit and District Radio Failure:

If a field unit experiences a radio communications failure on the assigned talk group, the affected unit will:

1. Switch to the appropriate Information talk group (North or South) and attempt transmission. If contact is established on the Information talk group, advise the police dispatcher of assigned talk group failure and remain on the Information talk group until further assigned. The dispatcher will advise when the affected talk group is operational.
2. If unsuccessful, advise district desk officer via telephone of the radio failure; the desk officer will advise CB of the status of the affected unit.

B. Departmental Radio Systems Failure:

If a complete failure on all departmental talk groups occurs, the following will be initiated:

1. All uniformed units will respond to the nearest available telephone and advise respective district stations of location and telephone number, and await assignment via telephone; after completion of an assignment, advise the district via telephone of the pertinent case information and telephone number for subsequent assignments; repeat process as appropriate.
2. CB personnel will advise respective districts, via pre-designated telephone number, emergency and priority case assignment information.
3. District desk personnel will assign cases to units via telephone and maintain a log of all assigned units, geographic locations, and telephone numbers; the dispatch log will be forwarded to CB on the following normal work day.
4. Non-uniformed officers will establish telephone communications with their respective offices for assignments.
5. Units will continuously monitor their assigned talk group and will be advised via radio when their respective talk group is operational.

ANNEXES

- A. Talk Group Description**
- B. Cellular Telephone Check-Out Record**
- C. On-Duty Private Cellular Telephone Authorization Request**
- D. Record of Long Distance Telephone Calls**
- E. Request for Communication Service**
- F. Equipment Check-Out Log**
- G. On-Duty Private Pager Authorization Request**

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SECTION 1 - GENERAL

SECTION 2 - COMMUNICATIONS BUREAU

I. GENERAL:

- A. Complaint Section:
- B. Dispatch Section:
- C. Security: [CALEA 81.3.1a-d]
- D. Transfer of Misdirected Emergency Calls: [CALEA 81.2.12]
- E. Incident Notification:
- F. Unit Number Designation:

II. PROTOCOL FOR MANAGING ENCOUNTERS WITH THE MENTALLY ILL:

- A. Dispatch Sequence:
- B. Request for Special Response Team:

III. PROTOCOL FOR RESPONSE TO SEXUAL ASSAULTS:

- A. Police Complaint Officer Response:
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IV. PROTOCOL FOR HANDLING REPORTS OF SUSPICIOUS ACTIVITIES:

- A. Documentation, Review, and Notification Procedures:
- B. Suspicious Activity:

V. PROTOCOL FOR THE RESPONSE TO SHOTSPOTTER ACOUSTIC GUNSHOT DETECTION SYSTEM ALERTS:

- A. Dispatch Sequence:
- B. Officer Responsibility:

SECTION 3 - COMMUNICATIONS SIGNAL CODES AND ALERT MESSAGES

I. GENERAL:

- A. Numbered Signals:
- B. Career Criminal Identification Signals:
- C. Alert Messages:
- D. Q Signals:
- E. Phonetic Alphabet:

SECTION 4 - RADIO TRANSMISSION PROCEDURES

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I. GENERAL:

- A. Unit Dispatching:
- B. Unit Availability:
- C. Satellite Base Stations:
- D. Assigned Talk Group ([Annex A](#)):
- E. Signal Reassignment:
- F. Call Progression, Unit Numbers, and Communications Procedures for Contractual Police Service:
- G. Signal Request:
- H. Grid Request:
- I. Signal Change and Report Status:
- J. Be-On-The-Look-Out: [CALEA 41.2.5b,f]
- K. Cancellation of a BOLO:
- L. Law Enforcement Interagency Radio Communications - Mutual Aid Calling and Intercity Frequency:

II. RADIO PROCEDURES:

- A. Brevity:
- B. Normal Transmission:
- C. Emergency Transmissions: [CALEA 81.2.4c]
- D. Priority Transmissions: [CALEA 81.2.4c]
- E. Signal Request: [CALEA 81.2.4c]
- F. Federal Communications Commission Requirements: [CALEA 81.1.2]
- G. Inspections:

III. SIGNAL ASSIGNMENT:

- A. Emergency Signals:
- B. Immediate Response Signals:
- C. Crime-in-Progress Signals:
- D. Just Occurred Signals:
- E. Routine Signals:
- F. Priority for Handling Calls:
- G. Backup Assignment:

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- H. Supervisory Backup:
- I. Locate and Notify: [CALEA 55.2.6; 81.2.11]
- J. Stolen Vehicle Locator System:
- IV. **DELAYED ASSIGNMENTS:**
 - A. General:
 - B. Officer Responsibilities:
- V. **CASE NUMBERS:**
 - A. Assignment:
 - B. Required Information:
 - C. Issuance:
 - D. Blocks of Case Numbers:
- VI. **NO REPORT PROCEDURES:**
 - A. No Report Situations:
 - B. Supervisory Responsibility:
- VII. **SIGNAL CANCELLATION:**
 - A. Authority:
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- VIII. **INFORMATION NORTH AND SOUTH:**
 - A. Primary Function:
 - B. Talk Group Change:
 - C. Surveillance Dedication:
 - D. Unit-to-Unit Transmissions:
 - E. Command Post Dedication:
- IX. **POLICE TACTICAL 1 THROUGH 5:**
 - A. Primary Function:
 - B. Perimeter and Command Post Dedication:
 - C. Special Detail Dedication:
 - D. Unit-to-Unit Transmissions:
- X. **FIELD SERVICE REQUESTS: [CALEA 81.2.5f; 41.2.4]**
 - A. General:

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- B. Call-Out and Notification Procedures:

SECTION 5 - PREMIER COMPUTER-ASSISTED DISPATCH AND PREMIER MOBILE DATA COMPUTING POLICIES AND PROCEDURES

I. GENERAL:

- A. Case Number Format:
- B. Connectivity:
- C. Dispatch Protocols:
- D. Call Disposition:
- E. Calls Holding:
- F. Location Changes:
- G. Prohibited Mobile Computer Unit Signals:
- H. Status Messaging:

SECTION 6 - TELEPHONE PROCEDURES

I. PROCEDURES:

- A. Telephone Promptness:
- B. Telephone Courtesy:
- C. Referring/Transferring Calls:
- D. Mobile and Portable Telephones (Cellular Telephones):
- E. Departmentally-Issued Cellular Telephones: [CALEA 81.2.10]
- F. Private Cellular Telephones:
- G. Voice Conference Calling System:
- H. Direct Dial and Operator-Assisted Long Distance Calls:
- I. Incoming Collect Calls:
- J. Outside Placement:
- K. Emergency Calls:
- L. Accountability:
- M. Restrictions:
- N. Telephone Service and Repair:

SECTION 7 - PROCEDURES FOR RADIOS, PAGING DEVICES, CELLULAR TELEPHONES, AND ELECTRONIC SIRENS

I. GENERAL:

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II. PROCEDURES:

- A. Responsibility:
- B. Radio Turn-In:
- C. On-Call Assignment:
- D. Accountability:
- E. Security:
- F. Batteries:
- G. Missing, Lost, Damaged, or Stolen Radios, Paging Devices, Cellular Telephones, or Electronic Sirens:
- H. Radio Reward Program:
- I. Private Paging Devices:
- J. Transfer of Equipment:
- K. Requests for New Communications Equipment:

SECTION 8 - RADIO MAINTENANCE AND REPAIR

I. RADIO MAINTENANCE FACILITY:

- A. Location:
- B. Hours:

II. REPAIR AND REPLACEMENT SERVICES:

- A. Routine Service:
- B. Emergency Service:
- C. Radio Equipment Exchange:
- D. Reprogramming:
- E. Installation:
- F. Inspection and Care of Radios and Accessories:

SECTION 9 - RADIO COMMUNICATIONS FAILURE

I. FIELD UNIT DISTRICT AND DEPARTMENTAL RADIO FAILURE PROCEDURES:

- A. Field Unit and District Radio Failure:
- B. Departmental Radio Systems Failure:

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- A. [Talk Group Description](#)

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- B. Cellular Telephone Check-Out Record
- C. On-Duty Private Cellular Telephone Authorization Request
- D. Record of Long Distance Telephone Calls
- E. Request for Communication Service
- F. Equipment Check-Out Log
- G. On-Duty Private Pager Authorization Request

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SECTION 1 - GENERAL

Police personnel depend upon radio and telephone communications to receive requests for service from the public and to request assistance. The Communications Bureau (CB) is established to provide the primary communications link between citizens and Miami-Dade County emergency services. The Miami-Dade Police Department (MDPD) also maintains an intradepartmental communications network to provide rapid and efficient police response and facilitate management control. All methods of departmental communication, including radio, telephone, computer terminals, and mail are to be used for official business only.

Included in the following communications procedures are protocols for managing encounters with the mentally ill; standards of practice for victims of sexual assault, consistent with standards adopted by the International Association of Chiefs of Police, the departmental Mission Statement, and the Miami-Dade County Strategic Plan; and handling reports of suspicious activities, and response to acoustic gunshot detection system alerts.

SECTION 2 - COMMUNICATIONS BUREAU

I. GENERAL:

The CB provides radio dispatch and complaint reception services for MDPD and subscribing police agencies. The CB also provides emergency (911) complaint reception service for the Miami-Dade Fire Rescue Department (MDFR). Communication interface with local, state, and national agencies is provided through radio networks, telephone/teletype links, and computer-based information systems. Monitoring of residential/commercial alarm systems is provided by commercial monitoring companies and is not a function of CB. Field units are dispatched once CB is notified of the alarm activation. [CALEA 81.2.13]

A. Complaint Section:

1. Receives and evaluates requests for police and emergency fire services.
2. Relays information to and from police dispatchers regarding citizens' requests for service and assistance needed by field units.
3. Receives inquiries from the public and provides general information or referrals.
4. Receives BOLOs and relays the information to the police dispatcher.
5. Records and processes reports from private agencies concerning seized tags, repossessions, and towed vehicles.
6. Monitors teletype circuit for the deaf.
7. Provides emergency medical dispatch instructions via protocol prompts and/or cards.

B. Dispatch Section:

1. Deploys field and support units to the scene of routine and emergency incidents.
2. Relays requests and information from field units to the Complaint Desk or appropriate agency for processing.
3. Receives and accurately transmits orders, instructions, and information from field supervisors and satellite base stations to designated units.
4. Utilizes computer information systems to provide clearance checks on subjects, vehicles, and other property to field units.

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5. Operates the law enforcement interagency emergency radio network when required.

C. Security: [CALEA 81.3.1a-d]

Access to the CB is restricted to authorized personnel. The Internal Services Department (ISD) provides security for the Data Processing and Communications Center where CB is located. Persons on official business desiring admittance must register at the front desk. Non-uniformed personnel will be issued a visitor's pass. Additionally, all backup resources, transmission lines, antennas, and power sources are protected by intrusion alarms which are monitored at the (ISD) radio repair facility and by the CB Shift Commander. Visitors requesting access to the CB must follow the procedures listed below:

1. A pass is required to visit the CB.
2. Visitors will present identification at the control desk, sign the log sheet, and be issued a pass. Except for uniformed sworn employees, the visitor's identification will be retained at the control desk until the pass is returned.
3. Security desk personnel will contact the Bureau office and request an escort for visitors not aware of the Bureau's location.
4. Visitors desiring access to the communications area must have prior authorization from the CB Shift Commander.

D. Transfer of Misdirected Emergency Calls: [CALEA 81.2.12]

Emergency calls received for one of the other six 911 centers (Aventura, Hialeah, Miami, Pinecrest, Miami Beach, and Coral Gables) and the Florida Highway Patrol will be transferred to the correct center using the appropriate transfer feature. On all emergency and in-progress calls, the person receiving the call will remain on the line until the other center has received sufficient information to handle the call.

E. Incident Notification:

Unusual incidents that develop require the assigned unit to notify the CB Shift Commander of the exact nature of the incident as soon as possible so that notification can be made to the Director and/or other key personnel. Officers on the scene of incidents that have not yet been assigned shall make immediate notification. The following are examples of incidents requiring notification:

1. MDPD officer seriously injured or killed.
2. MDPD officer, on or off duty, shoots or critically injures a person.
3. MDPD officer arrested and/or the arrest of any County, Municipal, or State employee or any governmental official.
4. Civil disturbances or major crowd control situations.
5. Aircraft crash.
6. Incidents of a newsworthy nature; e.g., multiple homicides, kidnapping, explosion, or media on scene.
7. Incidents involving VIPs or public officials.
8. Radiological incident.

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9. Any major incident where there may be a question as to the Department's liability or which may generate heightened community interest. [CALEA 11.4.5]
10. County vehicle crashes involving death, injuries, or hospitalization, and/or damages in excess of \$5,000 per vehicle.
11. Electronic Control Device (ECD) deployments involving juvenile and elderly persons (65 years and older), mentally ill persons, or subjects(s) transported to a medical facility for injuries sustained as a result of the ECD deployment.
12. Death, critical injury/hospitalization, or non-critical illness of a Miami-Dade Police Department (MDPD) employee regardless if they are on duty, off duty, or retired.

F. Unit Number Designation:

Only the CB Major is authorized to assign or change unit numbers. Assignment of unit numbers is based on departmental needs. Requests for new or changes to existing unit numbers must be submitted by action memorandum to the CB Major. [CALEA 81.2.4c]

II. PROTOCOL FOR MANAGING ENCOUNTERS WITH THE MENTALLY ILL: [CALEA 41.2.8]

It is imperative that the police complaint officer screen all calls to determine whether an encounter with a mentally ill individual is likely, so the most appropriate qualified officers can be dispatched to the scene. First line supervisors, however, are still required to respond to all calls dealing with the mentally ill and must state that over the primary radio frequency to the dispatcher.

In accordance with the three-tier model for managing encounters with the mentally ill, as described in **Mental and Physical Health Commitments**, all sworn departmental personnel are trained to the tier-one level and may respond to any call involving the mentally ill considered routine in nature. When there is no history of violence at the location, potential for violence in remarks from the caller, and/or anticipated resistance from detention or arrest is determined to be unlikely, a tier-one level response is appropriate. If a tier-one response call changes from the aforementioned situation, calls involving mentally ill persons will be dispatched in accordance with the following dispatch sequence:

A. Dispatch Sequence:

1. At the tier-two level, a field training officer who has received Crisis Intervention Training (CIT) and Electronic Control Device (ECD) training, in accordance with the three-tier model, will be dispatched as the primary unit to all calls involving mentally ill persons or locations that have a violent history, threats of violence, or the potential for violence based on the caller's comments.
 - a. If a crime has been committed and arrests or formal detention of the mentally ill person is likely, an officer who received CIT should respond and handle the call.
 - b. If a physical confrontation or resistance to treatment is threatened, even if not for crime, an officer who received CIT should be dispatched first.
2. When an officer who received CIT is unavailable, an officer who received ECD training will be dispatched as the primary unit; and a supervisor who received CIT will be dispatched as a back-up.
3. When an officer who received CIT and/or ECD training is unavailable, a uniform officer will be dispatched as the primary unit; and a supervisor who received CIT and ECD training will respond as back-up.

B. Request for Special Response Team:

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The Special Response Team (SRT) will be requested in situations that meet the Department's call-out criteria. The decision for a negotiator team to respond will be made by the Special Patrol Bureau (SPB) Major or a designee, in cooperation with a representative from Psychological Services Section.

III. PROTOCOL FOR RESPONSE TO SEXUAL ASSAULTS:

The mission of the MDPD is to provide an effective law enforcement response to sexual assault that treats all victims of crime with appropriate dignity and respect, while recognizing ethnic and cultural diversity; utilizing a victim-centered approach which promotes the compassion and sensitive delivery of services in a nonjudgmental manner, while balancing the needs of the victim with law enforcement requirements.

A. Police Complaint Officer Response:

1. Upon receipt of a complaint of a sexual assault, the police complaint officer will be calm, courteous, and not address the caller as if placing blame on the victim.
2. The police complaint officer will process the call in accordance with established CB protocols, and obtain all pertinent information in the manner set forth in the CB Standard Operating Procedure (SOP).
3. If the complaint requires police and/or fire dispatch, the police complaint officer will classify the call as one of the four categories of response as set forth in the CB SOP; Routine, Priority, In Progress, or Emergency.
4. Information for a BOLO is important and will be obtained from the caller and immediately forwarded for dispatch, when appropriate.
5. If the victim or reporter is calling from outside Miami-Dade County and a uniformed patrol unit cannot respond, the caller will be transferred to the Sexual Crimes Section (SCS). If an answer is not received at SCS, the CB Shift Commander will contact an on-call SCS detective.
6. When the police complaint officer receives a call from the Department of Children and Families (DCF) Abuse Hotline regarding an offense which has just occurred, and the victim is on the scene with a DCF worker, a uniformed unit will be dispatched. All other calls regarding sexual assaults received from the DCF Abuse Hotline will be transferred to the SCS.
7. When a call is received from a victim or witness of a crime requesting information or assistance, the police complaint officer will refer the caller to SCS. If the caller is an adult victim of sexual battery, the caller will be given the telephone number of the Rape Treatment Center hotline at 305-585-RAPE (305-585-7273). Other referral agencies include, but are not limited to:

The following referral services are offered via the SCS:

- a. Twenty-four-hour hotlines: Community Health of South Dade, Inc., and Switchboard of Miami.
- b. Victim assistance agencies: Dade Family Counseling; Center for Family and Child Enrichment; The Journey Institute; Kristi House Child Advocacy Center; and domestic violence shelters which include the Miami-Dade County Advocates for Victims Safe space and Victim Response, Inc. (The Lodge).

B. Police Dispatch Response:

Complaints that should receive a designation of a sex offense (signal 33) can be classified as emergency (code), immediate response, or routine.

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1. All sexual batteries in progress will be dispatched as “Code 3” Emergency Signal.
2. Lewd and lascivious offenses and exposures in progress will be dispatched as 33P.
3. When applicable, information for a BOLO will be dispatched immediately and updated in a timely manner.
4. Public service aides will not be dispatched on any sexual offenses.
5. All sexual assaults, excluding indecent exposures and lewd and lascivious offenses, will be dispatched over Headquarters Talk Group if possible.

IV. PROTOCOL FOR HANDLING REPORTS OF SUSPICIOUS ACTIVITIES:

All departmental employees, regardless of position or title, play a vital role in identifying and reporting suspicious activity that may be indicative of behavioral traits or patterns related to homeland security threats. To assist in the identification of observed behavior that is reasonably indicative of pre-operational planning of terrorism or other criminal activity related to homeland security threats, the Department has adopted the baseline of the Nationwide SAR Initiative Indicators and Behaviors as a guide. These indicators are comprised of various methods, including surveillance, elicitation, testing security, acquiring supplies, suspicious persons, trial runs, and deploying assets.

A. Documentation, Review, and Notification Procedures:

Beyond recognizing suspicious activity or behavioral patterns, it is just as important to document the information in full detail, and ensure that the information is submitted to the Homeland Security Bureau (HSB) without delay.

1. All personnel encountering or identifying suspicious activities, such as those outlined in IV. B.; will complete an Offense-Incident Report (OIR). Once completed and approved by the writer’s supervisor, the report will be faxed to the HSB at 305-470-3895, prior to the end of the initiating writer’s tour of duty. If an Electronic OIR (e-OIR) is completed, it will be automatically forwarded to HSB by checking the SAR box at the top of the e-OIR form.
2. Should the circumstances dictate, which will vary on a case-by-case basis, the reporting employee will contact his/her supervisor to determine if further and immediate on-scene follow up is warranted by an HSB detective.
 - a. Should a response by an HSB detective be warranted, during normal business hours, call 305-470-3880 or 305-470-3900, and after normal business hours the call will be directed to the CB Shift Commander, who will initiate a call to the designated HSB point-of-contact.

B. Suspicious Activity:

When encountering suspicious activity, personnel are reminded that protection of civil liberties is essential. Every attempt should be made to expedite the verification and validation of the information presented by the suspect encountered. Outlined below are behavioral indicators of suspicious activity, which are reasonably indicative of pre-operational planning related to terrorism or possible criminal activity. The behavioral traits that may exist or are identified shall be clearly delineated and documented in an OIR. It must be noted that the actions and mere possession of the items listed below do not in themselves necessarily constitute a violation of the law.

1. Suspect actions:

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- a. Engages in suspected pre-operational surveillance; e.g., uses binoculars or cameras, takes measurements, draws diagrams.
- b. Appears to engage in counter-surveillance efforts; e.g., doubles back, changes appearance, engages in evasive driving.
- c. Engages security personnel in questions focusing on sensitive subjects; e.g., security information, hours of operations, shift changes, questions regarding what cameras film and/or record.
- d. Takes measurements; e.g., measures building entrances or perimeters, distances between security locations, distances between cameras, or counts footsteps.
- e. Takes photographs or video footage with no apparent aesthetic value; e.g., camera angles, security equipment, security personnel, traffic lights, building entrances.
- f. Draws diagrams or takes notes; e.g., building plans, location of security cameras or security personnel, security shift changes, notes of weak security points.
- g. Abandons suspicious package or item; e.g., suitcase, backpack, bag, box, package.
- h. Abandons vehicle in a secured or restricted location; e.g., the front of a government building, airport, sports venue.
- i. Attempts to enter secured or sensitive premises or area without authorization; e.g., area restricted to “official personnel,” closed-off areas of airport, harbor, secured areas of significant events such as presidential speeches and inaugurations.
- j. Engages in test of existing security measures; e.g., “dry run,” security breach of outside fencing/ security doors, false alarms to observe reactions.
- k. Attempts to smuggle contraband through access control point; e.g., airport screening centers; security entrance points at courts of law or sports, games, and entertainment venues.
- l. Makes or attempts to make suspicious purchases such as large amounts of otherwise legal materials; e.g., pool chemicals, fuel, fertilizer, potential explosive device components.
- m. Attempts to acquire sensitive/restricted items or information; e.g., plans, schedules, passwords.
- n. Acquires or attempts to acquire uniforms without a legitimate cause; service personnel, government uniforms.
- o. Acquires or attempts to acquire official or official-appearing vehicle without a legitimate cause; e.g., emergency or government vehicle.
- p. Pursues specific training or education which indicates suspicious motives; e.g., flight training, weapons training.
- q. Stockpiles unexplained large amounts of currency.
- r. In possession of multiple passports, identifications, or travel documents issued to the same person.

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- s. Espouses extremist views; e.g., verbalizes support of terrorism, incites or recruits others to engage in terrorist activity.
 - t. Brags about affiliation or membership with an extremist organization; e.g., “white power,” militias, Klu Klux Klan.
 - u. Engages in suspected coded conversations or transmissions, e.g., e-mail, radio, telephone, or information found during a private audit and reported to police.
 - v. Displays overt support of known terrorist networks; e.g., posters of terrorist leaders.
2. Suspect in possession of the following items:
- a. Coded or ciphered literature or correspondence.
 - b. Event schedules for sporting venues, performing art centers, and theaters.
 - c. VIP appearances or travel schedules.
 - d. Multiple forms of identification items from multiple governments.
 - e. Security schedules.
 - f. Blueprints.
 - g. Evacuation plans.
 - h. Security plans.
 - i. Weapons and/or ammunition.
 - j. Explosive materials.
 - k. Illicit chemical agents.
 - l. Illicit biological agents.
 - m. Illicit radiological material.
 - n. Other sensitive or military materials.
 - o. Hoax/facsimile explosive and/or dispersal device.

V. PROTOCOL FOR THE RESPONSE TO SHOTSPOTTER ACOUSTIC GUNSHOT DETECTION SYSTEM ALERTS:

The ShotSpotter acoustic gunshot detection system is intended to enhance the Department’s ability to respond effectively to violent crimes involving illegal and indiscriminate gunfire. The system uses the triangulation of audio sensors placed in selected areas to geo-code and identify the location of gunshots within 30 meters. The ShotSpotter system allow the audio component of the incidents to be replayed by responding officers in order to aid in the collection of evidence, and for investigation and prosecution purposes.

A. Dispatch Sequence:

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1. Upon receipt of a ShotSpotter alert, the Real-Time Crime Center (RTCC) officer receiving the alert will relay the location information to the concerned district dispatcher via the radio as a priority.
2. The dispatcher will create an incident at the location provided by the RTCC and dispatch units on a 2-14SS.
3. Once the nature of the incident has been determined, the signal can be modified. For example, if the arriving unit determines the ShotSpotter is the result of a robbery, the signal will be changed to a 29SS.

B. Officer Responsibilities:

1. For officer safety purposes, officers with issued laptops will have access to receive ShotSpotter alerts, and will be able to replay the audio portions of ShotSpotter alerts to assist in locating the crime scene(s).
2. Officers assigned to road patrol must log into the ShotSpotter system at the start of each shift, and keep the system/application open throughout the duration of his/her shift.
3. Responding officers will canvas a 30 meter area around the actual dispatch location, or red locator dot on the ShotSpotter alert map, in order to identify the crime scene and victim(s)/subject(s).
4. An OIR will be written for each ShotSpotter incident. The OIR must include the area canvassed and names and addresses of individuals located or contacted.
5. All crime scenes will be processed and evidence impounded. Firearms, spent casings, projectiles, etc., will be submitted to the Forensic Services Bureau for NIBIN entry and/or DNA analysis.
6. ShotSpotter incidents will be closed by modifying the signal to a criminal incident, or with one of the following dispositions:
 - a. S1 - Personshot/Evidence on the scene
 - b. S2 - Evidence on the scene
 - c. S# - No evidence on the scene

SECTION 3 - COMMUNICATIONS SIGNAL CODES AND ALERT MESSAGES

I. GENERAL:

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

A. Numbered Signals:

1. Signal 01 call your office
2. Signal 02 call (specified number)
Unit will be advised to call a specific telephone number. The caller's name and telephone number are mandatory unless the request is for an officer to call home.
3. Signal 03 to radio shop
If the unit radio is not operational, CB will be advised via another radio or by telephone.
4. Signal 04 to motor pool
Unit will identify the facility by name or number.
5. Signal 05 to your station
6. Signal 06 transfer

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Announced via radio by the unit prior to departing vehicle at the completion of tour of duty. The signal will be requested by the unit operator or appropriate supervisor in the chain-of-command only.

7. Signal 07 cancel

Announced by police dispatcher when the need to continue on an assigned call no longer exists or when a field supervisor designates a different unit to respond to the assignment. This signal does not automatically cancel an assigned case number (see Section 4, paragraph VII).

8. Signal 08 on call

Transmitted to units equipped with paging devices.

9. Signal 09 in service

Announced by unit when available for assignment.

10. Signal 10 out of service

Requested by a unit and must include a location and reference; e.g. vehicle breakdown, prisoner meals.

11. Signal 11 out of service - personal

The unit must advise a location or telephone number.

12. Signal 12 meal

The unit must advise a telephone number when radio communication is not possible. The signal will not be requested via telephone. If calls are holding, a supervisor will be advised of the request.

13. Signal 13 special information/assignment

Utilized for assignments of a minor nature which do not require a case number; e.g., special detail assignment at district or unit level, firecrackers, hunters, locate and notify, field interview, and building or area check.

14. Signal 14 conduct investigation

Utilized for investigative assignments that have no specific signal; a case number will be assigned. Location and reference will be advised by officer or police dispatcher, as applicable.

- a. Signal 14 J: Utilized for investigations involving juveniles other than for truancy-related activities; e.g., juvenile curfew violations.
- b. Signal 14 PA: Utilized for code violations; e.g., display of vehicles for sale, illegal vendors, or sale and consumption of alcohol.
- c. Signal 14 TR: Utilized for truancy-related activities; e.g., juveniles picked up during school hours and returned to their respective schools.
- d. Signal 14 PD: Utilized for County Vehicle Damage Reports involving MDPD vehicles
- e. Signal 14 SQ: Utilized for illegal squatters; e.g., the removal of illegal squatters from abandoned/vacant homes and for incidents involving victims/witnesses of illegal squatters.
- f. Signal 14 K: Utilized by the Airport District for abandoned vehicle and/or bag

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Announced by the unit when a vehicle is being stopped. The location and tag number of vehicle must be given. If the tag number is not available, description of the vehicle will be advised. A case number will be assigned if requested by unit. The signal will not be changed if a traffic arrest occurs.

20. Signal 20 traffic detail

Announced when unit is assigned to investigate a traffic incident or handles a traffic detail; e.g., blocked driveway, hot rod, directing traffic, assist motorist, escort, and debris or hole in roadway. Excluded are crashes and unit-initiated traffic stops.

21. Signal 21 lost or stolen vehicle tag or license tag validation sticker

22. Signal 22 stolen vehicle

Unit will issue a BOLO if the vehicle was taken within the preceding 60 minutes.

23. Signal 23 clearance check

Used to determine if a subject, license tag, vehicle, or an article is wanted or stolen. The unit must have the person or property in custody or in view. When checking a vehicle, unit must advise if occupied.

No more than four subjects will be checked from any location 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 police dispatcher.

- a. If a subject is wanted on a misdemeanor, the unit will be advised, "Subject is a 40 under."
- b. If a subject is wanted on a felony, unit will be advised, "Subject is a 40 over."
- c. Police dispatcher will dispatch a backup officer to the location of the unit with a wanted subject or occupied vehicle, unless the unit advises otherwise.
- d. Subject clearance check requests will be transmitted on Information talk groups unless otherwise advised by the police dispatcher. Checks on persons under arrest will not be requested via radio.

24. Signal 24 complete check

In addition to 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 subject is not wanted but has a local criminal history, the unit will be advised whether it is traffic, misdemeanor, or felony.
 - (2) If there is an associated signal in reference to subject's criminal past, e.g., Signal 100, the unit will be advised. Information regarding specific charges may be requested via the Information talk groups.

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(3) If subject is a juvenile, the unit will be advised, QSL, or Negative, reference a past.

25. Signal 25 burglar/holdup alarm ringing

A two-officer unit or single unit with backup will be dispatched. Units will be advised if alarm is silent or audible and if someone is in route to open or secure the premises.

Higher priority will be given to alarms designated as Hold-up, Panic, Ambush, Duress, or Listening Device. These will be dispatched immediately in the same progression as an emergency signal.

Signal 25 vehicle panic alarm

These alarms will be dispatched as a 25 vehicle panic alarm until confirmation of the correct signal. Panic alarms will be given higher priority and dispatched immediately.

26. Signal 26 burglary

If the signal involves an occupied structure, in-progress, the police dispatcher will advise units by announcing: "Attention All Units, 2-26." A two-officer unit or a single unit with backup will be dispatched.

27. Signal 27 larceny

28. Signal 28 vandalism

Includes all criminal mischief offenses.

29. Signal 29 robbery

If in-progress, police dispatcher will advise units by announcing: "Attention All Units, 2-29." A two-officer unit or a single unit with backup will be dispatched. When possible, units will be advised if the robbery was armed or strong arm.

30. Signal 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. Signal 31 homicide

32. Signal 32 assault

Includes verbal threats, assault and battery, aggravated assault, aggravated battery, bar fights, domestics involving assaults, and juveniles fighting.

33. Signal 33 sex offense

Includes sexual battery, assault with intent to commit sexual battery, lewd and lascivious assaults/behavior, indecent exposure, child Internet pornography, and other sex offenses. If in progress (except lewd and lascivious assaults/behavior) police dispatcher will advise units by announcing: "Attention All Units, 3-33."

34. Signal 34 disturbance

Reference will be announced; e.g., domestic, neighbor dispute, landlord-tenant, or customer. Disturbances involving family members will be dispatched as 34, except when an assault has occurred or is occurring.

35. Signal 35 intoxicated person: Marchman Act

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36. Signal 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. Signal 37 suspicious vehicle

The unit will be advised if vehicle is occupied. License tag number, if available, will be checked to ascertain status before unit is dispatched. A backup unit will be dispatched if the call is assigned to a single-officer unit.

38. Signal 38 suspicious person

Description of subject will be furnished when possible. A backup unit will be dispatched if the call is assigned to a single-officer unit.

39. Signal 39 prisoner

Announced when transporting a prisoner:

- a. Unit requesting 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 Daily Activity Report.
- c. Police dispatcher will be advised immediately of any delay or detour during transportation of a prisoner.

Also, used to denote escaped prisoner and jail break incidents. The CB will be advised immediately of all pertinent information concerning any escape; e.g., number, description, and direction of travel.

A signal 39 will be used when making a warrant arrest and only a Complaint/Arrest Affidavit is completed. A case number will be assigned for an Assist Other Agency (AOA) warrant; the original case number will be used for MDPD warrants.

40. Signal 40 subject possibly wanted

Felony offense will be announced, "40 over;" misdemeanor offense, "40 under."

A backup unit will be dispatched to a single-officer unit when subject is wanted.

41. Signal 41 sick or injured person

The police dispatcher will announce circumstances; i.e., heart attack, drowning, severe bleeding, or other appropriate information.

An ambulance will not be dispatched until the MDPD or MDFR unit on the scene requests medical transportation.

Any time Police Services personnel arrive at the scene of any call involving illness or injury and MDFR is not on the scene, the "Medical Miranda" card (also known as the "SEND" card) will be used. The card has seven questions to be asked for each injured or ill person on the scene. Police Services personnel will obtain the answers to the below listed questions and immediately relay the information via police dispatcher to MDFR. MDFR personnel will use the information to determine the type of equipment or personnel; e.g., basic life support or advanced life support to send.

- a. Chief complaint and incident type?
Is there more than one person injured?

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- b. Approximate age?
- c. Conscious: Yes/No...or alert?
- d. Breathing: Yes/No...or difficulty?
- e. Illness case: (age 35 or over):

Is there chest pain?

- f. Accident or injury case?

Is there severe bleeding (spurting/pouring)?

- g. Response mode:

Do you need a lights-and-siren response?

Most of the time, personnel will have no trouble making this last decision (g). This program will facilitate additional routine responses from MDRF when warranted, which greatly reduces the number of dangerous driving situations encountered.

42. Signal 42 ambulance

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

Should circumstances develop which affect ambulance requirement, desired location, or response mode, the unit will advise police dispatcher.

43. Signal 43 Baker Act

A mentally ill person or person in need of psychiatric evaluation. A backup unit will be dispatched.

44. Signal 44 attempted suicide

Police dispatcher will announce circumstances; e.g., overdose, slashed wrists, and other appropriate information. A backup unit will be dispatched.

45. Signal 45 dead-on-arrival (DOA)

Includes apparent natural deaths, traffic deaths, drownings, and all other accidental deaths.

Requests for Homicide Bureau (HB) will be made via telephone when possible. If no one can be reached at the HB or if there is no telephone available, the officer will advise the CB Shift Commander that he could not reach a Homicide Unit to respond. If the HB is contacted directly, the officer still must make notification of the call to CB.

46. Signal 46 medical detail; e.g., serum or donated organs

The CB may assign relay units and rendezvous points when the route of a signal 46 crosses district boundaries. The signal will be announced over appropriate talk groups and include all unit numbers involved and rendezvous points.

47. Signal 47 bomb or explosive alert

Used for bomb threats and any situation where the possibility of an explosion exists; e.g., leaking gas or chemical spills. The [Mobilization and Emergency Operations Plan](#) details procedures for responding to bomb or explosive alerts.

48. Signal 48 explosion

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The police dispatcher will announce all known details pertaining to cause, injuries, and approach routes.

49. Signal 49 fire

The unit will assist the MDFR in traffic, crowd control, and first aid.

50. Signal 50 organized crime figure

The signal exclusively designates those persons listed by the Investigative Services Division (ISD).

When a unit requests a records check of a subject that is listed by the (ISD), the police dispatcher will provide the normal information and advise the unit that the subject is a signal 50. The unit shall complete a Field Interview Report, in addition to any other reports, and shall forward it to the (ISD).

51. Signal 51 narcotics violator

The signal designates those individuals identified as violence-prone narcotics violators. After notifying the requesting unit that the subject is a signal 51, the police dispatcher will notify the CB Shift Commander, who notifies the Narcotics Bureau (NB) Major (or the on-call narcotics investigator). An NB investigator will respond to each signal 51 incident.

52. Signal 52 narcotics investigation

53. Signal 53 abduction

Includes kidnapping, false imprisonment, and hostage situations.

54. Signal 54 fraud

Includes forgery, embezzlement, motel skip, worthless check, identity theft, and flim flam.

55. Signal 55 weapons violation

Includes carrying concealed weapon, possession of illegal weapon, reckless display of firearm, and any other appropriate violation.

a. Signal 55-P anonymous firearm tip calls received via Miami-Dade Crime Stoppers

- (1) When a unit is dispatched on a signal 55-P and upon arrival the officer finds another crime has been committed, such as a robbery, the 55-P signal must not be changed. Instead, the officer should take an additional signal and case number reflecting the new incident and cross reference the report with the 55-P case.
- (2) When an arrest is made on a dispatched 55-P call, arrests or firearms seizures shall be recorded on the element's Daily Incident Log. A copy of the arrest affidavit must be forwarded to the attention of the Public Information and Education (PIEB) Major within three days of the arrest. Town or village commanders in contract cities where a signal 55-P has been dispatched must provide follow-up information concerning the outcome of the tip to the PIEB Major within three working days; even if there is no arrest.

56. Signal 56 court

Includes all on-duty court appearances (arrest, traffic, County, criminal, or civil) and time required to obtain and return evidence to the Property and Evidence Section.

57. Signal 57 case filing/deposition

Includes all on-duty case filing, pre-trial conferences, and depositions.

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58. Signal 58 training

Includes all on-duty in-service training; e.g., range, seminars, and equipment indoctrination.

59. Signal 59 off-duty assignment

Utilized for off-duty assignments; e.g., off-regular-duty employment, court appearances, pre-trial conferences, and depositions.

60. Signal 60 two-officer unit (not currently utilized)

Utilized by one of the two officers assigned as a two-officer unit. The unit will check into service using the assigned radio number of one officer at the beginning of their tour of duty. The same unit number will be used during the shift for all communications. The second officer will request a signal 60 with the first unit number. Both unit numbers will request a signal 06 at the end of the tour of duty.

61. Signal 61 district desk assignment

Requested by the officer assigned to the district desk using the assigned radio number at the beginning of his tour of duty. The district base station radio number will be used during the shift for all communications. The officer, utilizing the assigned unit number, will request a signal 06 when relieved.

B. Career Criminal Identification Signals:

The Narcotics Bureau (NB), Career Criminal Unit, is responsible for tracking individuals designated as habitual or violent offenders. These individuals are those offenders classified by FS as Florida Career Offenders, or classified by departmental protocol as signals 100, 150, 200, 250, 300, 400, or 500. These signals are communications alert identifiers that classify habitual and violent offenders in accordance with the Miami-Dade County State Attorney's Office criteria and alert officers during contacts with these career criminals. By virtue of the criminal history of these individuals, an alert message is entered into the CJIS advising of their career criminal status. CJIS operators conducting criminal history checks are alerted of the career criminal status of these individuals. This information is then relayed to the officer requesting the criminal history check.

Officers encountering habitual or violent offenders must contact the Career Criminal Section (CCS), at (305) 471-2300, if the offender is arrested. If the offender is not arrested, officers are required to complete a Field Interview Report (FIR) to document the contact, in addition to any other reports (see). A hard copy of the FIR should immediately be forwarded to the CCS.

1. Adult:

a. Signal 100 - habitual offender:

- (1) The subject has had three or more felony convictions (separate cases and at least two separate sentencing dates). Only one drug conviction for possession, or possession with intent to sell, or purchase of drugs may be included in the felony convictions.
- (2) At least one of the felony convictions or release from incarceration on any felony conviction was within the last five years.
- (3) The current charge is a second degree felony or higher.
- (4) If the subject receives a withhold of adjudication and is placed on probation, the withhold counts as a prior conviction only if he is on probation at the time he commits the current charge. Possession with intent to sell a controlled substance counts as a prior conviction.

b. Signal 200 - habitual violent offender:

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- (1) The subject has at least one prior conviction for one of the following violent felonies or attempt or conspiracy to commit one of the following violent felonies: aggravated assault, aggravated battery, aggravated child abuse, aggravated stalking, armed burglary, arson, kidnapping, murder/manslaughter, robbery, sexual battery, or throwing, placing, or discharging a destructive device.
 - (2) The subject has one other separate felony conviction on a separate sentencing date (excluding possession or possession with intent to sell, or purchase of controlled substances).
 - (3) Last felony conviction or release from incarceration on a felony conviction was within the past five years.
- c. Signal 300 - special violent habitual offender:
- (1) The subject has been convicted of and/or released from incarceration for a robbery in the past three years.
 - (2) The subject's current charge is robbery.
- d. Signal 400 - Gort violent career criminal:
- (1) The subject has been incarcerated in a state or federal prison.
 - (2) The subject is currently charged with one of the following crimes: aggravated assault, aggravated battery, aggravated child abuse, aggravated stalking, aircraft piracy, arson, burglary, escape, kidnapping, lewd, lascivious or indecent assault on a child, murder/manslaughter, robbery/carjacking/home invasion robbery, sexual battery, or throwing, placing, or discharging a destructive device or bomb. Any [FS, Chapter 790](#) felony firearm violation, or any felony which involves the use or threat of physical force or violence against any individual.
 - (3) The subject has three or more convictions on separate sentencing dates for any of the crimes listed above.
 - (4) The subject was convicted or released from incarceration on one of the above felonies within the past five years.
- e. Signal 500 – federal armed career criminal (when all of the following apply):
- (1) The defendant's instant charge contains possession of a firearm and the firearm was recovered.
 - (2) The defendant has three forcible felony convictions and/or trafficking convictions with separate case numbers (includes convictions outside Miami-Dade County).
2. Juveniles:
- a. Signal 150 - serious habitual offender:
 - (1) A juvenile, 14 - 18 years of age, identified as a serious habitual offender.
 - b. Signal 250 - violent habitual offender:
 - (1) A juvenile, 14 - 18 years of age, identified as a violent or recidivist serious habitual offender. If the juvenile is arrested, the officer shall advise the CB Shift Commander who will notify the on-call Serious Habitual Offender Tracking Unit supervisor in SSIB.

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C. Alert Messages:

The Central Records Bureau, Automated Systems Unit, enters alert messages on Federal Deportable Detainees released from federal prisons throughout the United States. The majority of these detainees have extensive criminal histories, and the (WB) Career Criminal Unit is responsible for tracking these individuals. The alert messages direct officers encountering these individuals to complete an FIR and forward it to the Career Criminal Section. In addition to the FIR, a photograph and a voluntary DNA sample should be taken, if possible. The photograph should be attached to the back of the hard copy of the FIR and forwarded to the Career Criminal Section. A notation indicating if DNA was taken should be included on the FIR.

D. Q Signals:

Signal QSL - Do You Receive Me? /OK/affirmative

Signal QTR - Time

Signal QRU - Are you OK? / It is safe/All is clear

Signal QSM - Repeat the transmission

Signal QTH - Location

Signal QSK - Proceed with the transmission

Signal QRM - Repeat, I have interference

Signal QRX - Stand by

Signal QSY - Change talk group

E. 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

B - BRAVO

C - CHARLIE

D - DELTA

E - ECHO

F - FOXTROT

G - GOLF

H - HOTEL

I - INDIA

J - JULIETT

K - KILO

L - LIMA

M - MIKE

N - NOVEMBER

O - OSCAR

P - PAPA

Q - QUEBEC

R - ROMEO

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S - SIERRA
T - TANGO
U - UNIFORM
V - VICTOR
W - WHISKEY
X - XRAY
Y - YANKEE
Z - ZULU

SECTION 4 - RADIO TRANSMISSION PROCEDURES

I. GENERAL:

A. Unit Dispatching:

The CB is responsible for routine dispatching of field units. When it is necessary for a uniformed field supervisor to assume immediate command of unit assignments, he will advise the CB Shift Commander, establish a Command Post (CP), and direct the efforts of assigned units. The CB will be advised of the CP location and name of the CP Supervisor.

At the request of the CP Supervisor, Police Tactical 1 (POL-TAC 1) or Police Tactical 2 (POL-TAC 2) may be utilized to isolate CP radio transmissions on a dedicated talk group. The talk group will be dedicated for use by the CP only.

When circumstances dictate, the Special Patrol Bureau (SPB), Incident Management Team (IMT), mobile CP vehicle can be requested through CB.

B. Unit Availability:

Unless specifically prohibited by assignment, units in an on-duty status will monitor the assigned talk group at all times. Whenever an officer is going to be away from the radio, the police dispatcher will be advised and the appropriate signal assigned. [CALEA 81.2.4b]

C. Satellite Base Stations:

Base stations will be utilized for transmission of signals 01 and 05, in-progress calls, and emergency information only. Pertinent information announcements via base station transmission are not precluded.

D. Assigned Talk Group ([Annex A](#)):

On-duty units will not transmit on talk groups other than the one assigned, Information North or Information South, unless operational necessity requires a deviation. Whenever a unit changes talk groups, the primary assigned talk group police dispatcher will be advised. Off-duty units will monitor and transmit on the talk group of the district in which the vehicle is operating.

Specialized units, with County-wide responsibilities, may utilize any primary dispatch talk group.

E. Signal Reassignment:

Only the concerned field supervisor is authorized to cancel a unit assignment; the signal must be subsequently reassigned to a unit within the command. An exception may be permitted when a field unit on the scene or within close proximity to an incident requests the signal or the unit is needed for a higher priority signal.

F. Call Progression, Unit Numbers, and Communications Procedures for Contractual Police Service:

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Call progression, unit numbers, and communications procedures for municipalities in which MDPD provides contractual police services may be different than established departmental parameters, but in accordance with applicable contract provisions and departmental procedures.

The affected departmental element coordinating the provision of contractual police service will submit a memorandum to CB outlining any contractual provisions that deviate from standard communications procedures.

G. Signal Request:

1. A unit will not transmit or request a signal for another unit, unless extenuating circumstances dictate. Extenuating circumstances may include:
 - a. Radio difficulty.
 - b. Requesting unit does not have a radio available.
 - c. Field supervisor requesting signal for assigned units.
2. A unit will take a separate signal when appropriate, e.g. a signal 39 when transporting a prisoner, in lieu of remaining on a signal and changing location.

H. Grid Request:

A unit requiring a grid number will utilize their district grid map. If a unit has the need for a grid outside of their district's boundaries, the police dispatcher will provide the grid. Units assigned to elements other than a district will contact the desk operations center of the concerned district.

I. Signal Change and Report Status:

Field units will advise the police dispatcher of any signal change or of any No Report before checking into service; e.g., 26 changed to a 27. A correct signal, which does not require police action, and is No Reported, will not be changed to a 14; e.g., 34, no police action, no report. [CALEA 81.2.4a]

When there is no signal change, units should take an 09 Report Written or 09 No Report utilizing the appropriate status messaging function. An arrival must have been taken prior to attempting to 09 using status messaging.

J. Be-On-The-Look-Out: [CALEA 41.2.5b,f]

1. When requested, the police dispatcher will transmit a Be-On-The-Look-Out (BOLO) provided that no more than one hour has elapsed since the incident occurred; if longer, the unit will make the request through the Complaint Desk, as enumerated in Section 4, paragraph X.A.11. The following incidents are exceptions:
 - a. Missing infants, young children, mentally ill, or disturbed persons of any age.
 - b. Persons and vehicles involved as suspects or victims of serious crimes.
2. BOLOs received via the frequency will be read once and kept for 24 hours at the affected dispatch console. BOLOs requested via the Complaint Desk will be read as often as requested for up to ten (10) days with the approval of the CB Shift Commander.

K. Cancellation of a BOLO:

Units requesting cancellation of a BOLO will notify CB.

L. Law Enforcement Interagency Radio Communications - Mutual Aid Calling and Intercity Frequency:

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When broadcasting outside the jurisdiction of Miami-Dade County, clear speech will be utilized without radio signals in order to facilitate communication among different agencies. [CALEA 81.2.4d]

1. The Mutual Aid Calling frequency is available nationwide on 800 MHz radio systems utilized by emergency services. It is to be used by any emergency services personnel for broadcasts outside of their jurisdiction, emergencies, contact between counties, or when operations are being performed using personnel on different radio systems. The Mutual Aid Calling Channel (MA-CALL) is within the MUTAID menu on the radio and is the primary frequency for initiating interagency radio communications. Agencies utilizing an 800 MHz radio system include Coral Gables, Hialeah, Miami, and Miami Beach Police Departments and the Florida Highway Patrol.
2. Intercity: The intercity VHF frequency is used for radio communications with agencies that do not have an 800 MHz radio system, e.g., Homestead Police Department and all federal agencies, utilizing a VHF radio system.

II. RADIO PROCEDURES:

A. Brevity:

Radio transmission between field units and police dispatchers will be brief and concise.

B. Normal Transmission:

Except during emergency or priority situations, units will not attempt to transmit verbally until the police dispatcher announces DADE COUNTY. Units having additional information or a need to transmit regarding the subject matter of a transmission will do so by advising their unit number and the word REFERENCE. Officers are required to advise dispatchers: [CALEA 81.2.4a,c]

1. When making vehicle or pedestrian stops
2. When changing locations while on any signal other than "in service"

C. Emergency Transmissions: [CALEA 81.2.4c]

1. A unit will announce the assigned radio number and the word "EMERGENCY." Emergency transmissions take precedence over all other transmissions.
2. When an officer requires assistance (3-15) and circumstances prevent that officer from following the procedures listed in paragraph 1, the radio's emergency button should be utilized.
 - a. The button must be firmly depressed for one-half second.
 - b. The radio will immediately provide a five-second open microphone.
 - c. An officer should make every attempt possible to announce his/her location during this five-second interval.
 - d. An audible tone and "RXEMER" emergency signal will be displayed on all radios in the talk group in which the emergency was declared as well as on the police dispatcher's console.
 - e. Once declared, the police dispatcher will be the only person who shall clear the emergency signal, and will do so only after verifying that the emergency no longer exists. [CALEA 81.2.4g]

D. Priority Transmissions: [CALEA 81.2.4c]

1. Definition: An immediate need to transmit, but does not denote an emergency condition; e.g.:

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- a. A unit arrives on an in-progress call.
 - b. A unit arrives on a 2 or 3 signal.
 - c. When developments in a situation could jeopardize an officer's safety and immediate access to the air is needed. This includes situations when a supervisor needs to cancel pursuits or coordinate officers' actions in a potentially dangerous situation, e.g., responding to an armed, barricaded subject call.
2. A unit will announce the assigned radio number and the word "Priority."
 3. When circumstances meet criteria of a priority transmission and air traffic prevents the officer from announcing that a priority situation exists, the officer shall activate the priority transmission feature.
 - a. Handheld radios: Press and release the top option button located above the push-to-talk (PTT) button on the left side of the radio.
 - b. Trunk mount radios: Press and release the option button located on the front panel of the radio.
 - (1) Once the option button has been depressed and released, within two seconds depress and hold the PTT button.
 - (2) After depressing the PTT button, the officer will have three seconds to announce the assigned radio number and the word Priority.
 - (3) Release the PTT and permit the police dispatcher to clear the air traffic and acknowledge the priority transmission.

E. Signal Request: [CALEA 81.2.4c]

1. Units will announce radio number and desired signal when requesting a signal. Location or other information will not be announced until the police dispatcher has acknowledged unit's radio number and signal.
2. Status messaging is the ability to send standardized signal messages to the police dispatcher via the 800 MHz radio system from programmed police radios without voice transmission.

Status Message	Number Dispatch Signal
0	Arrival
1	56 - At Justice Building
2	56 - At South Dade Government Center
3	56 - At North Dade Government Center
4	04 - Shop
5	05 - Station
6	06 - Transfer
7	09 - With A Report Written
8	QSY - To Info
9	09 - With No Report Written

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- a. In order to use status messaging, personnel must ensure that:
 - (1) Assigned or loaner portable and mobile radios are programmed for status messaging; e.g., menu screens appear on display.
 - (2) Assigned portable and mobile radios are mapped to the assigned officer's badge number and properly display the badge number at the dispatch console. This is facilitated by checking in as "new crew" with the officer's badge number and giving the Logical Identifier (LID) number of the radio being utilized if it is not the permanently assigned radio (pool vehicle or hand held).
 - b. A unit's signal status is updated after the unit sends a valid status message signal and the police dispatcher displays the incoming message at the dispatch console. Status messages are valid if the status message sent is a valid function for the unit's current status; e.g., arrival on dispatch-initiated signals and routine 15 signals; an 09 from a signal with or without a report after taking an arrival on the signal; or taking a 56, 04, 05, or 06 when the unit is not on a signal and in service. An invalid status message will be rejected by the Computer-Assisted Dispatch (CAD) system; e.g., trying to 09 from a dispatch-initiated signal or routine 15 if the unit has not taken an arrival.
 - c. Status messaging shall not be used for any of the following:
 - (1) To get the police dispatcher's attention or to have the dispatcher raise the unit.
 - (2) To check in as "new crew."
 - (3) To take an arrival on any emergency, in-progress signal, or holdup alarm including when the unit has been slowed to a routine response.
 - (4) When the police dispatcher has advised that the CAD is down.
 - (5) When dispatch operations are working in the Emergency Operations Center.
 - d. If the unit is equipped with a mobile data terminal, the officer will utilize the computer as permitted.
3. Arrival: Units will take an arrival for each assigned call. [CALEA 81.2.4a] Should circumstances upon arrival require that immediate action be taken, arrival time may be estimated and reported when the call is cleared verbally with the police dispatcher.
 - a. Arrival on non-emergency signals should be taken using the arrival function of status messaging.
 - b. Arrival on emergency or high-priority calls shall be taken verbally over the air.

F. Federal Communications Commission Requirements: [CALEA 81.1.2]

Departmental personnel will comply with all Federal Communications Commission regulations and MDPD directives when operating radios. The following actions are prohibited.

1. Transmission of superfluous signals, messages, or communications.
2. Use of profane, indecent, or obscene language.
3. Willfully damaging or permitting radio apparatus to be damaged.
4. Maliciously interfering with the radio transmission of another unit.

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5. Making unidentified transmissions.
6. Transmitting before the air is clear and interfering with other transmissions.
7. Transmitting a call signal, letter, or numeral not assigned to the station or unit.
8. Adjusting, repairing, or altering a radio transmitter; altering a radio's programming, talk group profile, or LID. Only radio technicians authorized by the Miami-Dade County Information Technology Department (ITD), may make adjustments or repairs.

G. Inspections:

Communications equipment will be available for inspection at any reasonable hour. Supervisors will inspect radio equipment for proper shoulder microphone, proper (standard long) antenna, and general condition; e.g., corrosion on microphone or battery connectors, as outlined in Section 7 – Procedures for Radios, Paging Devices, Cellular Telephones, and Electronic Sirens.

III. SIGNAL ASSIGNMENT:

A. Emergency Signals:

1. Types:
 - a. Code 3 emergency call: A situation or sudden occurrence which poses an actual 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.
 - b. Code 2 emergency call: A situation which poses a potential threat of serious injury or loss of human life which may require swift police action. Code 2 calls are preceded by a tone indicator and the signal prefixed by a 2.
2. Procedures:
 - a. When a unit assigned to an emergency arrives at a scene where the officer's safety is of particular concern; e.g., in-progress, violence-related, subject still in area, or high-priority alarms, non-emergency transmissions by other units will be delayed until the police dispatcher advises that the talk group is clear.
 - b. When a unit arrives on an emergency signal and the officer's personal safety is not of unusual concern, e.g., 17, 49, or if the subject is not in the immediate area, the police dispatcher will not hold radio traffic. A unit requiring assistance or information on the call should use the priority or emergency button to raise the dispatcher. A specific request to "hold the air" will always be honored.
 - c. The first unit to arrive at the scene will advise the police dispatcher if other units should continue on a routine or emergency basis.
 - d. Emergency signals will not be held or delayed unnecessarily, and will be dispatched to available units via the following progression:
 - (1) Uniformed unit affected area.
 - (2) Uniformed unit affected district.
 - (3) Uniformed sergeant affected district.
 - (4) Uniformed lieutenant affected district.

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(5) Uniformed unit adjacent district.

- e. When a supervisor is dispatched, the first district unit to become available will be dispatched and assigned the signal.
- f. Back-up units: On Code 3 or Code 2 emergency calls, backup units may be dispatched on a 3-15, a 2-15, or a routine 15 signal dependent upon the situation.

B. Immediate Response Signals:

Calls of high priority, other than emergency or in-progress signals, requiring immediate police action, e.g., crimes about to occur; high-priority alarms such as panic, holdup, or listening devices; requests from MDFR field units which have responded to an emergency call; or crimes to which MDFR units are also enroute will be dispatched in the same progression as an emergency signal (see III.A.2.d, above).

C. 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. These signals will be dispatched in the same progression as an emergency signal (see III.A.2.d, above).

D. Just Occurred Signals:

Any crime-related situation which has just occurred, wherein the subject(s) is no longer on the scene of the crime, and immediate response by police may aid in the apprehension of a subject, recovery of property, or prevention of injury. Just occurred signals will receive priority depending on the circumstances involved. Just Occurred signals will be dispatched to an available unit, or a supervisor will be advised immediately that the call is holding.

E. Routine Signals:

Routine signals are dispatched by transmitting the signal without use of prefix, suffix, or tone indicator. The Area Supervisor (Sergeant) will be notified if a call is holding for 15 minutes, and the Platoon Commander (Lieutenant) if the call is holding for 30 minutes.

If a police dispatcher trainee has been assigned to a primary dispatch console, the Platoon Commander will be advised at the start of the shift. This will ensure that the Platoon Commander is aware that training is taking place on the talk group and give the trainee appropriate time to decipher the information displayed on the screen. The Platoon Commander retains ultimate authority to direct units as necessary in order to address service needs of the district.

F. Priority for Handling Calls:

An immediate response to every call is not always possible; resources must be organized to give the highest level of service possible. Priority of call assignments depends on many factors and is normally the responsibility of communications personnel. However, an officer in the field may be required to decide whether to continue on an assigned call or to handle a citizen's complaint or other observed event. Determination must be based upon comparative urgency and risk to life and property of the assigned call and the intervening incident. When the officer continues on the assigned call, he should give directions for obtaining assistance or initiate the notifications.

G. Backup Assignment:

At least two officers will be dispatched to any call for service wherein the safety of a single officer may be in jeopardy. Examples of such calls include signals 25, 34, 35, 37, 38, 43, 44, 52, 55, and any calls where a suspect is on the scene or in the area. Occasionally, a one-officer unit may request assignment to these calls without benefit of backup. Such requests require approval of a supervisor prior to assignment.

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H. Supervisory Backup:

A sergeant will be utilized as a backup when only one unit is available in a patrol area.

1. Supervisors may decline a backup signal if involved in other matters requiring immediate attention.
2. If the sergeant from the affected area is unavailable, a unit or sergeant from another area will be dispatched as a backup.

I. Locate and Notify: [CALEA 55.2.6; 81.2.11]

When a call is received requesting the delivery of an emergency notification involving a critically ill person, parental consent for medical treatment, or death notification, the following information will be obtained:

1. The name of the individual involved.
2. Type of incident.
3. Caller's name and relationship to incident.
4. Contact telephone number.

A field unit will respond to all death messages so that personal contact can be made. Under no circumstances will a telephone call be made, or a telegram sent for emergency notifications. This information will not be given over the air. The assigned unit will be instructed to contact the Complaint Desk to obtain emergency notification information.

For all other circumstances, a field unit will be dispatched only if the message cannot be delivered by telephone. The police complaint officer receiving the request is responsible for telephonic notification and for re-contacting the calling party and advising the status of the request.

J. Stolen Vehicle Locator System:

Hardware and software monitored by the provider which enables the provider to track specially equipped vehicles.

1. Definitions:
 - a. Stolen Vehicle Locator System: Equipment and procedures incorporating global positioning satellites and/or a signal emitted by the vehicle used by a monitoring company to detect and track stolen vehicles.
 - b. Vehicle Locator System: An enhanced stolen vehicle locator system, either commercial or private, which includes a panic alarm button and/or cellular telephone for emergencies requiring police assistance.
 - c. Stolen vehicle episode: An episode received by the monitoring site indicating that a vehicle equipped with a stolen vehicle locator system has been stolen and a signal is being transmitted.
 - d. Panic alarm episode: Panic alarms installed in vehicles are activated by drivers depressing a button on the control panel. A panic alarm episode, received by a monitoring company, indicates that police assistance is needed immediately. Some panic alarms also have direct cellular links with the vehicle, allowing additional information to be received by directly communicating with, and/or listening to, the driver.

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2. The CB is MDPD's central receiving site for all monitored stolen vehicle episodes. Response procedures are:
 - a. Upon notification by a monitoring company that a Stolen Vehicle Locator System has been activated, CB will acquire the following information from the monitoring service:
 - (1) The stolen vehicle episode number to enable detection of the vehicle's location.
 - (2) A brief description of the vehicle.
 - (3) Confirmation that attempts have been made by the monitoring company to contact the owner.
 - b. The signal will be dispatched as a 25 vehicle alarm until a theft can be verified by the monitoring company. If an unconfirmed signal 25 vehicle alarm received from a monitoring company is not immediately dispatched, a field supervisor will be notified. Field supervisors will, at their discretion, notify support units, e.g., aviation, to assist in tracking the vehicle.
 - c. Once an owner is contacted and the vehicle is confirmed as stolen, the signal will be reclassified to a signal 22 in-progress. The decision to upgrade the signal status will be based on information received from the monitoring company or other sources; e.g., responding officers, district desk personnel, or outside agencies.
 - d. When an MDPD officer is following a confirmed stolen vehicle which enters another jurisdiction, i.e., outside of Miami-Dade County, the CB will notify the affected police agency. The CB will request assistance to stop the vehicle. In the case of an unconfirmed stolen vehicle, CB will advise the other agency that the theft is unconfirmed.
 - e. The jurisdiction where the stolen vehicle episode originated will initiate the original report and coordinate with other agencies should the vehicle be recovered outside the originating agency's jurisdiction.
 - f. Upon learning from the monitoring company that the stolen vehicle alert is a false episode, following of the vehicle shall be terminated immediately. A Miscellaneous Incident Report (MIR) or OIR will be used to record the incident and any police action taken. A copy of the report will be forwarded to CB.
 - g. Should the tracking and following of a vehicle result in a pursuit situation, guidelines established in **Pursuits** should be followed.
 - h. Any stop and potential seizure of a tracked vehicle will be effectuated within the parameters outlined in **Criminal Investigations**, **Search Procedures**, and **Forfeiture Procedures**.
 - i. If an unmarked unit becomes involved in following and tracking a vehicle, a uniform unit shall be requested as a back-up.
3. Vehicle Locator System panic alarm episodes:
 - a. MDPD will be the initial point of notification for all local vehicle panic alarm episodes. Upon receipt of a vehicle panic alarm, the CB will provide the location, make, model, and tag number of the vehicle to road units.
 - b. The signal will be dispatched as a 25 vehicle panic alarm indicating a possible crime in progress. Higher priority will be given to these alarms which will be dispatched in the same progression as an immediate response signal.

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- c. Rental vehicles with vehicle locator systems will be equipped with cellular telephones should the driver need to contact the police. The monitoring center will not call the vehicle driver once a panic alarm has been activated.
 - d. Officers will respond to all 25 vehicle panic alarms as they would any other high-priority alarm call.
 - e. Upon determining that a vehicle panic alarm call is unfounded, the officer will advise the police dispatcher of the reason; e.g., accidentally pressing the panic button. The officer will record the incident and any police action taken on the MIR. A copy of the report will be forwarded to CB.
4. Installation of Stolen Vehicle Locator System Tracking devices in County vehicles: Installation of Stolen Vehicle Locator System tracking devices, e.g., Teletrack, in County vehicles, will only be facilitated through the Professional Compliance Bureau (PCB) or upon approval of an assistant director or higher, or by court order.

IV. DELAYED ASSIGNMENTS:

A. General:

A delay in response to a routine incident is authorized when a situation which requires immediate action is observed or made known; e.g., crash, serious traffic infractions, emergencies, and the situation is in the immediate area.

B. Officer Responsibilities:

When a delay is evident, the assigned officer will:

1. Immediately advise the police dispatcher of the delay and reason.
2. Request supervisory approval for the delay and a new signal and case number, if applicable, and reassignment of original signal if necessary.
3. The officer to whom the signal is reassigned will complete a case report, if applicable.
4. The original number and any new case number assigned, with appropriate remarks, will be entered on the Daily Activity Report.

V. CASE NUMBERS:

A. Assignment:

Case numbers will be assigned to signals 14, 15 AOA, 16, 17, 18, 19 (when requested by unit for traffic arrest), 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, 52, 53, 54, and 55. Specifically, the following incidents require case numbers:

1. Citizen reports of crimes [CALEA 82.2.2a]
2. Citizen complaints [CALEA 82.2.2b]
3. Citizen requests for service (when an officer is assigned to take some form of action) [CALEA 82.2.2c]
4. Criminal and non-criminal cases initiated by law enforcement officers [CALEA 82.2.2d]

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5. Incidents involving arrests and criminal citations [CALEA 82.2.2e]

B. Required Information:

When a service request requiring a case number is received, the following information will be recorded either in the CAD system or on a Case Control Card:

1. Location of incident.
2. Name of business.
3. Complainant's name, address and phone number, if possible.
4. Date and Time request for service received.
5. Appropriate signal code.
6. Description of incident.
7. Unit dispatch time.
8. Unit arrival time.
9. Unit in-service time.
10. Whether a report was written.

C. Issuance:

The case number will be included in the initial dispatch transmission to facilitate units arriving and clearing calls with status messaging to minimize radio traffic. A different case will be assigned to each incident. [CALEA 82.2.3]

D. Blocks of Case Numbers:

Elements receiving blocks of case numbers from CB for multiple arrest situations shall:

1. Ensure that any such case numbers are used in the calendar year in which drawn or are No Reported if obsolete or in excess of the number needed to complete the operation by December 31, of the year in which obtained.
2. Maintain accountability to ensure the case numbers are either used for writing a report or No Reported when not used.

VI. NO REPORT PROCEDURES:

Field units will initiate a No Report via status messaging, if available, or via the police dispatcher prior to checking into service from the assigned call.

A. No Report Situations:

The following situations do not require that a report be completed:

1. No police action: Police action not required when:
 - a. The incident is not within MDPD's area of responsibility.
 - b. A crime or violation has not been committed.

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- c. A sick or injured person is not evident at location, or an MDR Unit responds to the scene and handles the request for service.
- d. The loss or recovery of property is not evident.

2. Duplication: A report would constitute a duplication of a previous report for the same incident.

B. Supervisory Responsibility:

1. Supervisors will personally monitor no-report activities of units under their command to ensure departmental reporting standards are met, and to confirm (on a periodic basis) the validity of calls for service being no-reported.
2. Ensure that blocks of case numbers obtained for multiple arrest situations are accounted for as mandated in the paragraph entitled, "Blocks of Case Numbers," above.

VII. SIGNAL CANCELLATION:

A. Authority:

Only the CB Shift Commander is authorized to cancel a signal. The police dispatcher may cancel a signal at the direction of the CB Shift Commander, prior to the unit's arrival, if:

1. The complainant advises CB that a police unit is not required; or
2. The incident is not within MDPD's area of responsibility.
3. MDR arrives on a 3-41 AED signal prior to the police unit's arrival.

B. Officer Responsibility:

Although a case report is not prepared, the information will be noted on the Daily Activity Report.

VIII. INFORMATION NORTH AND SOUTH:

A. Primary Function:

Information North and Information South are utilized primarily to check information concerning individuals and vehicles (signals 23 and 24) unless otherwise announced. Use of the talk groups for surveillance activities and other operational necessities is not authorized when Police Tactical 1 through 5 are available. Only the CB Shift Commander may authorize the talk groups to be used for operational necessities.

B. Talk Group Change:

When a unit is on a signal and desires to change from an assigned talk group, that unit will advise the police dispatcher of the assigned talk group that they are switching to another talk group. Units not on a signal will request a signal 10 to the Information North or South talk group and shall specify unit location or use status message code 8 to inform the dispatcher that they have moved to an Information talk group. The unit must use the same status message code (8) to advise the dispatcher of their return to the dispatch talk group.

The Mobile Data Terminal should be the primary resource for conducting subject checks whenever possible.

C. Surveillance Dedication:

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1. Information North or South may be dedicated for surveillance activities when Police Tactical talk groups are not available and with approval of the CB Shift Commander. Upon dedication, continual unit-to-unit transmission is authorized for participating units.
2. If continual unit-to-unit transmissions are not required, the Information North or South police dispatcher will retain control and extend priority to surveillance units.

D. Unit-to-Unit Transmissions:

Requests for unit-to-unit transmissions will be authorized only when a unit's car-to-car, district tactical, or police tactical are not available. Transmissions will be limited to an emergency or operational necessity.

E. Command Post Dedication:

When a CP has been established, the CP Supervisor may request the dedication of the Information North or South talk group for the exclusive use of the CP if the Police Tactical 1 through 5 and District Tactical A talk groups are not available. Units assigned to the CP operation will change to the assigned Information talk group and check in service.

IX. POLICE TACTICAL 1 THROUGH 5:

A. Primary Function:

Police Tactical 1 and 2 (POL-TAC 1, 2) are reserved for perimeters and CPs. Police Tactical 3, 4, and 5 (POL-TAC 3, 4, 5) are reserved for special details utilizing resources of more than one district; e.g., a DUI check point involving Special Patrol units and district units.

B. Perimeter and Command Post Dedication:

When a perimeter or CP has been established, the supervisor on the scene or CP Supervisor may request a Police Tactical talk group for the exclusive use of the units involved in the perimeter or CP. Police Tactical 3, 4, or 5 will be used only when Police Tactical 1 and 2 are not available.

C. Special Detail Dedication:

1. Request for dedication of a Police Tactical talk group for a special detail shall be forwarded to CB five days prior to the date of the event.
 - a. Requests should include the nature of the detail, location, starting time the talk group will be needed, anticipated ending time of the detail, and a contact person's name and telephone number.
 - b. A Police Tactical talk group shall not be used for a special detail without prior approval of the CB Major or designee.
 - c. If time does not permit the request to be received by CB five days prior to the event, the request may be sent by facsimile to CB and the original can be sent by interoffice mail for filing.
 - d. Last-minute requests may be made by telephone to the CB Shift Commander with the written request to follow, and are subject to the availability of a talk group.
 - e. Police Tactical 1 and 2 will not be utilized for a special detail when Police Tactical 3, 4, or 5 are available.
2. Emergency conditions may require the immediate response of field forces or Special Events Response Teams. These elements require dedicated talk groups for tactical use. In these instances, it is imperative that a talk group be readily available to establish communications.

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- a. Units established from a district will use the concerned District Tactical A.
 - b. Units established from multiple districts will use the District Tactical A for the commander's district.
 - c. Units established from specialized units or operating on Headquarters talk group will be assigned a talk group by the CB Shift Commander.
3. The CB Shift Commander may assign a Police Tactical talk group to be used for command functions when needed. Should the Special Patrol Bureau (SPB) assume command or coordination of an operation, they may assign a Special Events talk group for the incident.

D. Unit-to-Unit Transmissions:

Unit-to-unit transmissions are not permitted on a Police Tactical talk group, unless the unit is involved in a situation as outlined above.

X. FIELD SERVICE REQUESTS: [CALEA 81.2.5f; 41.2.4]

A. General:

Requests for the following services will be initiated by police radio or telephone through CB:

1. MDRF assistance: Should circumstances develop which alter fire or rescue assistance requirements, announced location, or response mode, the unit will advise the police dispatcher. Requests to MDRF for wash down, ladders, or other special equipment will be routine or emergency, as the situation requires.
2. Ambulance service: Field units requesting ambulance service will provide the following information to the police dispatcher or police complaint officer if calling by telephone.
 - a. Unit number
 - b. Location of response
 - c. Mode of response
3. Protective services: When possible, field units shall contact the Complaint Desk by telephone to request protective services assistance. Officers will be provided with the name and telephone number of an on-call representative and advised to contact the representative personally. In the event the request is initiated by radio, the following information must be provided to the police dispatcher:
 - a. Name, sex, race, and age of child
 - b. Name and address of parents
 - c. Address of response
4. Interpreter assistance: Field units requiring a foreign language interpreter will contact the Complaint Desk by telephone for instructions.
5. Hearing-impaired communications assistance:
 - a. Personnel who become involved in a police action with a hearing impaired individual must attempt to communicate effectively to that individual's satisfaction. A police action taken or anticipated must be clearly communicated. Police personnel will inquire of the person in writing whether a sign language interpreter is necessary.

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- b. Personnel requiring a sign language interpreter shall contact the Deaf Services Bureau (DSB) through CB. The DSB will dispatch a sign language interpreter who will respond to the location requested. For general information or future scheduling of interpreters, contact may be made directly with DSB.
 - c. All actions regarding interaction with the deaf or hearing impaired will be documented in the narrative of the OIR.
6. Wrecker service:
- a. Prior to requesting a zone wrecker, the unit shall determine if there is a wrecker service of preference. If the wrecker of preference is too far from the scene and time is a priority, e.g., blocking traveled roadway, a zone wrecker or a closer wrecker of preference should be requested. Units must advise the police dispatcher whether the request is a police or owner's request or an investigative tow.
 - b. The police dispatcher will advise the name of wrecker service and time of wrecker dispatch.
 - c. A substitute wrecker will not be ordered until 20 minutes have elapsed.
 - d. When a request is made for a County wrecker to tow a County vehicle, the following information will be provided:
 - (1) Vehicle number, year, make, model, and color
 - (2) Location of vehicle
 - (3) Description of problem
 - (4) Mobile Equipment Shop; e.g., Shop 1, Shop 2, to which the vehicle is being towed
 - (5) Whether the operator will remain with the vehicle or where the vehicle keys will be secured.
7. Road service: Departmental units encountering road hazards or obstructions which require the placement of barricades shall notify the CB Shift Commander or Complaint Desk Supervisor who will make the appropriate contact.
8. Unit assignment notification (line-up): Uniformed patrol unit assignment information will be furnished to CB via facsimile by district desk personnel within 15 minutes after completion of roll call. The following information is required: [CALEA 81.2.4c]
- a. Unit radio number
 - b. Name of officers assigned to each unit
 - c. Area assigned (boundaries)
 - d. Special equipment
 - e. Relevant information concerning court or special details
 - f. Transfer time
 - g. Pool vehicle number, if used

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9. Telephone assistance:
 - a. Field units may request telephone assistance from CB in the following instances:
 - (1) Telephone service is unavailable.
 - (2) Telephone assistance is required to verify an address or to obtain additional information concerning a signal assignment received from CB.
 - (3) Unit is participating in a stake-out or surveillance activity.
 - (4) Base station of requesting unit is inoperative.
 - (5) The Complaint Desk will provide telephone assistance for units assigned to the Headquarters Talk Group and for municipalities without operational base stations.
 - b. All other telephone assistance requests will be directed to the assigned district base stations.
10. Verbatim recording review and reproduction: In order to provide a temporary historical reference, all radio transmissions and Complaint Desk telephone calls are recorded and preserved for 60 days. [CALEA 81.2.8a-c]
 - a. Personnel requiring reproductions for investigative and/or court purposes must submit a n action memorandum approved by their immediate supervisor to the CB Major. The initial request may be made by telephone; however, a written request is mandatory prior to receiving the reproduction.
 - b. In order to facilitate taperesearch, the following information must be provided:
 - (1) Date and time of transmission or telephone call
 - (2) Case number
 - (3) Unit number(s) of officers involved
 - a. Personnel desiring to review recordings will telephonically contact the CB Training and Documentation Section for an appointment. A copy of the Master will be available for review and the appointment will be noted on the Tape Research Log.
11. Issuance of BOLOs: Units requesting entry of BOLOs into the computer systems or continuation of BOLOs in excess of eight hours will notify the Complaint Desk via telephone of the following information:
 - a. Reason for BOLO; e.g., missing person, outstanding warrant, or specific offense for which suspect is wanted.
 - b. Location of occurrence, if applicable.
 - c. Mode of travel, if known. If mode of travel is by vehicle, description including year, make, model, style, color, tag, and any distinguishing marks, writing, or body damage.
 - d. Description of person including name, if known or applicable.
 - e. Weapons with which suspect may be armed, if applicable.
 - f. Behavioral disposition, if applicable; e.g., suicidal, violent, extremely dangerous, threats made against law enforcement personnel taking action against him.

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- g. Direction of travel and possible destination, if known.
- h. Unit or officer to contact when located, if applicable.
- i. Case number.

B. Call-Out and Notification Procedures:

Most units may be requested by contacting their office during regular business hours or via the police dispatcher. If unable to contact the unit directly, the CB Shift Commander may be contacted and advised that response by the unit is required. Call-out procedures for specific specialized units are detailed below:

1. Arson call-out procedures: The responding unit will expeditiously notify the Economic Crimes Bureau (ECB), Arson Squad to respond to the following:
 - a. Fire scenes where the MDFR or other authority has determined an arson has occurred, excluding motor vehicle fires and abandoned structure fires where there is no information concerning a suspect or subject.
 - b. Commercial building or residential fires when the MDFR fire investigator is unable to determine the cause; however, foul play is suspected.
 - c. Fires or explosion scenes where serious injuries or death have occurred.
 - d. All exploded or unexploded destructive devices, or when requested by the MDPD Bomb Squad, excluding hypergolic devices (i.e. acid bombs). All arsons or bombing incidents where a subject is in custody.
 - f. All fires or explosions involving clandestine drug laboratories, i.e. hydroponic marijuana laboratories and methamphetamine laboratories.
 - g. Vehicular arson fires related to an ongoing domestic violence case where there has been more than one incident of violence within the last 12 months.

During normal business hours, 7:00 a.m. to 5:00 p.m., the Arson Squad should be contacted directly. After business hours, the Arson Squad should be contacted via the CB Shift Commander. Although some incidents require a multi-element response, these responses do not, under any circumstances, preclude notification of the Arson Squad.

2. Aviation call-out procedures: An employee may obtain the assistance of departmental aircraft through the police dispatcher. Aviation units are capable of rendering the following types of assistance:
 - a. Vehicle surveillance or pursuits
 - b. Rooftop surveillance or search
 - c. Search of large areas for lost or missing persons
 - d. Rescue operations
 - e. Patrol of remote or inaccessible areas
 - f. Night illuminations

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3. Canine call-out procedures: Caution will be utilized in deploying canines in heavily populated or congested areas. Canines will not be used for crowd control or civil disorders without the authorization of the Director or his designee.

Whenever practicable, requests for canine assistance shall be made for departmental canine units. Field units shall relay requests for canine assistance through the police dispatcher. At the time of the request, information related to the incident, e.g., reason for the search (bailout, for example), location, and time delay, will be given to the canine supervisor, or in his absence, the responding canine unit. Canine units are available on a 24-hour, call-out basis to perform the following:

- a. Building searches for subjects in hiding
 - b. Assisting in the arrest and preventing the escape of serious or violent offenders
 - c. Tracking suspects
 - d. Locating lost or missing persons, hidden instrumentalities and evidence of a crime
 - e. Detecting concealed narcotics and explosives, and the presence of narcotics on currency
4. Credit Card Squad call-out procedures: For assistance, contact ECB during normal operating hours, and at other times through the CB Shift Commander. The Credit Card Squad on-call detective should be notified when one or more of the following circumstances exist:
 - a. A subject in custody that is in possession of any credit card making equipment.
 - b. Any found or unclaimed illegal device used to capture credit card account information, or credit card making equipment; e.g., electronic credit card magnetic stripe reader or writer, whether abandoned or attached to an automated teller machine.
 - c. A subject in custody that is in possession of one or more confirmed forged or counterfeit credit cards. A subject with ten or more invoices, sales drafts, or other indications depicting different credit card account numbers may be investigated pursuant to [FS 817.611](#). Confirmed means that a representative of the credit card issuing bank has been contacted by the concerned officer, who has verified one or more of the following:
 - (1) That the account number does not match the embossed or displayed cardholder's name.
 - (2) That the account number does not match the issuing bank displayed on the credit card.
 - (3) That the credit card is determined to be a forgery or counterfeit because of certain distinguishing marks.
 - (4) That the account number on the credit card does not match the account number printed on a cashier's register receipt.
 - d. A subject in custody or person who has personal knowledge and has recently witnessed credit card making equipment being concealed and stored in unincorporated Miami-Dade County.
 - e. A subject in custody or person who admits to having personal knowledge or involvement pertaining to an organized credit card fraud ring.
 - f. A subject in custody or person who has knowledge of others currently involved in the unlawful reproduction of credit cards or any components thereof.

5. Special Victims Bureau (SVB)/ Domestic Crimes (DC) notification procedures:

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- a. DC personnel, including Missing Persons Unit personnel, are available for notification by contacting the DC at 305-418-7200, from 7:00 a.m. to 11:00 p.m.; or if there is no answer or after hours, by contacting the CB Shift Commander at 305-596-8176. A DC supervisor will determine the necessity for a response by DC after discussing the case with on-scene personnel. The following criteria shall be used by a uniform supervisor to establish whether DC-should be notified:
- (1) Evidence of serious injury stemming from an act of domestic violence, or an act of child abuse. An injury is considered serious if medical attention is required or Miami-Dade Fire Rescue personnel recommend that the victim seek immediate treatment.
 - (2) Other serious domestic-related felony incidents including, but not limited to, kidnapping; false imprisonment; burglary with assault; and armed burglary when the victim/subject relationship satisfies the statutory definition of a family or household member.
 - (3) Domestic-related misdemeanor battery cases, assaults, and telephone threats/harassing telephone call incidents where the subject has made threats to seriously injure or kill the victim and/or his/her family; and meets one or more criteria in four of the five categories of the Domestic Violence Lethality Indicators form (see **Report Writing**).
 - (4) Abductions and attempted abductions when the victim is under 18 years of age, or the abduction/attempt involves parties who have a Domestic Violence relationship pursuant to [FS 741.28](#).
 - (5) Cases where preliminary investigation by the responding officer has determined that a juvenile is missing for no apparent reason and a genuine fear for the child's safety is present. Before requesting a response, the responding officer should consider that the age of the child, in the case of a juvenile runaway, may be a determining factor; as well as the child's maturity level, history, or other elements.
 - (6) Cases where the preliminary investigation by the responding officer has revealed that there is a mental or physical condition that will place a missing individual (juvenile or adult) in life-endangering circumstances; including those who have walked away from a medical facility.
 - (7) Cases where preliminary investigation by the responding officer has determined that a juvenile or adult has or may become a victim of foul play. In missing adult cases, events such as extreme deviation in character or routine, car found abandoned, or residence found ransacked will be taken into consideration.
 - (8) Cases where the missing person is a client of the LoJack/SafetyNet program; a system that is activated to assist in the search and rescue of persons with Alzheimer's, Autism, Down syndrome and/or other medical or disabling conditions. Trained departmental operators will use digital LoJack/SafetyNet search and rescue receivers to track the radio signal being emitted from the personal locator device on the client. Tracking range of the system with the handheld device is approximately one mile, and approximately 5 to 7 miles from the air. If the concerned district has a certified operator available and the LoJack/SafetyNet equipment, the search will be implemented by district personnel. DC Missing Persons Unit will conduct the search if the equipment is not available or operational in the affected district. DC must be notified when the LoJack/SafetyNet system is activated. District personnel will be trained on the LoJack/SafetyNet equipment by a certified LoJack/SafetyNet operator. In districts equipped with the search and rescue system, the District Commander will determine proper storage of the device.

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- (9) Evidence of neglect to a child, elderly person, or disabled adult wherein the victim was injured as a result. Neglect means a caregiver's failure to provide the care, supervision, or services necessary to maintain the victim's physical or mental health.
- i. A caregiver, as defined for a child, is a parent; adult household member; or other person responsible for a child's welfare.
 - ii. A caregiver, as defined for an elderly or disabled adult, is a person who has been entrusted with or has assumed responsibility for the care or the property of an elderly person or disabled adult.
- (10) A child, elderly person, or disabled adult is encountered where severe or squalid living conditions exist. Take into consideration that poverty is not a crime, and such persons may be in need of social services.
- (11) Any of the above cases involving suspected abuse or neglect to a child, elderly person, or disabled adult; a domestic violence case; or a domestic-related case involving an MDPD employee; or a federal, state, or municipal law enforcement or correctional officer. The Professional Compliance Bureau (PCB) must also be notified of cases involving MDPD personnel.
- (12) Any case of suspected abuse or neglect of a child, elderly person, or disabled adult when a suspect is detained.
- (13) When a child has been abandoned or left without supervision appropriate for the child's age, or mental or physical condition, and the parents or guardians have not been located.
- (14) When a Command Post has been established for the purpose of searching for a missing person.
- (15) Any domestic violence incident when circumstances indicate that the notification would be in the best interest of the Department.
- a. If a missing person has not been located by the end of the responding uniform officer's shift, the information will be logged on the District Daily Incident Report and brought to the attention of the on duty Platoon Commander. The Platoon Commander will review the facts of the case, determine if further action is warranted, and ensure proper notifications have been made. Prior to shift transfer, the Platoon Commander will notify the relieving Platoon Commander of the case status.
 - b. Pursuant to FS, Chapters 39 and 415, the Department of Children and Families (DCF) Abuse Registry Hotline must be notified in all cases of reported abuse or neglect to a child, elderly person, or disabled adult. In all situations, including domestic-related incidents, where there is any condition or circumstance creating harm or threat of harm, physically or emotionally to a child, the DCF Abuse Registry Hotline must be notified. The DCF Abuse Registry Hotline's telephone number is 1-800-962-2873 and 1-800-96-ABUSE.
 - c. DC will respond to an arson when requested by an arson investigator, if not resulting in death of a child, disabled adult or elderly person; if committed by a parent, guardian, custodian, or caregiver.
 - d. DC will respond to an arson if requested by an arson investigator, when not resulting in death of a person, committed by a family or household member, as defined by [FS 741.28](#).

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- e. DC investigates allegations of robbery by MDPD employees, when requested by a robbery investigator, if committed against a family or household member as defined by [FS 741.28](#).
6. Underwater Recovery and Environmental Investigations personnel are available via the police dispatcher on the Headquarters talk group. After 6 p.m. and on weekends, divers can be reached via the CB Shift Commander. On-call personnel should be called out for those incidents meeting the below listed criteria:
 - a. Hazardous materials: Upon determination by MDFR Haz-Mat Units, assistance of Environmental Investigators is required.
 - b. Submerged vehicle recoveries: Upon call-out of a Marine Patrol Unit diver to recover a vehicle from a body of water.
 - c. Subject in custody: A subject is in custody for felony violation of environmental crimes.
 - d. Illegal dump sites: Upon discovery of debris in excess of 100 cubic feet in volume or 500 pounds in weight, containing paperwork with possible identification of source of material, or subject is on scene.
 - e. Crack/narcotics houses: When executing an arrest or search warrant, upon discovering an unsafe structure or biologically hazardous materials.
 - f. Clinics, dental labs, or medical facilities: Upon discovery of such a facility which is operating illegally and/or improperly stores and disposes of chemicals.
 - g. Violations of health: Upon discovery of violations deemed or believed to be a threat to the public's well being.
 - h. Unsafe buildings or structures: If a building or structure presents an imminent threat to public safety.
7. Marine Patrol call-out procedures: Marine Patrol Unit officers are available via the CB Headquarters dispatcher. After working hours, the on-call supervisor can be reached by the CB Shift Commander. The Marine Patrol Unit on-call supervisor will contact the requesting officer and assess the mission, prior to dispatching a vessel, to determine the agency or jurisdiction best suited to respond, and the required equipment and personnel. The Marine Patrol Unit has a limited dive capability oriented to operations in tidal waters and providing backup for the Marine Patrol Unit. A diver has the right to decline making a dive if he considers the circumstances to be unusually hazardous.
 - a. The Marine Patrol Unit provides assistance in the following situations:
 - (1) Surface and underwater search and rescue missions
 - (2) Recovery of bodies
 - (3) Recovery of evidence
 - (4) Towing disabled small craft
 - (5) Identification of derelict vessels
 - (6) Removal of navigational hazards
 - (7) Identification of sources of water pollution

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- b. Requests for non-emergency marine patrol assistance shall be submitted to the SPB Major.
8. Organized Crime Section - Vice Squad call-out procedures: For assistance, contact ECB during normal operating hours or the CB Shift Commander after working hours. The on-call Organized Crime Section Sergeant should be notified when one or more of the following circumstances exist:
- a. A juvenile involved in prostitution is identified or arrested.
 - b. A subject in custody or a person has knowledge of individuals involved in juvenile prostitution.
 - c. A person has knowledge of the whereabouts of a juvenile prostitution victim.
9. Sexual Crimes call-out procedures: The SVB is staffed 24 hours a day, seven days a week. Requests for assistance may be made to the Bureau by telephone. If no one can be reached at the Bureau office, or there is no access to a telephone, the CB Shift Commander may be requested to contact an SVB detective or sergeant.

Sworn personnel making contact with sexual offenders or sexual predators that have a message of "Persons Alert Message," must contact an SVB investigator to be called out to their locale. Sworn personnel making an arrest of an offender will contact SVB with the information so that the offender's file can be updated accordingly.

10. SRT call-out procedures: In hostage or barricaded subject situations, appropriate response is required to contain the situation and to establish communications with the subject. Often the subject has called 911 to establish contact with the police. [CALEA 46.2.1a-c]
- a. When contact has been made with a police complaint officer receiving the call, the police complaint officer will obtain as much pertinent information as possible for responding units.
 - b. The police complaint officer will immediately advise the CB Shift Commander of the call.
 - c. The Shift Commander, in conjunction with responding supervisors on the scene, will determine when the SRT and negotiators will be called out. [CALEA 46.2.1a]
 - d. In barricaded subject or suicide situations in which the subject has made contact with 911, the police complaint officer receiving the call will establish rapport with the subject and relinquish the call only to the responding SRT negotiator.
 - e. Unless the caller has become agitated, disconnects the call, or requests another party, e.g., supervisor on the scene, the police complaint officer will continue to obtain as much information as possible keeping the caller on the line.
 - f. The SRT and negotiators are available on a 24-hour call-out basis to respond to the following situations:
 - (1) Barricaded subjects
 - (2) Hostage situations
 - (3) Suicidal subjects
 - (4) Sniper situations
 - (5) Mobile Field Force support
 - (6) High-risk search and arrest warrant service

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- (7) Special operations
 - (8) Dignitary protection
 - (9) Major aircraft disaster
 - (10) Aircraft, bus, boat, train, or Metrorail hijack situations
11. Street Gang Section call-out procedures (refer to **Street Gangs**): The regular operating hours of the SSIB, Street Gang Section, are Monday through Friday, from 10:00 a.m. to 6:00 p.m. During regular hours of operation, the section can be contacted at 305-471-2650; and at other times, the CB Shift Commander will be contacted. Street Gang Section supervisors will approve call-outs on a case-by-case basis. The following criteria will be utilized to request gang detectives for immediate response:
- NB gang detectives will be notified when any of the following incidents occur:
- a. Gang-related incidents such as drive-by shootings, assaults, and batteries with or without injury.
 - b. Incidents in which contact with individual gang members may lead to an arrest.
 - c. Incidents where three or more gang members are detained for interviews and identification.
 - d. Incidents in which the participants are identified as gang members or associates acting individually or collectively to further any criminal purpose of the gang.
 - e. Incidents in which an informant identified a particular incident as gang activity and it is corroborated by other existing circumstances or independent information.
 - f. Incidents in which media releases concerning street gang activities must be coordinated.
12. Street Terror Offender Program (STOP) call-out procedures: STOP gathers intelligence, and in some cases assumes investigations, regarding subjects who impersonate police officers, or burglarize police vehicles or officers' residences for the purpose of obtaining police equipment. When this occurs, Officers will no longer be required to notify STOP via the CB Shift Commander. Instead, the responding officer will fax a copy of the Offense/Incident Report (OIR) to STOP for intelligence purposes at (305) 715-7686. The respective General Investigations Unit (GIU) will be responsible for the follow up investigation.

Any officer who comes in contact with a subject who is impersonating a police officer, is in possession of police equipment, e.g., badges, radios, police shirts, blue lights, shall contact Operation STOP via the CB Shift Commander prior to releasing the subject or prior to clearing the call. The STOP supervisor will determine the need for a STOP detective to respond, and either will assume the investigation or assist the responding unit and/or assigned detective. If Operation STOP develops a link between a general investigations unit or other element's assigned case, and an ongoing STOP case, the case will be reassigned to Operation STOP.

With reference to vehicle or residential burglaries, in any of the following cases, officers are required to notify a STOP supervisor during regular business hours via the CB Shift Commander:

- a. Where the victim or resident is a police officer.
- b. In any case where police equipment or paraphernalia is stolen.

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- c. There is an attempt to take police equipment or paraphernalia.

When occurring after regular business hours, the incident shall be reported to STOP the following business day.

- 13. Marine Patrol Unit call-out procedures: On-call Underwater Recovery Unit divers are available Monday through Friday from 8 a.m. until 6 p.m. via the Headquarters dispatcher. After 6 p.m. and on weekends, divers can be reached via the CB Shift Commander. A diver has the right to decline making a dive if he considers the circumstances to be unusually hazardous.
 - a. Deceased person recovery: The Marine Patrol Unit shall be notified upon discovery that a deceased person needs to be recovered from a body of water.
 - b. Submerged vehicle recovery: The Marine Patrol Unit shall be notified of all submerged vehicles upon discovery. A submerged vehicle is considered to be a crime scene, and requires an underwater investigation. Therefore, only Marine Patrol Unit divers are authorized to recover a submerged vehicle.
 - c. Evidence searches: The Marine Patrol Unit will respond to evidence searches and ongoing investigations as coordinated with requesting units.
- 14. Force Analysis Unit (FAU) criteria and call-out procedures: FAU members will be contacted at the MDPSTI at 305-715-5000 between the hours of 7:00 a.m. and 5:00 p.m. All notifications after 5:00 p.m. will be made via the CB Shift Commander at 305-596-8176. FAU members will, upon being notified, physically respond to any incident that requires an “on-scene” evaluation, such as, but not limited to:
 - a. Any time a person is seriously or critically injured as a result of an MDPD officer’s action or while in the custody of an MDPD officer.
 - b. Any time a person expires as a result of an MDPD officer’s action or while in the custody of an MDPD officer.
 - c. Any time a person has sustained a gunshot wound as a result of an MDPD officer’s action.
 - d. Any time a firearm is discharged by an MDPD officer in the scope of their duty, or while off-duty and taking police action.
 - e. Any time an MDPD officer discharges a weapon striking an animal.
 - f. Any time the Director or designee requests that FAU personnel respond to an accidental discharge of a weapon.

SECTION 5 - PREMIER COMPUTER-ASSISTED DISPATCH AND PREMIER MOBILE DATA COMPUTING POLICIES AND PROCEDURES

I. GENERAL:

The CAD system, in conjunction with the Premier Mobile Data Computing (PMDC), allows officers in the field to receive calls for service, self-initiate signals, conduct record checks, obtain CAD data, and display call location via a mapping application. In order to ensure continuity of operations, the following policies and procedures are effective:

A. Case Number Format:

The case number format will consist of the agency descriptor, “PD,” Year, Month, Day, (YYMMDD), and six additional numbers issued in sequence. An example of this format is PD050606000001, for the

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first case number issued by the new CAD.

The report forms that support the aforementioned case number format must be utilized with the implementation of the new CAD. District commanders will ensure that the new forms are requested from the Fiscal Administration Bureau (FAB), Supply Unit.

B. Connectivity:

All personnel equipped with a Mobile Computer Unit (MCU) will log onto PMDC at the beginning of their shift, and log off at transfer time. It is imperative that personnel remain logged on to the PMDC since it is the primary mode by which non-emergency calls are dispatched.

The MCUs are intended for official use only. For network security purposes, personnel are prohibited from connecting the MCU to any network other than the MDPD Enterprise Network. Additionally, personnel are prohibited from connecting the MCU to the Internet via any means or for any purpose.

1. Personnel working an off-duty assignment and operating a marked police vehicle will log on to the PMDC and place themselves on the appropriate signal for the duration of the off-duty assignment.
2. Personnel traveling to any court location in a marked police vehicle, outside of their regularly scheduled shift or training assignment in lieu of their regular shift, will log on to the PMDC with the appropriate signal.

C. Dispatch Protocols:

All emergency calls, code 2 and 3 type-incidents, priority calls, in-progress calls, hold-up alarms, incidents that have just occurred, extensive BOLO-laden calls, or any other circumstance that the affected police dispatcher believes requires a verbal dispatch, will be voice-dispatched with a simultaneous data transmission to the MCU. Arrivals on emergency and priority calls require a verbal transmission to the affected police dispatcher.

The information associated with a call for service will be transmitted to MCUs, therefore, units should refrain from requesting this information from the affected police dispatcher.

1. Routine calls for service will be transmitted to field units via the MCUs, without a verbal transmission by the affected police dispatcher.
2. The officer will acknowledge the call for service, place themselves “en route,” and subsequently in “arrival status” via the MCU.
3. The disposition of the call and return to service will also be accomplished via the MCU.
4. Officers without MCUs should be assigned to a vehicle with a functioning MCU and operate as a two-officer unit. In the event that staffing levels prohibit such assignments, officers without MCUs will continue to be dispatched via current radio procedures.
5. The Premier CAD utilizes an Advance Vehicle Locator (AVL) to identify field units based upon geographical proximity to the call for service. Although each district commander has defined a primary patrol configuration for their respective district, AVL will recommend the closest field unit along with their specific skill set regardless of the assigned patrol area within the affected district. The police dispatcher will then utilize this recommendation in assigning calls for service.
 - a. District commanders will ensure that personnel acknowledge the calls for service as dispatched, and not seek reassignment based solely upon established patrol areas.

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- b. Several calls for service may be pre-assigned to specific units based upon location. These signals could include weather-related alarms, drag racing, or any circumstance where numerous incidents have occurred in the same general location. Officers shall review their MCUs following final call disposition for additional calls to eliminate the possibility of leaving a specific area only to return to handle additional calls for service.

D. Call Disposition:

1. Officers are required to enter a call disposition into the PMDC for each call for service. Call disposition is pre-configured as follows:

- Report Written
- No Report Written (NRPT)
- Supplemental Report Written
- Duplicate Call, NRPT
- Out of MDPD Jurisdiction, NRPT
- Unable to Locate/Complainant Gone on Arrival, NRPT
- Canceled by Road Supervisor, NRPT
- Canceled by Shift Commander, NRPT

2. Although call disposition is effected via the MCU, the current policies and procedures detailed in [Report Writing](#), regarding preparation of the OIR, still apply.
3. Officers responding to alarms that are determined to be “false alarms,” are required to enter an alarm disposition code in addition to preparing a false alarm report. A case card is required to be left on the scene to inform the resident of the police response. The following are the alarm dispositions and required CAD entries:

- F0 Accidental, Person on Scene
- F1 Canceled Prior to Arrival
- F2 Exterior Checked and Secure
- F3 Exterior not Checked
- F4 Open Door; Interior Checked
- F5 Open Door; Interior not Checked
- F6 Deliberate; no Suspicious Incident
- F7 Not Found/out of Jurisdiction
- F8 Supplemental Report
- F9 Other Circumstances

Alarm dispositions F0, F3, F4, F5, F6, and F9 require comments be included in the remarks field of the PMDC. An example would be: disposition F1, Ms. Jones contacted; or F6, heard noise at window. All comments entered into the MCU and forwarded to the CAD become the official record for the call for service.

4. Officers responding to any signal 14SS are required to enter a disposition code in addition to preparing an OIR. A case card is required to be left on the scene when applicable. The following are the signal 14SS dispositions and required CAD entries:

- a. S1 - Person shot/Evidence on scene

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- b. S2 - Evidence on the scene
- c. S3 - No evidence on the scene

E. Calls Holding:

Calls holding information is available via the CAD workstations at each district station and via every MCU. Supervisors are responsible for monitoring the number and signal type of calls holding. After reviewing the calls holding screen, the affected supervisor will advise the police dispatcher that the calls have been reviewed and provide any specific directions as to dispatch order.

The aforementioned policy does not prohibit supervisors from requesting calls holding information from the affected police dispatcher, or a police dispatcher from offering this information to the affected supervisor. Additionally, police dispatchers are responsible for advising a supervisor when emergency or priority calls are received and there are no units available for dispatch.

F. Location Changes:

All location changes will be accomplished with a voice transmission to the appropriate police dispatcher.

G. Prohibited Mobile Computer Unit Signals:

Due to officer safety concerns and call for service requirements, the following signals require a voice transmission and recognition from the affected police dispatcher to initiate the signal:

- 12 - Meal Break
- 13 - Area Check or Subject Check
- 19 - Traffic Stop

The subsequent subject, tag, or vehicle check may be accomplished via the MCU, as enumerated in PMDC training. Any wanted check initiated via the MCU is only returned to the MCU. As officers receive a possible "hit message," a voice transmission to the affected police dispatcher is required to request back-up units. The officer's return to service shall be accomplished via the MCU.

H. Status Messaging:

For those officers without an MCU, status messaging shall continue in accordance with established procedures.

SECTION 6 - TELEPHONE PROCEDURES:

I. PROCEDURES:

The telephone is the primary method by which police services are requested. To ensure proper telephone usage, the following procedures are applicable for effective communication:

A. Telephone Promptness:

All incoming telephone calls must be answered promptly to provide the desired quality of service.

B. Telephone Courtesy:

When answering the telephone, an employee shall identify the unit and himself, and ask to be of assistance. Employees shall make every attempt to supply requested information and assistance.

C. Referring/Transferring Calls:

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Employees receiving calls which need to be directed to another element in the Department will take the caller's name, telephone number, and other necessary information. The caller will then be advised that he/she will be contacted by the appropriate person. The employee will transmit the information to the correct unit for their immediate attention. This procedure does not apply to the Complaint Desk.

1. Should a specified individual not be available, the employee receiving the call will contact the original caller and advise when that person will return to work and ascertain if someone else can be of assistance.
2. Calls received by the Office of the Director requiring immediate attention will be referred/transferred to the appropriate assistant director's office or office reporting to the Director and are to be handled in an expeditious manner.
3. Should the caller desire information concerning another County department or law enforcement agency, every effort shall be made to provide assistance and relevant telephone numbers. The Miami-Dade 311 Answer Center telephone number shall be given to the caller.

D. Mobile and Portable Telephones (Cellular Telephones):

All departmental employees will refrain from using departmentally-issued and private cellular telephones while driving a departmental vehicle unless a hands-free device is utilized. If the cellular telephone does not have a hands-free device, the employee is expected to pull off the roadway before using the hand-held cellular telephone.

E. Departmentally-Issued Cellular Telephones: [CALEA 81.2.10]

The Department will provide cellular telephones to command-level personnel based on specific needs. Other individuals or elements which require usage of County-issued cellular telephones must justify the need by providing a detailed explanation of the required use. Cellular telephones are only to be used when an immediate need exists to make or receive urgent telephone calls while in transit. Requests for new cellular telephones and new telephone activation shall be forwarded by action memorandum, through the chain-of-command, to the Director for approval.

1. Requests for service, change of service, repair, accessories, or purchase or installation of equipment or accessories shall be directed to the CB Major or designee.
2. Telephone service and standard equipment are paid for from the CB budget; upgrades and accessories are paid from the requesting element's budget.
3. A Cellular Telephone Check-Out Record will be kept for each cellular telephone that is not permanently assigned to one specific individual ([Annex B](#)).
 - a. Except for the telephone user's signature, all information will be clearly printed.
 - b. Not more than one telephone will be recorded on one form.
 - c. The form must be completely filled before beginning a second form.
 - d. Completed forms will be filed and retained by the office where the telephone is assigned.
4. The CB, on a monthly basis, will forward a copy of the designated cellular telephone bill to the Assistant Director of the organizational element to which the telephone is assigned. Command personnel will review the telephone billing to ensure that the device is used judiciously and is properly billed.

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5. All costs associated with personal calls and text messages from County-issued cellular telephones shall be reimbursed by the user to the County. The user should review the billing for personal calls and reimburse accordingly. Additional charges outside the plan, e.g., directory assistance, text messaging, and roaming charge should be reimbursed by the user.

Reimbursement should be made by cash or by check made payable to the Board of County Commissioners, and a receipt obtained from the FAB or from the user's element of assignment. Reimbursements shall be processed in accordance with **Cash and Negotiables**.

The primary use of County-issued cellular telephones is for County business. Personal calls should be kept to a minimum. Users should be reminded that detailed telephone bills are public record and are subject to inspection upon request.

6. Requests for cellular telephones and service for specific, temporary operations or activities may be directed to CB by memorandum. An urgent request may be placed by telephone with follow-up by memorandum.

F. Personal Wireless Communication Devices:

1. Permission to utilize a private cellular telephone while on duty will be requested through the chain-of-command to the concerned assistant director or the Director for offices reporting to him. Requests will be made via the On-Duty Private Cellular Telephone Authorization Request form ([Annex C](#)) and will be considered on a case-by-case basis.

Any device capable of transmitting and/or receiving voice or data communications without plugging into a wired land-based telephone network. For the purpose of this policy, such equipment will include, but not be limited to, the following:

- a. Cellular Telephones
 - b. Pagers
 - c. Personal Digital Assistants (PDAs)
 - d. Smartphones
 - e. Tablet Computers
2. Approval to utilize a private cellular telephone on duty carries with it the obligation to monitor the Department's radio communications, to be accessible for duty assignments, and to dedicate duty hours to the service of the County. It is the responsibility of each employee of the Department to be familiar with, and adhere to established policies that deal with computers, telephones and other wireless voice/data communication devices.
 3. Neither Miami-Dade County nor MDPD will be liable for any costs, including loss or damage, to a private cellular telephone. Employees may carry a wireless communication device purchased at their expense.
 4. Use of a personal wireless communication device on duty carries with it the obligation to monitor the Department's radio communications as required, to be available for duty assignments and to dedicate all duty hours as required to the service of the County. As such, use of personal wireless communication devices while on duty should be restricted to essential communications and should be limited in length (e.g., inform family of extended hours).
 5. Neither Miami-Dade County nor MDPD will be liable for any costs, including loss or damage, to personal wireless communication devices.

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6. Personal wireless communication devices shall be silenced during meetings, official proceedings, training sessions, and when requested by signs or verbal instruction.
7. The use of wireless communication devices while operating a motor vehicle is permitted only when the device is used with available hands-free listening device technology; such as, a Bluetooth earpiece, a wired ear-bud, temporary vehicle mounted hands-free technology, or built-in speakerphone function. Employees must be able to maintain both hands on the steering wheel while the vehicle is in motion and using the device.
8. Employees shall refrain from manually dialing calls while the vehicle is in motion, except in an emergency, if at all possible. To place an outgoing call, employees shall pull their vehicle off the road and stop in a safe location, or use voice speed dialing features to avoid driver distraction.
9. The use of wireless communication devices, either Department or personally owned, for data communication (e.g., sending or reading text messages or emails) while operating a Department owned/leased vehicle in motion, is prohibited.

Additionally, such use is prohibited while operating any other vehicle (e.g., personally owned, rented, or loaned) while the employee is on duty or is conducting official departmental business.

10. Personal wireless communication device hands-free accessories shall not be worn outside of an MDPD vehicle while in uniform.
11. While in uniform employees may wear a personal wireless communication device on their duty belt or in another non-conspicuous area. Personal wireless communication devices worn on a duty belt shall be black or gray in color.
12. Personal communications on wireless communication devices used while in uniform or engaged in official business shall be brief in nature and conducted out of the view of the public unless exigent circumstances exist.

Additionally, while in uniform or engaged in official business personal wireless communication devices shall be utilized in a silent or vibrate mode to preclude potentially dangerous distractions to the user or interruptions during citizen contacts. Should tactical situations dictate the device shall be turned off.

13. Wireless communication devices are not "secure" devices. Conversations over these devices may be overheard by use of a receiver or other device tuned to the proper frequency. Caution shall be exercised while utilizing wireless communication devices to ensure that sensitive information is not inadvertently transmitted. Employees shall conduct or continue sensitive or private conversations on a landline-based telephone system whenever possible.
14. The use of personal equipment while acting in an official capacity as a departmental employee, may subject that equipment to review via subpoena and/or pursuant to a public records request. Wireless communications of any kind (e.g., telephone records, emails, text messages) that concern official public business, even if communicated over a personally owned device, are subject to disclosure under Florida's public records laws and records retention provisions.
15. Except in the event of an emergency to document perishable evidence and with supervisory approval, the use of personal wireless communication devices by employees while on duty to photograph and/or video record is prohibited.

G. Voice Conference Calling System:

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The Department retains a vendor for the Voice Conference Calling System (VCCS), which provides a full-time conference call capability for up to 50 participants. The VCCS is intended for use by command staff personnel during critical incidents or large-scale mobilizations, and may be activated by contacting the Incident Management Team supervisor via the CB Shift Commander.

H. Direct Dial and Operator-Assisted Long Distance Calls:

1. Usage: May be utilized by departmental elements. All such calls shall be recorded on the Record of Long Distance Telephone Calls ([Annex D](#)). Supervisory approval of each call is required.
2. To make a direct call from departmental extensions, dial the prefix 9 for an outside telephone line; then dial 1, area code, and telephone number desired.

I. Incoming Collect Calls:

Unless directed to a specific person, such calls shall be referred to a supervisor. Receipt of routine calls shall be authorized by a supervisor, and recorded on the Record of Long Distance Telephone Calls by the person accepting the call. When transferring an incoming collect or long distance call, every effort shall be made to avoid unnecessary delay.

J. Outside Placement:

Any long distance call placed from an outside number not assigned to a departmental element and charged to a departmental number will be reported to the concerned supervisor and recorded on the Record of Long Distance Telephone Calls.

K. Emergency Calls:

Long distance toll calls involving departmental business may be placed or received under emergency situations without supervisory authority when time is a crucial factor. The person placing or receiving the call shall record it on the Record of Long Distance Telephone Calls and inform the concerned supervisor as soon as practical.

L. Accountability:

The supervisor authorizing a long distance call shall initial the corresponding entry on the Record of Long Distance Telephone Calls. Forms are subject to audit during staff inspections. The Record of Long Distance Telephone Calls may be maintained at a level of command deemed appropriate by the concerned commander or supervisor.

M. Restrictions:

Personal or unauthorized long distance telephone calls shall not be charged to Miami-Dade County.

1. Violators are subject to disciplinary action.
2. Violators will be reported to the appropriate command level for corrective action.

N. Telephone Service and Repair:

1. Telephone service including additions, deletions, and changes to current systems: The concerned element shall prepare a Request for Communication Service form ([Annex E](#)) and an action memorandum which are submitted to the PIEB.
2. Telephone repair: Procedures for requesting routine telephone repair vary by location and nature of equipment.

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- a. For office telephone repairs, contact the ITD Communications Service Representative. State the location of faulty equipment, name of person to contact, and the telephone problem. After normal business hours, repair of telephone equipment critical to departmental operation can be obtained by contacting the ITD Help Desk.
3. The requesting element will designate a person familiar with the communication service request to verify work is accomplished. The designee will sign the telephone repair or service order upon completion of the requested work to indicate the materials and time spent on the project are accurately recorded.
4. Employees assigned a departmentally-owned cellular telephone which requires repair should contact the CB office during normal business hours. For emergency repairs after hours, contact the CB Shift Commander.

SECTION 7 - PROCEDURES FOR RADIOS, PAGING DEVICES, CELLULAR TELEPHONES, AND ELECTRONIC SIRENS:

I. GENERAL:

Monetary value and operational requirements necessitate establishment of procedures for accountability and control of radios, cellular telephones, paging devices, and electronic sirens. Organizational elements will maintain prescribed inventory control procedures for assigned radio equipment, paging devices, cellular telephones, and electronic sirens.

II. PROCEDURES:

A. Responsibility:

1. Bureau/section/unit supervisors are responsible for radios, paging devices, cellular telephones, and electronic sirens assigned to their respective elements and will ensure strict compliance with established procedures concerning operation, maintenance, and accountability.
2. An employee having custody of a radio, paging device, cellular telephone or electronic siren is responsible for the proper operation, maintenance, accountability, and damage of communications equipment under his control. The last person having use or custody shall be deemed responsible.
3. All departmental personnel possessing a County-issued cellular telephone and/or paging device shall have a functioning device in their possession while in an on or off-duty status unless the activity dictates otherwise, such as sports activities; e.g., running, weightlifting, football, activities related to physical fitness, etc.
4. If a pager is lost or broken due to negligence, employees have the option of paying the pager replacement cost or receiving the appropriate level of discipline for losing or damaging County-issued equipment.

B. Radio Turn-In:

The supervisor of an employee meeting any of the criteria indicated below will ensure the affected employee's assigned handheld radio is turned in to the CB Technical Support Unit within the prescribed time limit.

1. Separation from service, including resignation and termination. Turn-in must be accomplished prior to the event.
2. Relief from duty or suspension with or without pay when the duration of the relief or suspension exceeds or is anticipated to exceed 30 days. Turn-in must be accomplished within 72 hours of the event.

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3. Upon transfer to any of the following elements that utilize encrypted handheld radios which are issued by the element upon assignment. Turn-in of the non-encrypted radio must be accomplished within 72 hours of transfer to any of the following elements that utilize encrypted handheld radios which are issued by the element upon assignment:
 - a. NB
 - b. SCB
 - c. Robbery Bureau
 - d. ECB
 - e. PCB
 - f. Other elements when applicable

Encrypted handheld radios must be turned in to the departing employee's immediate supervisor prior to the effective date of transfer from the concerned unit. A non-encrypted handheld radio will then be issued to the employee by the CB Technical Support Unit.

C. On-Call Assignment:

1. Individuals designated as being on call prior to or after their assigned duty hours will be issued a paging device by their respective supervisor.
2. Issuance of paging devices is dependent upon availability within each departmental element.
3. Individuals to whom a paging device is issued shall have the device in their immediate possession while on call and immediately contact the appropriate office when paged.

D. Accountability:

1. Each affected supervisor shall ensure that all assignment transactions are recorded on the Equipment Check-Out Log ([Annex F](#)), which is maintained for each portable radio and paging device that is not permanently assigned to an individual.
 - a. The individual issued a portable radio or paging device shall sign as receiving officer in the Issued To column of the Log.
 - b. When the item is returned, the person receiving the equipment shall check for damage and sign in the Received By column of the Log. If damaged, appropriate action shall be initiated.
2. When an Enhanced Vehicle Charger, radio, cellular telephone, or paging device is transferred, surveyed, or lost, the losing custodian delegate will report such action to the CB via Capital Inventory Change Form, except when the equipment is removed by ITD.
3. To reduce vehicle down time, ITD may replace an Enhanced Vehicle Charger, radio, or electronic siren rather than repair and reinstall it in the vehicle. ITD maintains a computerized inventory record indicating the current physical location of radio communications equipment, and periodically provides CB with a current inventory record.
4. In January, annually, each custodian delegate will initiate a physical inventory of Enhanced Vehicle Chargers, radios, cellular telephones, and paging devices within his area of responsibility. The inventory will be documented on an Inventory Work Sheet and forwarded by cover memorandum to CB.

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5. The CB will utilize Inventory Work Sheets submitted by custodian delegates, and computer print-outs provided by ITD, to reconcile the location of Enhanced Vehicle Chargers, radios, and pagers with a capital equipment inventory list provided by the Departmental Inventory Officer. The Bureau functions as departmental intermediary to reconcile discrepancies between physical inventory location and capital equipment inventory records.
6. These inventory articles must also be updated in the Department's Equipment Tracking System (ETS) for those elements with communications equipment. The ETS works in unison with the Personnel Profile System (PPS) for the assignment of personnel and equipment; therefore, the PPS must be continually updated by administrative personnel to effectively track equipment through automated means.

E. Security:

Portable radios, cellular telephones and paging devices left unattended shall be secured as indicated below:

1. Locked in a cabinet, drawer, or other secure compartment within a building.
2. If a secure location inside a building is not available or is impractical, such equipment may be stored temporarily in the locked trunk of a vehicle. If the vehicle is not equipped with a trunk, the device will be locked in the glove compartment.
3. Storage in an unattended vehicle overnight or longer is prohibited.
4. All other storage areas containing radios or cellular telephones will be locked when left unattended.

F. Batteries:

1. Batteries must be charged in accordance with manufacturer's instructions to provide optimum radio operation.
2. Batteries should not be stored in activated battery chargers for periods exceeding 24 hours. Rotation is essential to maintain maximum charge. Leaving batteries in a charger continuously will cause them to build up a negative memory, and they may discharge rapidly when put into use.

G. Missing, Lost, Damaged, or Stolen Radios, Paging Devices, Cellular Telephones, or Electronic Sirens:

1. A case report will be prepared when a radio, cellular telephone, paging device, or electronic siren is missing, lost, damaged, or stolen.
2. Radios:

The responsible party will notify the CB Shift Commander as soon as practicable so that the radio may be deactivated. Copies of the case report will be forwarded to CB, the FAB, and ITD, within 72 hours of the incident, via the appropriate division chief or supervisor of an element reporting to an assistant director or the Director.
3. Cellular telephones coordinated by CB:
 - a. Such devices are AT&T cellular telephones.
 - b. The responsible party will notify the CB Shift Commander as soon as practicable so that the device may be deactivated.

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- c. An action memorandum with the recommendation and background information and a copy of the case report attached will be submitted to the appropriate division chief or supervisor of an element reporting to an assistant director or the Director within 72 hours of the incident.
 - d. If the device is missing, lost, damaged, or stolen due to employee negligence, the employee has the option of paying the replacement cost or receiving the appropriate level of discipline. The chosen option must have approval indicated on the action memorandum.
 - e. Upon final action by the concerned chief or supervisor, copies of the memorandum with the case report attached will be forwarded to CB, the FAB, and the ITD.
 - f. The CB will coordinate the replacement process with the service provider and the concerned employee on a case-by-case basis.
4. Electronic sirens:
- Follow the steps outlined above except that a copy of the action memorandum with attached case report will be forwarded through channels to the Fiscal Administration Bureau (FAB) instead of the ITD. There is no provision for payment of replacement cost in lieu of disciplinary action.
5. Cellular telephones and pagers coordinated by elements other than CB:
- a. Telephonically advise the departmental element responsible for coordinating with the service provider that the device is missing, lost, damaged, or stolen.
 - b. An action memorandum with the recommendation and background information and a copy of the case report attached will be submitted to the appropriate division chief or supervisor of an element reporting to an assistant director or the Director within 72 hours of the incident.
 - c. If the device is missing, lost, damaged, or stolen due to employee negligence, the employee has the option of paying the replacement cost or receiving the appropriate level of discipline. The chosen option must have approval indicated on the action memorandum.
 - d. Upon final action by the concerned chief or supervisor, copies of the memorandum with case report attached will be forwarded to the departmental element responsible for coordinating with the service provider.
 - e. The departmental coordinating element will coordinate the replacement process with the service provider and the concerned employee on a case-by-case basis.

H. Radio Reward Program:

The radio reward program is coordinated by the ITD. The reward of \$50.00 will be paid from the budget of the element to which the radio was assigned. 800 Mhz portable radios will have a reward label affixed containing the telephone of the CB Shift Commander: (305) 596-8176. Upon being contacted by a citizen who has recovered a lost or stolen radio, the CB Shift Commander will:

1. Obtain the Miami-Dade County Inventory Number and/or Serial Number of the radio so that the radio can be deactivated.
2. Dispatch a road patrol unit to the citizen's location to recover the radio.

Any officer who is contacted by a citizen reporting the recovery of a Miami-Dade County 800 MHz radio will recover the radio in accordance with **Impounded Property**. Additionally, a copy of the case report and the Property Receipt will be forwarded to CB to ensure payment of the reward and to return the radio to service.

I. Transfer of Equipment:

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The CB will be notified by memorandum, with a copy to FAB, of the transfer of communications equipment between departmental elements. The Equipment Tracking System must be updated by involved elements.

J. Requests for New Communications Equipment:

Requests for new communications equipment will include a description of the type of equipment desired and the budget code, if available, for the purchase. All requests for communications equipment will be routed through CB.

SECTION 8 - RADIO MAINTENANCE AND REPAIR:

I. RADIO MAINTENANCE FACILITY:

A. Location:

6010 S.W. 87 Avenue, Miami (adjacent to Shop 2).

B. Hours:

7:30 a.m. through 4:00 p.m., Monday through Friday.

II. REPAIR AND REPLACEMENT SERVICES:

A. Routine Service:

Routine repair and replacement service is performed during scheduled operational hours at the Radio Maintenance Facility. The Facility has scheduled stops at district stations to pick up malfunctioning radio equipment and deliver repaired items.

1. Mobile Equipment Division shops will not transport vehicles to the radio maintenance and repair facility for radio or cellular telephone repair; this is the responsibility of the affected departmental element.
2. Field units requiring radio service must receive supervisory permission prior to departure to the facility.
3. Field units must request a signal 03 from the police dispatcher when leaving assigned area.
4. Handheld radios requiring service must be delivered to the CB Tactical Communications Unit with the battery that was powering the radio at the time of malfunction. Replacement radios and accessories will be issued to the employee for those items needing to be repaired by a technician.
5. Questions regarding maintenance of radio equipment may be directed to the CB Tactical Communications Unit.

B. Emergency Service:

After operational hours, emergency repairs may be requested through the CB Shift Commander for the following items only:

1. Police base stations.
2. Communications system transmitters and receivers.

C. Radio Equipment Exchange:

New handheld radio batteries and issued radio accessories are available through the Radio Maintenance Facility. A defective item must be turned in for each new item requested.

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1. In the absence of an exchange item, or in instances where additional items are required, a request shall be submitted to CB via appropriate channels.
2. Under no circumstances will inoperable batteries be disposed of except through the exchange procedure.
3. The battery issue date should be checked routinely to ensure that the service life has not exceeded one year.

D. Reprogramming:

Requests for programming, detailing the changes requested; e.g., addition of a talk group and number of radios involved shall be forwarded to the CB Major for review and approval.

E. Installation:

1. Requests for installation of communications equipment in County vehicles must be forwarded via appropriate channels to CB for approval, and will include:
 - a. County vehicle number.
 - b. Type of equipment; e.g. mobile radio or Enhanced Vehicle Charger
 - c. Power supply connection:
 - (1) Accessory switch.
 - (2) Battery.
 - d. Type of antenna:
 - (1) Roof or trunk mount.
 - (2) Disguised.
 - (3) Gain antenna.
2. Requests for installation of electronic sirens in County vehicles must be forwarded via appropriate channels to the FAB.

F. Inspection and Care of Radios and Accessories:

A radio that operates properly enhances officer safety and operational effectiveness. Regular inspection of radios and accessories by operators and supervisors will help prevent malfunctions.

1. A check of the following items should be made by the operator when placing a radio into operation:
 - a. Models M-RK and M-PA radios must have the long high-gain antenna.
 - b. The shoulder microphone must have the short antenna.
 - c. The antenna connector pin on the shoulder microphone is not broken.
 - d. The shoulder microphone cord is not crimped or frayed.
 - e. The group selector and volume control knobs are not loose or wobbly.

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- f. System control buttons operate normally (A/D and SCN buttons disabled).
 - g. The shoulder microphone connection port on radio has no corrosion, screw for shoulder microphone is not broken, and the antenna connector is clean (connections may be cleaned using an ordinary pencil eraser).
 - h. The battery release button is not broken and operates correctly.
 - i. The radio base plate is free of corrosion and tight to radio.
 - j. The push-to-talk button is not cracked, loose, warped, or missing on either radio or shoulder microphone.
 - k. The option buttons above the push-to-talk button operate correctly.
 - l. The belt clip or D-ring connector is in good condition (if applicable).
2. Supervisory inspection of radios and accessories:
Supervisors shall inspect radios, using the above checklist, during semiannual line inspections of personnel conducted in accordance with **Inspections**, and document results on the Personnel Inspection Report.
3. Departmental employees shall not remove or replace antennas, hold a radio by the antenna, or use accessories; e.g., shoulder microphone, not authorized by the Department.

SECTION 9 - RADIO COMMUNICATIONS FAILURE:

I. FIELD UNIT DISTRICT AND DEPARTMENTAL RADIO FAILURE PROCEDURES:

A. Field Unit and District Radio Failure:

If a field unit experiences a radio communications failure on the assigned talk group, the affected unit will:

1. Switch to the appropriate Information talk group (North or South) and attempt transmission. If contact is established on the Information talk group, advise the police dispatcher of assigned talk group failure and remain on the Information talk group until further assigned. The dispatcher will advise when the affected talk group is operational.
2. If unsuccessful, advise district desk officer via telephone of the radio failure; the desk officer will advise CB of the status of the affected unit.

B. Departmental Radio Systems Failure:

If a complete failure on all departmental talk groups occurs, the following will be initiated:

1. All uniformed units will respond to the nearest available telephone and advise respective district stations of location and telephone number, and await assignment via telephone; after completion of an assignment, advise the district via telephone of the pertinent case information and telephone number for subsequent assignments; repeat process as appropriate.
2. CB personnel will advise respective districts, via pre-designated telephone number, emergency and priority case assignment information.
3. District desk personnel will assign cases to units via telephone and maintain a log of all assigned units, geographic locations, and telephone numbers; the dispatch log will be forwarded to CB on the following normal work day.

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4. Non-uniformed officers will establish telephone communications with their respective offices for assignments.
5. Units will continuously monitor their assigned talk group and will be advised via radio when their respective talk group is operational.

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- A. **Talk Group Description**
- B. **Cellular Telephone Check-Out Record**
- C. **On-Duty Private Cellular Telephone Authorization Request**
- D. **Record of Long Distance Telephone Calls**
- E. **Request for Communication Service**
- F. **Equipment Check-Out Log**
- G. **On-Duty Private Pager Authorization Request**

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- A. Unit Dispatching:
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- J. Be-On-The-Look-Out (BOLO): [CALEA 41.2.5b,f]
- K. Cancellation of a BOLO:
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- A. Brevity:
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- D. Priority Transmissions: [CALEA 81.2.4c]
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- K. Emergency Calls:
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- H. Radio Reward Program:
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I. FIELD UNIT DISTRICT AND DEPARTMENTAL RADIO FAILURE PROCEDURES:

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SECTION 1 - GENERAL:

Police personnel depend upon radio and telephone communications to receive requests for service from the public and to request assistance. The Communications Bureau (CB) is established to provide the primary communications link between citizens and Miami-Dade County emergency services. The Miami-Dade Police Department (MDPD) also maintains an intradepartmental communications network to provide rapid and efficient police response and facilitate management control. All methods of departmental communication, including radio, telephone, computer terminals, and mail are to be used for official business only.

Included in the following communications procedures are protocols for managing encounters with the mentally ill; standards of practice for victims of sexual assault, consistent with standards adopted by the International Association of Chiefs of Police, the departmental Mission Statement, and the Miami-Dade County Strategic Plan; and handling reports of suspicious activities, handling Mass Casualty Attacks (MCA), and response to acoustic gunshot detection system alerts.

SECTION 2 - COMMUNICATIONS BUREAU:

I. GENERAL:

The CB provides radio dispatch and complaint reception services for MDPD and subscribing police agencies. The CB also provides emergency (911) complaint reception service for the Miami-Dade Fire Rescue Department (MDFR). Communication interface with local, state, and national agencies is provided through radio networks, telephone/teletype links, and computer-based information systems. Monitoring of residential/commercial alarm systems is provided by commercial monitoring companies and is not a function of the CB. Field units are dispatched once the CB is notified of the alarm activation. [CALEA 81.2.13]

A. Complaint Section:

1. Receives and evaluates requests for police and emergency fire services.
2. Relays information to and from police dispatchers regarding citizens' requests for service and assistance needed by field units.
3. Receives inquiries from the public and provides general information or referrals.
4. Receives BOLOs and relays the information to the police dispatcher.
5. Records and processes reports from private agencies concerning seized tags, repossessions, and towed vehicles.
6. Monitors teletype circuit for the deaf.
7. Provides emergency medical dispatch instructions via protocol prompts and/or cards.

B. Dispatch Section:

1. Deploys field and support units to the scene of routine and emergency incidents.
2. Relays requests and information from field units to the Complaint Desk or appropriate agency for processing.
3. Receives and accurately transmits orders, instructions, and information from field supervisors and satellite base stations to designated units.
4. Utilizes computer information systems to provide clearance checks on subjects, vehicles, and other property to field units.

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5. Operates the law enforcement interagency emergency radio network when required.

C. Security: [CALEA 81.3.1a-d]

Access to the CB is restricted to authorized personnel. The Internal Services Department (ISD) provides security for the Lightspeed Integrated Command Facility where the CB is located, as well as the backup facility at the Data Processing and Communications Center. Persons on official business desiring admittance must register at the front desk. Non-uniformed personnel will be issued a visitor's pass. Additionally, all backup resources, transmission lines, antennas, and power sources are protected by intrusion alarms which are monitored at the ISD radio repair facility and by the CB Shift Commander. Visitors requesting access to the CB must follow the procedures listed below:

1. A pass is required to visit the CB.
2. Visitors will present identification at the control desk, sign the log sheet, and be issued a pass. Except for uniformed sworn employees, the visitor's identification will be retained at the control desk until the pass is returned.
3. Security desk personnel will contact the Bureau office and request an escort for visitors not aware of the Bureau's location.
4. Visitors desiring access to the communications area must have prior authorization from the CB Shift Commander.

D. Transfer of Misdirected Emergency Calls: [CALEA 81.2.11]

Emergency calls received for one of the other six 911 centers (Aventura, Hialeah, Miami, Pinecrest, Miami Beach, and Coral Gables) and the Florida Highway Patrol will be transferred to the correct center using the appropriate transfer feature. On all emergency and in-progress calls, the person receiving the call will remain on the line and provide the other center with sufficient information to handle the call before disconnecting.

E. Incident Notification:

Unusual incidents that develop require the assigned unit to notify the CB Shift Commander of the exact nature of the incident as soon as possible so that notification can be made to the Director and/or other key personnel. Officers on the scene of incidents that have not yet been assigned shall make immediate notification. The following are examples of incidents requiring notification:

1. MDPD officer seriously injured or killed.
2. MDPD officer, on- or off-duty, shoots or critically injures a person.
3. MDPD officer arrested and/or the arrest of any County, Municipal, State employee, or governmental official.
4. Civil disturbances or major crowd control situations.
5. Aircraft crash.
6. Incidents of a newsworthy nature (e.g., multiple homicides, kidnapping, explosion, or media on scene).
7. Incidents involving VIPs or public officials.
8. Radiological incident.

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9. Any major incident where there may be a question as to the Department's liability or which may generate heightened community interest. [CALEA 11.4.5]
10. County vehicle crashes involving death, injuries, hospitalization, and/or damages in excess of \$5,000 per vehicle.
11. Electronic Control Device (ECD) deployments involving juvenile and elderly persons (65 years and older), mentally ill persons, or subjects(s) transported to a medical facility for injuries sustained as a result of the ECD deployment.
12. Death, critical injury/hospitalization, or non-critical illness of an MDPD employee, regardless of whether they were on-duty, off-duty, or retired.

F. Unit Number Designation:

Only the CB is authorized to assign or change unit numbers. Assignment of unit numbers is based on departmental needs. Requests for new unit numbers or changes to existing unit numbers must be submitted by action memorandum to the CB. [CALEA 81.2.4c]

II. PROTOCOL FOR MANAGING ENCOUNTERS WITH THE MENTALLY ILL: [CALEA 41.2.7]

It is imperative that the police complaint officer screen all calls involving an altercation, assault, or missing person to determine whether an encounter with a mentally ill individual is likely so the most appropriate qualified officers can be dispatched to the scene. However, first line supervisors are still required to respond to all calls dealing with mentally ill individuals and must state that over the primary radio frequency to the dispatcher.

In accordance with the three-tier model for managing encounters with the mentally ill, as described in **CHAPTER 21 - PART 03 - MENTAL AND PHYSICAL HEALTH COMMITMENTS**, all sworn departmental personnel are trained to the tier-one level and may respond to any call involving mentally ill individuals that are considered routine in nature. When there is no history of violence at the location, potential for violence in remarks from the caller, anticipated resistance from detention, and/or arrest is determined to be unlikely, a tier-one level response is appropriate. If a tier-one response call changes from the aforementioned situations, calls involving mentally ill individuals will be dispatched in accordance with the following dispatch sequence:

A. Dispatch Sequence:

1. At the tier-two level, a field training officer who, in accordance with the three-tier model, has received Crisis Intervention Training (CIT) and ECD training will be dispatched as the primary unit to all calls involving mentally ill persons or locations that have a violent history, threats of violence, or the potential for violence based on the caller's comments.
 - a. If a crime has been committed and arrests or formal detention of the mentally ill person is likely, an officer who has received CIT should respond and handle the call.
 - b. If a physical confrontation or resistance to treatment is threatened, even if not for a crime, an officer who has received CIT should be dispatched first.
2. When an officer who has received CIT is unavailable, an officer who has received ECD training will be dispatched as the primary unit and a supervisor who has received CIT will be dispatched as a back-up.
3. When an officer who has received CIT and/or ECD training is unavailable, a uniform officer will be dispatched as the primary unit and a supervisor who has received CIT and ECD training will respond as back-up.

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B. Request for Special Response Team:

The Special Response Team (SRT) will be requested in situations that meet the Department's call-out criteria. The decision for a negotiator team to respond will be made by the Special Patrol Bureau (SPB) Major or a designee, in cooperation with a representative from Psychological Services Bureau.

III. PROTOCOL FOR RESPONSE TO SEXUAL ASSAULTS:

The mission of the MDPD is to provide an effective law enforcement response to sexual assaults that treats all victims with dignity and respect, recognizing ethnic and cultural diversity, utilizing a victim-centered approach which promotes the compassion and sensitive delivery of services in a nonjudgmental manner, while balancing the needs of the victim with law enforcement requirements.

A. Police Complaint Officer Response:

1. Upon receipt of a sexual assault complaint, the police complaint officer will be calm, courteous, and not address the caller as if placing blame on the victim.
2. The police complaint officer will process the complaint in accordance with the established CB protocols and obtain all pertinent information in the manner set forth in the CB Standard Operating Procedures (SOP).
3. If the complaint requires police and/or fire dispatch, the police complaint officer will classify the call as one of the four response categories set forth in the CB SOP: Routine, Priority, In Progress, or Emergency.
4. Information for a BOLO is important and will be obtained from the caller and immediately forwarded for dispatch, when appropriate.
5. If the victim or reporter is calling from outside Miami-Dade County and a uniformed patrol unit cannot respond, the caller will be transferred to the Sexual Crimes Section (SCS). If an answer is not received at the SCS, the CB Shift Commander will contact an on-call SCS detective.
6. When the police complaint officer receives a call from the Department of Children and Families (DCF) Abuse Hotline regarding an offense which has just occurred, and the victim is on the scene with a DCF worker, a uniformed unit will be dispatched to the scene. All other calls regarding sexual assaults received from the DCF Abuse Hotline will be transferred to the SCS.
7. When a call is received from a victim or witness of a crime requesting information or assistance, the police complaint officer will refer the caller to the SCS. If the caller is an adult victim of sexual battery, the caller will be given the telephone number to the Rape Treatment Center hotline (305-585-RAPE [305-585-7273]). Other referral agencies include, but are not limited to:
 - a. Twenty-four-hour hotlines: Community Health of South Dade, Inc., and Switchboard of Miami.
 - b. Victim assistance agencies: Dade Family Counseling, the Center for Family and Child Enrichment, The Journey Institute, and Kristi House Child Advocacy Center.
 - c. Domestic violence shelters: Miami-Dade County Advocates for Victims Program (run by the Safe Space Foundation) and Victim Response, Inc. (The Lodge).

B. Police Dispatch Response:

Complaints that should receive a designation of a sex offense (signal 33) can be classified as emergency (code), immediate response, or routine.

1. All sexual batteries in progress will be dispatched as "Code 3" Emergency Signal.

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2. Lewd and lascivious offenses and exposures in progress will be dispatched as 33P.
3. When applicable, information for a BOLO will be dispatched immediately and updated in a timely manner.
4. Public service aides will not be dispatched on any sexual offenses.
5. All sexual assaults, excluding indecent exposures and lewd and lascivious offenses, will be dispatched over Headquarters Talk Group, if possible.

IV. PROTOCOL FOR HANDLING REPORTS OF SUSPICIOUS ACTIVITIES:

All departmental employees, regardless of position or title, play a vital role in identifying and reporting suspicious activity that may be indicative of behavioral traits or patterns related to homeland security threats. To assist in the identification of observed behavior that is reasonably indicative of pre-operational planning of terrorism or other criminal activity related to homeland security threats, the Department has adopted the baseline of the Nationwide SAR Initiative Indicators and Behaviors as a guide. These indicators are comprised of various methods, including surveillance, elicitation, testing security, acquiring supplies, suspicious persons, trial runs, and deploying assets.

A. Documentation, Review, and Notification Procedures:

Beyond recognizing suspicious activity or behavioral patterns, it is just as important to document the information in full detail and ensure that the information is submitted to the Homeland Security Bureau (HSB) without delay.

1. All personnel encountering or identifying suspicious activities, such as those outlined in IV. B.; will complete an Electronic Offense-Incident Report (E-OIR). Once completed and approved by the writer's supervisor, it will be automatically forwarded to the HSB by checking the SAR box at the top of the E-OIR form.
2. Should circumstances dictate, the reporting employee will contact his/her supervisor to determine if further and immediate on-scene follow up is warranted by a HSB detective.
 - a. Should a response by a HSB detective be warranted, call 305-470-3880 or 305-470-3900 during normal business hours. After normal business hours, the call will be directed to the CB Shift Commander, who will initiate a call to the designated HSB point-of-contact.

B. Suspicious Activity:

When encountering suspicious activity, personnel are reminded that protection of civil liberties is essential. Every attempt should be made to expedite the verification and validation of the information presented by the suspect encountered. Outlined below are behavioral indicators of suspicious activity, which are reasonably indicative of pre-operational planning related to terrorism or possible criminal activity. The behavioral traits that are identified or may exist shall be clearly delineated and documented in an E-OIR. The actions and mere possession of the items listed below do not in and of themselves necessarily constitute a violation of the law.

1. Actions of a Suspect:
 - a. Engaging in suspected pre-operational surveillance (e.g., using binoculars or cameras, taking measurements, drawing diagrams).
 - b. Appearing to engage in countersurveillance efforts (e.g., doubling back, changing appearance, engaging in evasive driving).

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- c. Asking security personnel questions focused on sensitive subjects (e.g., security information, hours of operations, shift changes, questions regarding what cameras film and/or record).
- d. Measuring building entrances or perimeters, distances between security locations, distances between cameras, or counting footsteps.
- e. Taking photographs or videos with no apparent aesthetic value (e.g., camera angles, security equipment, security personnel, traffic lights, building entrances).
- f. Drawing diagrams or taking notes (e.g., building plans, location of security cameras or security personnel, security shift changes, noting weak security points).
- g. Abandoning a suspicious package or item (e.g., suitcase, backpack, bag, box).
- h. Abandoning vehicle in a secured or restricted location (e.g., the front of a government building, airport, sports venue).
- i. Attempting to enter a secured or sensitive premises or area without authorization (e.g., area restricted to official personnel, closed-off areas of airport, harbor, secure areas of significant events).
- j. Testing existing security measures (e.g., a “dry run,” security breach of outside fencing/ security doors, false alarms to observe reactions).
- k. Attempting to smuggle contraband through access control point (e.g., airport screening centers, security entrance points at courts of law, sporting events, games, and entertainment venues).
- l. Making or attempting to make suspicious purchases of large amounts of otherwise legal items (e.g., pool chemicals, fuel, fertilizer, potential explosive device components).
- m. Attempting to acquire sensitive/restricted items or information (e.g., plans, schedules, passwords).
- n. Acquiring or attempting to acquire uniforms without a legitimate cause (e.g., service personnel or government uniforms).
- o. Acquiring or attempting to acquire official or official looking vehicle without a legitimate cause (e.g., emergency or government vehicle).
- p. Pursuing training or education indicating suspicious motives (e.g., flight training, weapons training).
- q. Stockpiling large amounts of unexplained currency.
- r. Possessing multiple passports, identifications, or travel documents issued to the same person.
- s. Espousing extremist views (e.g., verbalizing support of terrorism, inciting or recruiting others to engage in terrorist activity).
- t. Bragging about affiliation or membership with an extremist organization (e.g., white supremacists, militias, Ku Klux Klan).
- u. Engaging in suspected coded conversations or transmissions (e.g., email, radio, telephone, or information found during a private audit and reported to police).

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- v. Displaying overt support of known terrorist networks (e.g., posters of terrorist leaders).
2. Suspect in possession of the following items:
- a. Coded or ciphered literature or correspondence.
 - b. Event schedules for sporting venues, performing arts centers, or theaters.
 - c. VIP appearances or travel schedules.
 - d. Multiple forms of identification items from multiple governments.
 - e. Security schedules.
 - f. Blueprints.
 - g. Evacuation plans.
 - h. Security plans.
 - i. Weapons and/or ammunition.
 - j. Explosive materials.
 - k. Illicit chemical agents.
 - l. Illicit biological agents.
 - m. Illicit radiological material.
 - n. Other sensitive or military materials.
 - o. Hoax/facsimile explosive and/or dispersal device.

V. PROTOCOL FOR HANDLING MASS CASUALTY ATTACKS:

Mass Casualty Attacks (MCA) are executed by an armed person or persons who participate in a plan to inflict the greatest amount of deadly injury or bodily harm while access to victims is unrestricted. An active assailant will likely continue the MCA until an intervention occurs or the assailant decides to cease action. First

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responders have implemented rapid response tactics to decrease the number of casualties and neutralize the threat.

A. Police Complaint Officer Response:

1. The police complaint officer will process the complaint in accordance with the established CB protocols and obtain all pertinent information in the manner set forth in the CB SOP.
2. The police complaint officer should attempt to keep the caller on the line to determine the following after advising the caller to get to a safe area:
 - a. What type of weapon is involved (knife, biochemical agent, vehicle, explosives, gun)?
 - b. If a gun is involved, how many shots were heard?
 - c. How many subjects were seen?
 - d. Are the subjects still in their line of sight?
 - e. How many victims are there?
 - f. Is the subject wearing body armor or protective gear?
 - g. Was the subject carrying anything other than the weapon (e.g., backpack, duffle bag)?

B. Police Dispatcher Response:

1. The police dispatcher will confirm if the incident is an MCA once the units arrive and change the signal to a 3-14MCA and immediately notify the Shift Commander of the incident.

VI. PROTOCOL FOR IDENTIFYING AND ENTRY OF LAW ENFORCEMENT OFFICER (LEO) ALERTS:

To assist the HSB with identifying legitimate threats toward law LEO certain addresses within Miami-Dade County have been flagged as LEO Alerts.

A. Police Dispatch Responsibilities:

1. Upon receipt of a flagged address within the Computer-Assisted Dispatch (CAD) system, the dispatcher will be required to notify the responding officers over the radio of the alert that is associated with the address.
2. Officers equipped with a Mobile Computer Unit (MCU) will also receive pertinent information regarding the resident of the incident location and type of threat made resulting in the LEO Alert being issued. The information will also contain a number for the responding officer to contact the detective working the case.
3. The dispatcher will dispatch a backup officer to the location of the unit with a LEO Alert.

B. Officer Responsibilities:

1. Officers who encounter an individual who has expressed intent to commit bodily harm against police personnel will complete a LEO Alert nomination form found on the LEO Alert web portal page. The nomination form will be reviewed, and a determination will be made as to whether the nomination meets LEO Alert criteria.

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2. Officers equipped with a MCU who are responding to a flagged address will receive additional information in the comments regarding the bulletin number associated with the LEO Alert subject (e.g., HSB-2020-123).
 - a. The bulletin number can be viewed by opening the MDPD web portal and clicking on the LEO Alert icon.
3. Officers who respond to a LEO Alert identified address will be required to provide information on the outcome of the call and status of the individual listed in the bulletin.
 - a. Officers will send an email to the HSB Southeast Florida Fusion Center (SEFFC) at SEFFC@mdpd.com, or complete the online contact form located on the LEO Alert web portal page.

VII. PROTOCOL FOR THE RESPONSE TO SHOTSPOTTER ACOUSTIC GUNSHOT DETECTION SYSTEM ALERTS:

The ShotSpotter acoustic gunshot detection system is intended to enhance the Department's ability to respond effectively to violent crimes involving illegal and indiscriminate gunfire. The system uses the triangulation of audio sensors placed in selected areas to geocode and identify the location of gunshots within 30 meters. The ShotSpotter system allows the audio component of the incidents to be replayed by responding officers to aid in the collection of evidence and for investigation and prosecution purposes.

A. Dispatch Sequence:

1. Upon receipt of a ShotSpotter alert, the Real-Time Crime Center (RTCC) officer receiving the alert will relay the location information to the concerned district dispatcher via the radio as a priority.
2. The dispatcher will create an incident at the location provided by the RTCC and dispatch units on a 2-14SS.
3. Once the nature of the incident has been determined, the signal can be modified. For example, if the arriving unit determines the ShotSpotter alert is the result of a robbery, the signal will be changed to a 29SS.

B. Officer Responsibilities:

1. For officer safety purposes, officers with Department-issued laptops will have access to ShotSpotter alerts and will be able to replay the audio portions of ShotSpotter alerts to assist in locating the crime scene(s).
2. Officers assigned to road patrol must log into the ShotSpotter system at the start of each shift and keep the system/application open throughout the duration of his/her shift.
3. Responding officers will canvas a 30-meter area around the actual dispatch location, or red locator dot on the ShotSpotter alert map to identify the crime scene and victim(s)/subject(s).
4. An E-OIR will be completed for each ShotSpotter incident. The E-OIR must include the area canvassed and names and addresses of individuals located and/or contacted.

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5. All crime scenes will be processed, and all evidence located will be impounded. Firearms, spent casings, projectiles, etc., will be submitted to the Forensic Services Bureau for NIBIN entry and DNA analysis.
6. ShotSpotter incidents will be closed by modifying the signal to a criminal incident, or with one of the following dispositions:
 - a. S1 - Person shot/Evidence on the scene
 - b. S2 - Evidence on the scene
 - c. S3 - No evidence on the scene

SECTION 3 - COMMUNICATIONS SIGNAL CODES AND ALERT MESSAGES:

I. GENERAL:

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

A. Numbered Signals:

1. Signal 01: Call your office.
2. Signal 02: Call (specified number).

Unit will be advised to call a specific telephone number. The caller's name and telephone number are mandatory unless the request is for an officer to call home.
3. Signal 03: To radio shop.

If the unit radio is not operational, the CB will be advised via another radio or by telephone.
4. Signal 04: To motor pool.

Unit will identify the facility by name or number.
5. Signal 05: To your station.
6. Signal 06: Transfer.

Announced via radio by the unit prior to departing vehicle at the completion of tour of duty. The signal will be requested by the unit operator or appropriate supervisor in the chain-of-command only.
7. Signal 07: Cancel.

Announced by police dispatcher when the need to continue on an assigned call no longer exists or when a field supervisor designates a different unit to respond to the assignment. This signal does not automatically cancel an assigned case number (see Section 4, paragraph VII).
8. Signal 08: On call.

Transmitted to units equipped with cellular telephones.
9. Signal 09: In service.

Announced by unit when available for assignment.
10. Signal 10: Out of service.

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Requested by a unit and must include a location and a reference (e.g., vehicle breakdown, prisoner meals).

11. Signal 11: Out of service Personal.

The unit must provide a location or telephone number.

12. Signal 12: Meal.

The unit must advise a telephone number when radio communication is not possible. The signal will not be requested via telephone. If calls are holding, a supervisor will be advised of the request.

13. Signal 13: Special information/assignment.

Utilized for assignments of a minor nature which do not require a case number (e.g., special detail assignment at district or unit level, firecrackers, hunters, locate and notify, field interview, and building or area check).

14. Signal 14: Conduct investigation.

Utilized for investigative assignments that have no specific signal; a case number will be assigned. Location and reference will be advised by officer or police dispatcher, as applicable.

a. Signal 14 J: Utilized for investigations involving juveniles other than for truancy-related activities (e.g., juvenile curfew violations).

b. Signal 14 PA: Utilized for code violations (e.g., display of vehicles for sale, illegal vendors, or sale and/or consumption of alcohol).

c. Signal 14 TR: Utilized for truancy-related activities (e.g., juveniles picked up during school hours and returned to their respective schools).

d. Signal 14 PD: Utilized for County Vehicle Damage Reports involving MDPD vehicles.

e. Signal 14 SQ: Utilized for illegal squatters (e.g., the removal of illegal squatters from abandoned/vacant homes and for incidents involving victims/witnesses of illegal squatters).

f. Signal 14 K: Utilized by the Airport District for an abandoned vehicle and/or bag.

g. Signal 14 CC: Utilized for civil citations (e.g., possession of cannabis in the amount of 20 grams or less, possession of drug paraphernalia).

h. Signal 14 SS: Utilized for alerts received via the ShotSpotter acoustic gunshot detection system.

i. Signal 14 A: Utilized by the Airport District for security escort details.

j. Signal 14 CO: Utilized for County ordinance violations.

k. Signal 14 S: Utilized for priority situations at the PortMiami involving ammunitions or guns found in baggage.

15. Signal 15: Meet an officer (backup).

Meet or assist another officer.

16. Signal 16: Driving under the influence.

Signal may be requested by a unit or assigned by the police dispatcher.

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17. Signal 17: Traffic crash.

Crashes involving departmental vehicles require the operator to immediately notify the CB Shift Commander via radio or telephone. When the CB is advised that a County-owned or County-rented vehicle is involved in a crash, the following action will be initiated:

- a. If the crash is within a municipality, the closest available MDPD patrol unit will be assigned to handle the signal and dispatched to the scene. If the crash is not within a municipality, dispatch will act in accordance with **CHAPTER 22 - PART 01 - DISTRICT BOUNDARIES AND PATROL AREAS**.
- b. A Traffic Homicide Unit will be advised of any crash resulting in death or critical life-threatening injury, any crash involving a MDPD vehicle, or any crash involving on-duty drivers.
- c. The assigned unit will advise the dispatcher the type of vehicle involved, assignment, County vehicle number, extent of injuries, and estimated amount of damage to all vehicles involved, and change the signal to a 17 with a suffix of PD.
- d. Miami-Dade Transit Agency and Miami-Dade County School Board vehicles are exempt from the above crash procedures and are not considered County vehicle crashes.

Signal 17 PD: Utilized for crashes involving MDPD vehicles.

18. Signal 18: Hit-and-run.

If the crash occurred immediately prior to the unit's arrival, or involves injuries or extenuating circumstances, the following information must be obtained, and a BOLO must be issued.

- a. Make, year, model, color, and tag number of the vehicle which left the scene.
- b. Visible damage or distinctive markings.
- c. Direction of travel.
- d. Description of occupants.
- e. If the hit-and-run crash involves an MDPD vehicle and there are no injuries, the responding officer will advise the dispatcher to change the signal to an 18 with a suffix of PD.
- f. If the hit-and-run crash involves injuries, the responding officer will advise the dispatcher to change the signal to an 18 with a suffix of I.

Signal 18 PD: Utilized for hit-and-run crashes involving MDPD vehicles.

Signal 18 I: Utilized for hit-and-run crashes involving injuries.

19. Signal 19: Traffic stop.

Announced by the unit when a vehicle is being stopped. The location and tag number of vehicle must be given. If the tag number is not available, description of the vehicle will be advised. A case number will be assigned if requested by unit. The signal will not be changed if a traffic arrest occurs.

20. Signal 20: Traffic detail.

Announced when unit is assigned to investigate a traffic incident or handles a traffic detail (e.g., blocked driveway, hot rod, directing traffic, assist motorist, escort, and debris or hole in roadway). Crashes and unit-initiated traffic stops are excluded.

21. Signal 21: Lost or stolen vehicle tag or license tag validation sticker.

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22. Signal 22: Stolen vehicle.

Unit will issue a BOLO if the vehicle was taken within the preceding 60 minutes.

23. Signal 23: Clearance check.

Used to determine if a subject, license tag, vehicle, or an article is wanted or stolen. The unit must have the person or property in custody or in view. When checking a vehicle, unit must advise if occupied.

No more than four subjects will be checked from any location 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 police dispatcher.

- a. If a subject is wanted on a misdemeanor, the unit will be advised, "Subject is a 40 under."
- b. If a subject is wanted on a felony, unit will be advised, "Subject is a 40 over."
- c. Police dispatcher will dispatch a backup officer to the location of the unit with a wanted subject or occupied vehicle unless the unit advises otherwise.
- d. Subject clearance check requests will be transmitted on Information talk groups unless otherwise advised by the police dispatcher. Checks on persons under arrest will not be requested via radio.

24. Signal 24: Complete check.

In addition to 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 local criminal history, the unit will be advised whether it is traffic, misdemeanor, or felony.
 - (2) If there is an associated signal in reference to subject's criminal past (e.g., Signal 100), the unit will be advised. Information regarding specific charges may be requested via the Information talk groups.
 - (3) If subject is a juvenile, the unit will be advised QSL or Negative with regard to a past.

25. Signal 25: Burglar/holdup alarm ringing.

A two-officer unit or single unit with backup will be dispatched. Units will be advised if alarm is silent or audible and if someone is en route to open or secure the premises.

Alarms designated as Hold-up, Panic, Ambush, Duress, or Listening Device will be given higher priority. These will be dispatched immediately in the same progression as an emergency signal.

Signal 25: Vehicle panic alarm.

These alarms will be dispatched as a 25 vehicle panic alarm until confirmation of the correct signal. Panic alarms will be given higher priority and dispatched immediately.

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26. Signal 26: Burglary.

If the signal involves an occupied structure in-progress, the police dispatcher will advise units by announcing: "Attention All Units, 2-26." A two-officer unit or a single unit with backup will be dispatched.

27. Signal 27: Larceny.

28. Signal 28: Vandalism.

Includes all criminal mischief offenses.

29. Signal 29: Robbery.

If in-progress, police dispatcher will advise units by announcing: "Attention All Units, 2-29." A two-officer unit or a single unit with backup will be dispatched. When possible, units will be advised if the robbery was armed or strongarm.

30. Signal 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. Signal 31: Homicide.

32. Signal 32: Assault.

Includes verbal threats, assault, battery, aggravated assault, aggravated battery, bar fights, domestics involving assaults, and juveniles fighting.

33. Signal 33: Sex offense.

Includes sexual battery, assault with intent to commit sexual battery, lewd and lascivious assault/behavior, indecent exposure, child Internet pornography, and other sex offenses. If in progress (except lewd and lascivious assaults/behavior) police dispatcher will advise units by announcing: "Attention All Units, 3-33."

34. Signal 34: Disturbance.

Reference will be announced (e.g., domestic, neighbor dispute, landlord-tenant, or customer). Disturbances involving family members will be dispatched as 34, except when an assault has occurred or is in progress.

35. Signal 35: Intoxicated person Marchman Act.

36. Signal 36: Missing person.

BOLOs will be issued in cases involving suspicious circumstances, children under 13, mentally ill persons, disturbed persons of any age, or medically dependent (e.g., injured, ill, or in need of medication).

37. Signal 37: Suspicious vehicle.

The unit will be advised if vehicle is occupied. License tag number, if available, will be checked to ascertain status before unit is dispatched. A backup unit will be dispatched if the call is assigned to a single-officer unit.

38. Signal 38: Suspicious person.

A description of the subject will be furnished when possible. A backup unit will be dispatched if the call is assigned to a single-officer unit.

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39. Signal 39: Prisoner

Announced when transporting a prisoner:

- a. Unit requesting 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 Daily Activity Report.
- c. Police dispatcher will be advised immediately of any delay or detour during transportation of a prisoner.

Also used to denote escaped prisoner and jailbreak incidents. The CB will be advised immediately of all pertinent information concerning any escape (e.g., number, description, and direction of travel).

A signal 39 will be used when making a warrant arrest and only a Complaint/Arrest Affidavit is completed. A case number will be assigned for an Assist Other Agency (AOA) warrant; the original case number will be used for MDPD warrants.

40. Signal 40: Subject possibly wanted.

If the subject is wanted for a felony offense, “40 over” will be announced. If the subject is wanted for a misdemeanor offense, “40 under” will be announced.

A backup unit will be dispatched to a single-officer unit when a subject is wanted.

41. Signal 41: Sick or injured person.

The police dispatcher will announce the circumstances (e.g., heart attack, drowning, severe bleeding, or other appropriate information).

An ambulance will not be dispatched until the MDPD or MDFR unit on the scene requests medical transportation.

Any time Police Services personnel arrive at the scene of any call involving illness or injury and MDFR is not on the scene, the “Medical Miranda” card (also known as the “SEND” card) will be used. The card has seven questions to be asked for each injured or ill person on the scene. Police Services personnel will obtain the answers to the below listed questions and immediately relay the information via police dispatcher to MDFR. MDFR personnel will use the information to determine the type of equipment or personnel (e.g., basic life support or advanced life support) to send.

- a. Chief complaint and incident type.
- b. Is there more than one person injured?
- c. Approximate age.
- d. Conscious/Alert: Yes/No.
- e. Breathing/Difficulty Breathing: Yes/No.
- f. Illness case (age 35 or over): Is there chest pain?
- g. Accident or injury case: Is there severe bleeding (spurting/pouring)?
- h. Response mode: Do you need a lights-and-sirens response?

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Most of the time, personnel will have no trouble making this last decision. This program will facilitate additional routine responses from MDR when warranted, which greatly reduces the number of dangerous driving situations encountered.

42. Signal 42: Ambulance.

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

Should circumstances develop which affect ambulance requirement, desired location, or response mode, the unit will advise police dispatcher.

43. Signal 43: Baker Act.

A mentally ill person or person in need of psychiatric evaluation. A backup unit will be dispatched.

44. Signal 44: Attempted suicide.

Police dispatcher will announce the circumstances (e.g., overdose, slashed wrists) and other appropriate information. A backup unit will be dispatched in accordance with Section II Protocol for Managing Encounters with the Mentally Ill.

45. Signal 45: Dead-on-arrival (DOA).

Includes apparent natural deaths, traffic deaths, drownings, and all other accidental deaths.

Requests for the Homicide Bureau (HB) will be made via telephone when possible. If no one can be reached at the HB or if there is no telephone available, the officer will advise the CB Shift Commander that they could not reach a Homicide Unit to respond. If the HB is contacted directly, the officer must still notify the CB.

46. Signal 46: Medical detail (e.g., serum or donated organs).

The CB may assign relay units and rendezvous points when the route of a signal 46 crosses district boundaries. The signal will be announced over the appropriate talk groups and include all unit numbers involved and rendezvous points.

47. Signal 47: Bomb or explosive alert.

Used for bomb threats and any situation where the possibility of an explosion exists (e.g., leaking gas or chemical spills). **CHAPTER 24 - PART 01 - MOBILIZATION AND EMERGENCY OPERATIONS PLAN** details the procedures for responding to bomb or explosive alerts.

48. Signal 48: Explosion.

The police dispatcher will announce all known details pertaining to cause, injuries, and approach routes.

49. Signal 49: Fire.

The unit will assist MDR in traffic, crowd control, and first aid.

50. Signal 50: Organized crime figure.

The signal exclusively designates those persons listed by the ISD.

When a unit requests a record check of a subject that is listed by the ISD, the police dispatcher will provide the normal information and advise the unit that the subject is a signal 50. The unit shall complete a Field Interview Report, in addition to any other reports, and shall forward it to the ISD.

51. Signal 51: Narcotics violator.

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The signal designates those individuals identified as violence-prone narcotics violators. After notifying the requesting unit that the subject is a signal 51, the police dispatcher will notify the CB Shift Commander, who notifies the Organized Crimes Bureau (OCB) Major or the on-call narcotics investigator. An OCB – Narcotics Section (NS) investigator will respond to each signal 51 incident.

52. Signal 52: Narcotics investigation.

53. Signal 53: Abduction.

Includes kidnapping, false imprisonment, and hostage situations.

54. Signal 54: Fraud.

Includes forgery, embezzlement, motel skip, worthless check, identity theft, and flim flam.

55. Signal 55: Weapons violation.

Includes carrying a concealed weapon, possession of an illegal weapon, reckless display of a firearm, and any other appropriate violation.

a. Signal 55-P: Anonymous firearm tip calls received via Miami-Dade Crime Stoppers.

(1) When a unit is dispatched on a signal 55-P and upon arrival the officer finds another crime has been committed, such as a robbery, the 55-P signal must not be changed. Instead, the officer should take an additional signal and case number reflecting the new incident and cross-reference the report with the 55-P case.

(2) The OI, A-Form and property receipts must be forwarded to the Community Affairs Bureau via email to 139@p3tips.com within three days of the arrest. Town or village commanders in contract cities where a signal 55-P has been dispatched must forward the tip information to the Community Affairs Bureau via email to the same email address within three days, even if no arrest is made.

56. Signal 56: Court.

Includes all on-duty court appearances (arraignment, traffic, County, criminal, or civil) and time required to obtain and return evidence to the Property and Evidence Section.

57. Signal 57: Case filing/deposition.

Includes all on-duty case filing, pre-trial conferences, and depositions.

58. Signal 58: Training.

Includes all on-duty in-service training (e.g., range, seminars, and equipment indoctrination).

59. Signal 59 off-duty assignment.

Utilized for off-duty assignments (e.g., off-regular duty employment, court appearances, pre-trial conferences, and depositions).

60. Signal 60: Two-officer unit (not currently utilized).

Utilized by one of the two officers assigned as a two-officer unit. The unit will check into service using the assigned radio number of one officer at the beginning of their tour of duty. The same unit number will be used during the shift for all communications. The second officer will request a signal 60 with the first unit number. Both unit numbers will request a signal 06 at the end of the tour of duty.

61. Signal 61: District desk assignment.

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Requested by the officer assigned to the district desk using the assigned radio number at the beginning of his tour of duty. The district base station radio number will be used during the shift for all communications. The officer utilizing the assigned unit number will request a signal 06 when relieved.

B. Career Criminal Identification Signals:

The Warrants Bureau (WB), Career Criminal Unit, is responsible for tracking individuals designated as habitual or violent offenders. These individuals are those offenders classified by FS as Florida Career Offenders, or classified by departmental protocol as signals 100, 150, 200, 250, 300, 400, or 500. These signals are communications alert identifiers that classify habitual and violent offenders in accordance with the Miami-Dade County State Attorney's Office criteria and alert officers during contacts with these career criminals. By virtue of the criminal history of these individuals, an alert message is entered into the CJIS advising of their career criminal status. CJIS operators conducting criminal history checks are alerted of the career criminal status of these individuals. This information is then relayed to the officer requesting the criminal history check.

Officers encountering habitual or violent offenders must contact the Career Criminal Unit at (305) 471-1700 if the offender is arrested. If the offender is not arrested, officers are required to complete an electronic Field Interview Report (e-FIR) to document the contact. Officers are required to check the box to forward the report to Warrants, in addition to any other reports (see **CHAPTER 27 - PART 01 - REPORT WRITING**).

1. Adult:

a. Signal 100 - Habitual offender:

- (1) The subject has had three or more felony convictions (separate cases and at least two separate sentencing dates). Only one drug conviction for possession, or possession with intent to sell, or purchase of drugs may be included in the felony convictions.
- (2) At least one of the felony convictions or release from incarceration on any felony conviction was within the last five years.
- (3) The current charge is a second degree felony or higher.
- (4) If the subject receives a withhold of adjudication and is placed on probation, the withhold counts as a prior conviction only if the subject is on probation at the time the subject commits the current charge. Possession with intent to sell a controlled substance counts as a prior conviction.

b. Signal 200 - Habitual violent offender:

- (1) The subject has at least one prior conviction for one of the following violent felonies or attempt or conspiracy to commit one of the following violent felonies: aggravated assault, aggravated battery, aggravated child abuse, aggravated stalking, armed burglary, arson, kidnapping, murder/manslaughter, robbery, sexual battery, or throwing, placing, or discharging a destructive device.
- (2) The subject has one other separate felony conviction on a separate sentencing date (excluding possession or possession with intent to sell, or purchase of controlled substances).
- (3) Last felony conviction or release from incarceration on a felony conviction was within the past five years.

c. Signal 300 - Special violent habitual offender:

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- (1) The subject has been convicted of and/or released from incarceration for a robbery in the past three years.
 - (2) The subject's current charge is robbery.
- d. Signal 400 - Gort violent career criminal:
- (1) The subject has been incarcerated in a state or federal prison.
 - (2) The subject is currently charged with one of the following crimes: aggravated assault, aggravated battery, aggravated child abuse, aggravated stalking, aircraft piracy, arson, burglary, escape, kidnapping, lewd, lascivious or indecent assault on a child, murder/manslaughter, robbery/carjacking/home invasion robbery, sexual battery, or throwing, placing, or discharging a destructive device or bomb. Any [FS, Chapter 790](#) felony firearm violation, or any felony which involves the use or threat of physical force or violence against any individual.
 - (3) The subject has three or more convictions on separate sentencing dates for any of the crimes listed above.
 - (4) The subject was convicted or released from incarceration on one of the above felonies within the past five years.
- e. Signal 500 – Federal armed career criminal (when all of the following apply):
- (1) The defendant's instant charge includes possession of a firearm and the firearm was recovered.
 - (2) The defendant has three forcible felony convictions and/or trafficking convictions with separate case numbers (includes convictions outside of Miami-Dade County).
2. Juveniles:
- a. Signal 150 - Serious habitual offender:
- (1) A juvenile, 14-18 years of age, identified as a serious habitual offender.

C. Alert Messages:

The Central Records Bureau, Automated Systems Unit, enters alert messages on Federal Deportable Detainees released from federal prisons throughout the United States. The majority of these detainees have extensive criminal histories, and the WB Career Criminal Unit is responsible for tracking these individuals. The alert messages direct officers encountering these individuals to complete an FIR and forward it to the Career Criminal Unit. In addition to the FIR, a photograph and a voluntary DNA sample should be taken, if possible. The photograph should be attached to the back of the hard copy of the FIR and forwarded to the Career Criminal Unit. A notation indicating if DNA was taken should be included on the FIR.

D. Blue Alert Procedures: [CFA 15.20M]:

In situations where an MDPD officer is the victim of a felonious act and sustains a severe injury or dies due to the actions of a subject, the appropriate investigative unit assumes responsibility for the investigation of the incident. If the subject is not in immediate custody and remains at large, the Investigative Response Team (IRT) will be mobilized and assume responsibility for locating and apprehending the subject. The CB shall be notified of the incident by the affected departmental unit or outside agency and will initiate call out of the IRT.

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The CB Shift Commander will immediately make the proper notifications to activate the concerned IRT personnel by contacting the HB's Street Terror Offender Program (STOP) Lieutenant at 305-586-7258, or the next available supervisor. An updated contact list will be provided by the HB to the CB on a yearly basis.

E. Q Signals:

Signal QSL - Do You Receive Me?/OK/Affirmative

Signal QTR - Time

Signal QRU - Are you OK?/It is safe/All is clear

Signal QSM - Repeat the transmission

Signal QTH - Location

Signal QSK - Proceed with the transmission

Signal QRM - Repeat, I have interference

Signal QRX - Stand by

Signal QSY - Change talk group

F. 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

B - BRAVO

C - CHARLIE

D - DELTA

E - ECHO

F - FOXTROT

G - GOLF

H - HOTEL

I - INDIA

J - JULIETT

K - KILO

L - LIMA

M - MIKE

N - NOVEMBER

O - OSCAR

P - PAPA

Q - QUEBEC

R - ROMEO

S - SIERRA

T - TANGO

U - UNIFORM

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V - VICTOR
W - WHISKEY
X - XRAY
Y - YANKEE
Z - ZULU

SECTION 4 - RADIO TRANSMISSION PROCEDURES:

I. GENERAL:

A. Unit Dispatching:

The CB is responsible for routine dispatching of field units. When it is necessary for a uniformed field supervisor to assume immediate command of unit assignments, the supervisor will advise the CB Shift Commander, establish a Command Post (CP), and direct the efforts of assigned units. The CB will be advised of the CP location and name of the CP Supervisor.

At the request of the CP Supervisor, Police Tactical (POL-TAC) 1 or POL-TAC 2 may be utilized to isolate CP radio transmissions on a dedicated talk group. The talk group will be dedicated for use by the CP only.

When circumstances dictate, the SPB, Incident Management Team (IMT), mobile CP vehicle can be requested through the CB.

B. Unit Availability:

Unless specifically prohibited by assignment, units in an on-duty status will monitor the assigned talk group at all times. Whenever an officer is going to be away from the radio, the police dispatcher will be advised and the appropriate signal assigned. [CALEA 81.2.4b]

C. Satellite Base Stations:

Base stations will be utilized for transmission of signals 01 and 05, in-progress calls, and emergency information only. Pertinent information announcements via base station transmission are not precluded.

D. Assigned Talk Group ([Annex A](#)):

On-duty units will not transmit on talk groups other than the one assigned, Information North or Information South, unless operational necessity requires a deviation. Whenever a unit changes talk groups, the primary assigned talk group police dispatcher will be advised. Off-duty units will monitor and transmit on the talk group of the district in which the vehicle is operating.

Specialized units with countywide responsibilities may utilize any primary dispatch talk group.

E. Signal Reassignment:

Only the concerned field supervisor is authorized to cancel a unit assignment; the signal must be subsequently reassigned to a unit within the command. An exception may be permitted when a field unit on the scene or within close proximity to an incident requests the signal or the unit is needed for a higher-priority signal.

F. Call Progression, Unit Numbers, and Communications Procedures for Contractual Police Service:

Call progression, unit numbers, and communications procedures for municipalities in which MDPD provides contractual police services may be different than established departmental parameters, but in accordance with applicable contract provisions and departmental procedures.

The affected departmental element coordinating the provision of contractual police service will submit a memorandum to the CB outlining any contractual provisions that deviate from standard communications procedures.

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G. Signal Request:

1. A unit will not transmit or request a signal for another unit unless extenuating circumstances dictate. Extenuating circumstances may include:
 - a. Radio difficulty.
 - b. Requesting unit does not have a radio available.
 - c. Field supervisor requesting signal for assigned units.
2. A unit will take a separate signal when appropriate (e.g., a signal 39 when transporting a prisoner, in lieu of remaining on a signal and changing location).

H. Grid Request:

A unit requiring a grid number will utilize their district grid map. If a unit has the need for a grid outside of their district's boundaries, the police dispatcher will provide the grid. Units assigned to elements other than a district will contact the desk operations center of the concerned district.

I. Signal Change and Report Status:

Field units will advise the police dispatcher of any signal change or of any No Report before checking into service (e.g., 26 changed to a 27). A correct signal which does not require police action and is No Reported will not be changed to a 14 (e.g., 34, no police action, no report). [CALEA 81.2.4a]

When there is no signal change, units should take a 09 Report Written or 09 No Report utilizing the appropriate status messaging function. An arrival must have been taken prior to attempting to 09 using status messaging.

J. Be-On-The-Look-Out (BOLO): [CALEA 41.2.5b,f]

1. When requested, the police dispatcher will transmit a BOLO provided that no more than one hour has elapsed since the incident occurred. If more than an hour has elapsed, the unit will make the request through the Complaint Desk, as enumerated in Section 4, paragraph X.A.11. The following incidents are exceptions:
 - a. Missing infants, young children, mentally ill individuals, or disturbed persons of any age.
 - b. Persons and vehicles involved as suspects or victims of serious crimes.
2. BOLOs received via the frequency will be read once and kept for 24 hours at the affected dispatch console. BOLOs requested via the Complaint Desk will be read as often as requested for up to ten (10) days with the approval of the CB Shift Commander.

K. Cancellation of a BOLO:

Units requesting cancellation of a BOLO will notify the CB.

L. Law Enforcement Interagency Radio Communications - Mutual Aid Calling and Intercity Frequency:

When broadcasting outside of Miami-Dade County, clear speech will be utilized without radio signals in order to facilitate communication among different agencies. [CALEA 81.2.4d]

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1. The Mutual Aid Calling frequency is available nationwide on 800 MHz radio systems utilized by emergency services. It is to be used by any emergency services personnel for broadcasts outside of their jurisdiction, emergencies, contact between counties, or when operations are being performed using personnel on different radio systems. The Mutual Aid Calling Channel (8CALL90) is the primary frequency for initiating interagency radio communications, located on the Primary Page of the dispatch radio console. Additional Mutual Aid/8TAC channels can be selected from the MA/Muni menu of the dispatch radio console. Agencies utilizing an 800 MHz radio system include Coral Gables, Hialeah, Miami, Miami Beach, Pembroke Pines, Fort Lauderdale Police Departments, Broward County and Monroe County Sheriff's Office and the Florida Highway Patrol.
2. Intercity: The intercity frequency, Police Emergency (POLEMG) is used for emergency radio communications with agencies within Miami-Dade County and those that do not have an 800 MHz radio system, to include federal agencies.

II. RADIO PROCEDURES:

A. Brevity:

Radio transmission between field units and police dispatchers will be brief and concise.

B. Normal Transmission:

Except during emergency or priority situations, units will not attempt to transmit verbally until the police dispatcher announces DADE COUNTY. Units having additional information or a need to transmit regarding the subject matter of a transmission will do so by advising their unit number and the word REFERENCE. Officers are required to advise dispatchers: [CALEA 81.2.4a,c]

1. When making vehicle or pedestrian stops.
2. When changing locations while on any signal other than "in service."

C. Emergency Transmissions: [CALEA 81.2.4c]

1. A unit will announce the assigned radio number and the word "EMERGENCY." Emergency transmissions take precedence over all other transmissions.
2. When an officer requires assistance (3-15) and circumstances prevent that officer from following the procedures listed in paragraph 1, the radio's emergency button should be utilized.
 - a. The button must be firmly depressed for one-half second.
 - b. The radio will immediately provide a five-second open microphone.
 - c. An officer should make every attempt possible to announce his/her location during this five-second interval.
 - d. An audible tone and "RXEMER" emergency signal will be displayed on all radios in the talk group in which the emergency was declared as well as on the police dispatcher's console.
 - e. Once declared, the police dispatcher will be the only person who shall clear the emergency signal and will do so only after verifying that the emergency no longer exists. [CALEA 81.2.4g]

D. Priority Transmissions: [CALEA 81.2.4c]

1. Definition: An immediate need to transmit, but does not denote an emergency condition, e.g.:
 - a. A unit arrives on an in-progress call.

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- b. A unit arrives on a 2 or 3 signal.
 - c. When developments in a situation could jeopardize an officer's safety and immediate access to the air is needed. This includes situations when a supervisor needs to cancel pursuits or coordinate officers' actions in a potentially dangerous situation (e.g., responding to an armed, barricaded subject call).
2. A unit will announce the assigned radio number and the word, "Priority."
 3. When circumstances meet criteria of a priority transmission and air traffic prevents the officer from announcing that a priority situation exists, the officer shall activate the priority transmission feature.
 - a. Handheld radios: Press and release the top option button located above the push-to-talk (PTT) button on the left side of the radio.
 - b. Trunk mount radios: Press and release the option button located on the front panel of the radio.
 - (1) Once the option button has been depressed and released, depress and hold the PTT button within two seconds.
 - (2) After depressing the PTT button, the officer will have three seconds to announce the assigned radio number and the word, "Priority."
 - (3) Release the PTT and permit the police dispatcher to clear the air traffic and acknowledge the priority transmission.

E. Signal Request: [CALEA 81.2.4c]

1. Units will announce radio number and desired signal when requesting a signal. Location or other information will not be announced until the police dispatcher has acknowledged unit's radio number and signal.
 - a. If the unit is equipped with an MCU, the officer will utilize the MCU as permitted.
2. Arrival: Units will take an arrival for each assigned call. [CALEA 81.2.4a] Should circumstances upon arrival require that immediate action be taken, arrival time may be estimated and reported when the call is cleared verbally with the police dispatcher.
 - a. Arrival on non-emergency signals should be taken using the arrival function on the MCU.
 - b. Arrival on emergency or high-priority calls shall be taken verbally over the air.

F. Federal Communications Commission Requirements: [CALEA 81.1.2]

Departmental personnel will comply with all Federal Communications Commission regulations and MDPD directives when operating radios. The following actions are prohibited:

1. Transmission of superfluous signals, messages, or communications.
2. Use of profane, indecent, or obscene language.
3. Willfully damaging or permitting radio apparatus to be damaged.
4. Maliciously interfering with the radio transmission of another unit.
5. Making unidentified transmissions.

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6. Transmitting before the air is clear and interfering with other transmissions.
7. Transmitting a call signal, letter, or numeral not assigned to the station or unit.
8. Adjusting, repairing, or altering a radio transmitter; altering a radio's programming, talk group profile, or LID. Only radio technicians authorized by the Miami-Dade County Information Technology Department (ITD) may make adjustments or repairs.

G. Inspections:

Communications equipment will be available for inspection at any reasonable hour. Supervisors will inspect radio equipment for proper shoulder microphone, proper (standard long) antenna, and general condition (e.g., corrosion on microphone or battery connectors, as outlined in Section 7 - Procedures for Radios, Cellular Telephones, and Electronic Sirens).

III. SIGNAL ASSIGNMENT:

A. Emergency Signals:

1. Types:
 - a. Code 3 emergency call: A situation or sudden occurrence which poses an actual 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.
 - b. Code 2 emergency call: A situation which poses a potential threat of serious injury or loss of human life which may require swift police action. Code 2 calls are preceded by a tone indicator and the signal prefixed by a 2.
2. Procedures:
 - a. When a unit assigned to an emergency arrives at a scene where the officer's safety is of particular concern (e.g., in-progress, violence-related, subject still in area, or high-priority alarms), non-emergency transmissions by other units will be delayed until the police dispatcher advises that the talk group is clear.
 - b. When a unit arrives on an emergency signal and the officer's personal safety is not of unusual concern (e.g., 17, 49, or if the subject is not in the immediate area), the police dispatcher will not hold radio traffic. A unit requiring assistance or information on the call should use the priority or emergency button to raise the dispatcher. A specific request to "hold the air" will always be honored.
 - c. The first unit to arrive at the scene will advise the police dispatcher if other units should continue on a routine or emergency basis.
 - d. Emergency signals will not be held or delayed unnecessarily, and will be dispatched to available units via the following progression:
 - (1) Uniformed unit affected area.
 - (2) Uniformed unit affected district.
 - (3) Uniformed sergeant affected district.
 - (4) Uniformed lieutenant affected district.
 - (5) Uniformed unit adjacent district.

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- e. When a supervisor is dispatched, the first district unit to become available will be dispatched and assigned the signal.
- f. Back-up units: On Code 3 or Code 2 emergency calls, backup units may be dispatched on a 3-15, a 2-15, or a routine 15 signal, depending upon the situation.

B. Immediate Response Signals:

Other than emergency or in-progress signals, calls of high priority requiring immediate police action (e.g., crimes about to occur; high-priority alarms such as panic, holdup, or listening devices; requests from MDFR field units which have responded to an emergency call; or crimes to which MDFR units are also enroute) will be dispatched in the same progression as an emergency signal (see III.A.2.d, above).

C. 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. These signals will be dispatched in the same progression as an emergency signal (see III.A.2.d, above).

D. Just Occurred Signals:

Just Occurred signals are dispatched for any crime-related situation which has just occurred wherein the subject is no longer on the scene of the crime and immediate response by police may aid in the apprehension of a subject, recovery of property, or prevention of injury. Just occurred signals will receive priority depending on the circumstances involved. Just Occurred signals will be dispatched to an available unit, or a supervisor will be advised immediately that the call is holding.

E. Routine Signals:

Routine signals are dispatched by transmitting the signal without use of prefix, suffix, or tone indicator. The Area Supervisor (Sergeant) will be notified if a call is holding for 15 minutes, and the Platoon Commander (Lieutenant) if the call is holding for 30 minutes.

If a police dispatcher trainee has been assigned to a primary dispatch console, the Platoon Commander will be advised at the start of the shift. This will ensure that the Platoon Commander is aware that training is taking place on the talk group and give the trainee appropriate time to decipher the information displayed on the screen. The Platoon Commander retains ultimate authority to direct units as necessary in order to address service needs of the district.

F. Priority for Handling Calls:

An immediate response to every call is not always possible; resources must be organized to give the highest level of service possible. Priority of call assignments depends on many factors and is normally the responsibility of communications personnel. However, an officer in the field may be required to decide whether to continue on an assigned call or to handle a citizen's complaint or other observed event. This determination must be based upon the comparative urgency and risk to life and property of the assigned call and the intervening incident. When the officer continues on the assigned call, the officer should give directions for obtaining assistance or initiate the notifications.

G. Backup Assignment:

At least two officers will be dispatched to any call for service wherein the safety of a single officer may be in jeopardy (e.g., signals 25, 34, 35, 37, 38, 43, 44, 52, 55, and any calls where a suspect is on the scene or in the area). Occasionally, a one-officer unit may request assignment to these calls without benefit of backup. Such requests require approval of a supervisor prior to assignment.

H. Supervisory Backup:

A sergeant will be utilized as a backup when only one unit is available in a patrol area.

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1. Supervisors may decline a backup signal if involved in other matters requiring immediate attention.
2. If the sergeant from the affected area is unavailable, a unit or sergeant from another area will be dispatched as a backup.

I. Locate and Notify: [CALEA 55.2.6]

When a call is received requesting the delivery of an emergency notification involving a critically ill person, parental consent for medical treatment, or death notification, the following information will be obtained:

1. The name of the individual involved.
2. The type of incident.
3. The caller's name and relationship to the incident.
4. Contact telephone number.

A field unit will respond to all death messages so that personal contact can be made. Under no circumstances will a telephone call be made, or a written or electronic message sent for emergency notifications. This information will not be given over the air. The assigned unit will be instructed to contact the Complaint Desk to obtain emergency notification information.

For all other circumstances, a field unit will be dispatched only if the message cannot be delivered by telephone. The police complaint officer receiving the request is responsible for telephonic notification and for re-contacting the calling party and advising of the status of the request.

J. Stolen Vehicle Locator System:

Hardware and software monitored by the provider which enables the provider to track specially equipped vehicles.

1. Definitions:
 - a. Stolen Vehicle Locator System: Equipment and procedures incorporating global positioning satellites and/or a signal emitted by the vehicle used by a monitoring company to detect and track stolen vehicles.
 - b. Vehicle Locator System: An enhanced stolen vehicle locator system, either commercial or private, which includes a panic alarm button and/or cellular telephone for emergencies requiring police assistance.
 - c. Stolen vehicle episode: An episode received by the monitoring site indicating that a vehicle equipped with a stolen vehicle locator system has been stolen and a signal is being transmitted.
 - d. Panic alarm episode: Panic alarms installed in vehicles are activated by drivers depressing a button on the control panel. A panic alarm episode, received by a monitoring company, indicates that police assistance is needed immediately. Some panic alarms also have direct cellular links with the vehicle, allowing additional information to be received by directly communicating with and/or listening to the driver.
2. The CB is MDPD's central receiving site for all monitored stolen vehicle episodes. Response procedures are:
 - a. Upon notification by a monitoring company that a Stolen Vehicle Locator System has been activated, the CB will acquire the following information from the monitoring service:

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- (1) The stolen vehicle episode number to enable detection of the vehicle's location.
 - (2) A brief description of the vehicle.
 - (3) Confirmation that attempts have been made by the monitoring company to contact the owner.
- b. The signal will be dispatched as a 25 vehicle alarm until a theft can be verified by the monitoring company. If an unconfirmed signal 25 vehicle alarm received from a monitoring company is not immediately dispatched, a field supervisor will be notified. Field supervisors will notify support units (e.g., aviation, to assist in tracking the vehicle) at their discretion.
 - c. Once an owner is contacted and the vehicle is confirmed as stolen, the signal will be reclassified to a signal 22 in-progress. The decision to upgrade the signal status will be based on information received from the monitoring company or other sources (e.g., responding officers, district desk personnel, or outside agencies).
 - d. When an MDPD officer is following a confirmed stolen vehicle which enters another jurisdiction (i.e., outside of Miami-Dade County), the CB will notify the affected police agency. The CB will request assistance to stop the vehicle. In the event of an unconfirmed stolen vehicle, the CB will advise the other agency that the theft is unconfirmed.
 - e. Should the stolen vehicle be recovered outside of the originating agency's jurisdiction, the jurisdiction where the stolen vehicle case originated will initiate the original report and coordinate with other agencies.
 - f. Upon learning from the monitoring company that the stolen vehicle alert is a false episode, following of the vehicle shall be terminated immediately. An E-OIR will be used to record the incident and any police action taken. A copy of the report will be forwarded to the CB.
 - g. Should the tracking and following of a vehicle result in a pursuit situation, guidelines established in **CHAPTER 30 - PART 02 - PURSUITS** shall be followed.
 - h. Any stop and potential seizure of a tracked vehicle will be effectuated within the parameters outlined in **CHAPTER 25 - PART 01 - CRIMINAL INVESTIGATIONS**, **CHAPTER 25 - PART 02 - SEARCH PROCEDURES**, and **CHAPTER 07 - PART 02 - FORFEITURE PROCEDURES**.
 - i. If an unmarked unit becomes involved in following and tracking a vehicle, a uniform unit shall be requested as a back-up.
3. Vehicle Locator System panic alarm episodes:
 - a. MDPD will be the initial point of notification for all local vehicle panic alarm episodes. Upon receipt of a vehicle panic alarm, the CB will provide the location, make, model, and tag number of the vehicle to road units.
 - b. The signal will be dispatched as a 25 vehicle panic alarm indicating a possible crime in progress. Higher priority will be given to these alarms, which will be dispatched in the same progression as an immediate response signal.
 - c. Rental vehicles with vehicle locator systems will be equipped with cellular telephones should the driver need to contact the police. The monitoring center will not call the vehicle driver once a panic alarm has been activated.
 - d. Officers will respond to all 25 vehicle panic alarms as they would any other high-priority alarm call.

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- e. Upon determining that a vehicle panic alarm call is unfounded, the officer will advise the police dispatcher of the reason (e.g., accidentally pressing the panic button). That information will be noted in the comments of the incident.
4. Installation of Stolen Vehicle Locator System Tracking devices in County vehicles: Installation of Stolen Vehicle Locator System tracking devices (e.g., Teletrack in County vehicles) will only be facilitated through the Professional Compliance Bureau (PCB) upon approval of an assistant director or higher, or by court order.

IV. DELAYED ASSIGNMENTS:

A. General:

A delay in response to a routine incident is authorized when a situation which requires immediate action is observed or made known (e.g., crash, serious traffic infractions, emergencies) and the situation is in the immediate area.

B. Officer Responsibilities:

When a delay is evident, the assigned officer will:

1. Immediately advise the police dispatcher of the delay and reason.
2. Request supervisory approval for the delay and a new signal and case number, if applicable, and reassignment of original signal, if necessary.
3. The officer to whom the signal is reassigned will complete a case report, if applicable.
4. The original number and any new case number assigned will be entered on the Daily Activity Report, with appropriate remarks.

V. CASE NUMBERS:

A. Assignment:

Case numbers will be assigned to signals 14, 15 AOA, 16, 17, 18, 19 (when requested by a unit for a traffic arrest), 20, 21, 22, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39 (when requested by a unit), 41, 43, 44, 45, 46, 47, 48, 49, 52, 53, 54, and 55. Specifically, the following incidents require case numbers:

1. Citizen reports of crimes. [CALEA 82.2.2a]
2. Citizen complaints. [CALEA 82.2.2b]
3. Citizen requests for service (when an officer is assigned to take some form of action). [CALEA 82.2.2c]
4. Criminal and non-criminal cases initiated by LEOs. [CALEA 82.2.2d]
5. Incidents involving arrests and criminal citations. [CALEA 82.2.2e]

B. Required Information:

When a service request requiring a case number is received, the following information will be recorded either in the CAD system or on a Case Control Card:

1. The location of the incident.

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2. The name of the business, if applicable.
3. The complainant's name, address and phone number, if possible.
4. The date and time the request for service was received.
5. The appropriate signal code.
6. A description of incident.
7. The unit dispatch time.
8. The unit arrival time.
9. The unit in-service time.
10. Whether a report was written.

C. Issuance:

The case number will be included in the initial dispatch transmission to facilitate units arriving and clearing calls with status messaging to minimize radio traffic. A different case will be assigned to each incident. [CALEA 82.2.3]

D. Blocks of Case Numbers:

Elements receiving blocks of case numbers from the CB for multiple arrest situations shall:

1. Ensure that any such case numbers are used in the calendar year in which drawn or are No Reported if obsolete or in excess of the number needed to complete the operation by December 31st of the year in which the case number was obtained.
2. Maintain accountability to ensure the case numbers are either used for writing a report or No Reported when not used.

VI. NO REPORT PROCEDURES:

Field units will initiate a No Report via a MCU, if available, or via the police dispatcher prior to checking into service from the assigned call.

A. No Report Situations:

The following situations do not require that a report be completed:

1. No police action – Police action is not required when:
 - a. The incident is not within MDPD's area of responsibility.
 - b. A crime or violation has not been committed.
 - c. A sick or injured person is not evident at the location, or an MDRF unit responds to the scene and handles the request for service.
 - d. The loss or recovery of property is not evident.
2. Duplication – A report would constitute a duplication of a previous report for the same incident.

B. Supervisory Responsibility:

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1. Supervisors will personally monitor No Report activities of units under their command to ensure departmental reporting standards are met, and to confirm on a periodic basis the validity of calls for service being no-reported.
2. Ensure that blocks of case numbers obtained for multiple arrest situations are accounted for as mandated in the paragraph entitled, "Blocks of Case Numbers," above.

VII. SIGNAL CANCELLATION:

A. Authority:

Only the CB Shift Commander is authorized to cancel a signal. The police dispatcher may cancel a signal at the direction of the CB Shift Commander prior to the unit's arrival if:

1. The complainant advises the CB that a police unit is not required.
2. The incident is not within MDPD's area of responsibility.
3. MDRR arrives on a 3-41 AED signal prior to the police unit's arrival.

B. Officer Responsibility:

Although a case report is not prepared, the information will be noted on the Daily Activity Report.

VIII. INFORMATION NORTH AND SOUTH:

A. Primary Function:

Information North and Information South are utilized primarily to check information concerning individuals and vehicles (signals 23 and 24) unless announced otherwise. Use of the talk groups for surveillance activities and other operational necessities is not authorized when POL-TAC 1 through 5 are available. Only the CB Shift Commander may authorize the talk groups to be used for operational necessities.

B. Talk Group Change:

When a unit is on a signal and desires to change from an assigned talk group, that unit will advise the police dispatcher of the assigned talk group that they are switching to another talk group. Units not on a signal will request a signal 10 to the Information North or South talk group and shall specify unit location to inform the dispatcher that they have moved to an Information talk group. The unit must advise the dispatcher of their return to the dispatch talk group.

The MCU should be the primary resource for conducting subject checks whenever possible.

C. Surveillance Dedication:

1. Information North or South may be dedicated for surveillance activities when POL-TAC talk groups are not available and with approval of the CB Shift Commander. Upon dedication, continual unit-to-unit transmission is authorized for participating units.
2. If continual unit-to-unit transmissions are not required, the Information North or South police dispatcher will retain control and extend priority to surveillance units.

D. Unit-to-Unit Transmissions:

Requests for unit-to-unit transmissions will be authorized only when a unit's car-to-car, district tactical, or POL-TAC are not available. Transmissions will be limited to an emergency or operational necessity.

E. Command Post Dedication:

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When a CP has been established, the CP Supervisor may request the dedication of the Information North or South talk group for the exclusive use of the CP if the POL-TAC 1 through 5 and District Tactical A talk groups are not available. Units assigned to the CP operation will change to the assigned Information talk group and check in service.

IX. POLICE TACTICAL (POL-TAC) 1 THROUGH 5:

A. Primary Function:

POL-TAC 1 and 2 are reserved for perimeters and CPs. POL-TAC 3, 4, and 5 are reserved for special details utilizing resources of more than one district (e.g., a DUI check point involving SPB units and district units).

B. Perimeter and Command Post Dedication:

When a perimeter or CP has been established, the supervisor on the scene or CP Supervisor may request a POL-TAC talk group for the exclusive use of the units involved in the perimeter or CP. POL-TAC 3, 4, or 5 will be used only when POL-TAC 1 and 2 are not available.

C. Special Detail Dedication:

1. Request for dedication of a POL-TAC talk group for a special detail shall be forwarded to the CB five days prior to the date of the event.
 - a. Requests should include the nature of the detail, the location of the detail, the starting time that the talk group will be needed, the anticipated ending time of the detail, and a contact person's name and telephone number.
 - b. A POL-TAC talk group shall not be used for a special detail without prior approval of the CB designee.
 - c. If time does not permit for the request to be received by the CB five days prior to the event, the request may be sent by facsimile to the CB and the original request can be sent by interoffice mail for filing.
 - d. Last-minute requests may be made by telephone to the CB Shift Commander with the written request to follow and are subject to the availability of a talk group.
 - e. POL-TAC 1 and 2 will not be utilized for a special detail when POL-TAC 3, 4, or 5 are available.
2. Emergency conditions may require the immediate response of field forces or Special Events Response Teams. These elements require dedicated talk groups for tactical use. In these instances, it is imperative that a talk group be readily available to establish communications.
 - a. Units established from a district will use the concerned District Tactical A.
 - b. Units established from multiple districts will use the District Tactical A for the commander's district.
 - c. Units established from specialized units or operating on the Headquarters talk group will be assigned a talk group by the CB Shift Commander.
3. The CB Shift Commander may assign a POL-TAC talk group to be used for command functions when needed. Should the SPB assume command or coordination of an operation, they may assign a Special Events talk group for the incident.

D. Unit-to-Unit Transmissions:

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Unit-to-unit transmissions are not permitted on a POL-TAC talk group unless the unit is involved in a situation as outlined above.

X. FIELD SERVICE REQUESTS: [CALEA 81.2.5f; 41.2.4]

A. General:

Requests for the following services will be initiated by police radio or telephone through the CB:

1. MDRF assistance: Should circumstances develop which alter fire or rescue assistance requirements, announced location, or response mode, the unit will advise the police dispatcher. Requests to MDRF for wash down, ladders, or other special equipment will be routine or emergency, as the situation requires.
2. Ambulance service: Field units requesting ambulance service will provide the following information to the police dispatcher or police complaint officer if calling by telephone:
 - a. The unit number.
 - b. The location of the response.
 - c. The mode of the response.
3. Protective services: When possible, field units shall contact the Complaint Desk by telephone to request protective services assistance. Officers will be provided with the name and telephone number of an on-call representative and advised to contact the representative personally. In the event the request is initiated by radio, the following information must be provided to the police dispatcher:
 - a. The name, sex, race, and age of the child.
 - b. The name and address of the parents.
 - c. The address of the response.
4. Interpreter assistance: Field units requiring a foreign language interpreter will contact the Complaint Desk by telephone for instructions.
5. Hearing-impaired communications assistance:
 - a. Personnel who become involved in a police action with a hearing-impaired individual must attempt to communicate effectively to that individual's satisfaction. A police action taken or anticipated must be clearly communicated. Police personnel will ask the hearing-impaired individual in writing whether a sign language interpreter is necessary.
 - b. Personnel requiring a sign language interpreter shall raise the police dispatcher to determine the availability of a sign language interpreter.
 - c. All actions regarding interaction with the deaf or hearing impaired will be documented in the narrative of the E-OIR.
6. Wrecker service:
 - a. Prior to requesting a zone wrecker, the unit shall determine if there is a wrecker service of preference. If the wrecker of preference is too far from the scene and time is a priority (e.g., blocking a traveled roadway), a zone wrecker or a closer wrecker of preference should be requested. Units must advise the police dispatcher whether the request is a police or owner's request or an investigative tow.
 - b. The police dispatcher will advise the name of wrecker service and time of wrecker dispatch.

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- c. A substitute wrecker will not be ordered until 20 minutes have elapsed.
- d. When a request is made for a County wrecker to tow a County vehicle, the following information will be provided:
 - (1) The vehicle number, year, make, model, and color.
 - (2) The location of vehicle.
 - (3) A description of the problem.
 - (4) The Mobile Equipment Shop (e.g., Shop 1, Shop 2) to which the vehicle is being towed.
 - (5) Whether the operator will remain with the vehicle or where the vehicle keys will be secured.
- 7. After making the request with the police dispatcher, the operator shall notify the CB Shift Commander to provide a phone number for the wrecker company to contact the operator directly.
- 8. Road service: Departmental units encountering road hazards or obstructions which require the placement of barricades shall notify the CB Shift Commander or Complaint Desk Supervisor who will make the appropriate contact.
- 9. Unit assignment notification (line-up): Uniformed patrol unit assignment information will be furnished to the CB via facsimile by district desk personnel within 15 minutes after completion of roll call. The following information is required: [CALEA 81.2.4c]
 - a. The unit radio number.
 - b. The name of officers assigned to each unit.
 - c. The area assigned (boundaries).
 - d. Any special equipment.
 - e. Any relevant information concerning court or special details.
 - f. The transfer time.
 - g. The pool vehicle number, if used.
- 10. Telephone assistance:
 - a. Field units may request telephone assistance from the CB in the following instances:
 - (1) Telephone service is unavailable.
 - (2) Telephone assistance is required to verify an address or to obtain additional information concerning a signal assignment received from CB.
 - (3) Unit is participating in a stake-out or surveillance activity.
 - (4) Base station of requesting unit is inoperative.
 - (5) The Complaint Desk will provide telephone assistance for units assigned to the Headquarters Talk Group and for municipalities without operational base stations.

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- b. All other telephone assistance requests will be directed to the assigned district base stations.
11. Verbatim recording review and reproduction: In order to provide a temporary historical reference, all radio transmissions and Complaint Desk telephone calls are recorded and preserved for 60 days. [CALEA 81.2.7a-c]
- a. Personnel requiring reproductions for investigative and/or court purposes must submit a request through the GovQA portal. The initial request may also be made by telephone or email.
 - b. In order to facilitate digital records research, the following information must be provided:
 - (1) The date and time of the transmission or telephone call.
 - (2) The case number.
 - (3) The unit number(s) of officers involved.
 - (a) Personnel wishing to review recordings must telephonically contact the CB Digital Research Unit (DRU) for an appointment. A copy of the master recording will be available for review and the appointment will be noted.
12. Issuance of BOLOs: Units requesting entry of BOLOs into the computer systems or continuation of BOLOs in excess of eight hours must notify the Complaint Desk via telephone of the following information:
- a. The reason for the BOLO (e.g., missing person, outstanding warrant, or specific offense for which suspect is wanted).
 - b. The location of the occurrence, if applicable.
 - c. The mode of travel, if known. If the mode of travel is by vehicle, a description including year, make, model, style, color, tag, and any distinguishing marks, writing, or body damage.
 - d. A description of person, including the name, if known or applicable.
 - e. Whether the suspect is armed and with what type of weapon.
 - f. The suspect's behavioral disposition, if applicable (e.g., suicidal, violent, extremely dangerous, threats made against law enforcement personnel taking action against him).
 - g. The direction of travel and possible destination, if known.
 - h. The unit or officer to contact when located, if applicable.
 - i. The case number.

B. Call-Out and Notification Procedures:

Most units may be requested by contacting their office during regular business hours or via the police dispatcher. If unable to contact the unit directly, the CB Shift Commander may be contacted and advised that response by the unit is required. Call-out procedures for specific specialized units are detailed below:

- 1. Arson call-out procedures: The responding unit will expeditiously notify the OCB, Arson Squad to respond to the following:

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- a. Fire scenes where MDFR or other authority has determined an arson has occurred, excluding motor vehicle fires and abandoned structure fires where there is no information concerning a suspect or subject.
 - b. Commercial building or residential fires when the MDFR fire investigator is unable to determine the cause, however, foul play is suspected.
 - c. Fires or explosion scenes where serious injuries or death have occurred.
 - d. All exploded or unexploded destructive devices, or when requested by the MDPD Bomb Squad, excluding hypergolic devices (i.e., acid bombs).
 - e. All arsons or bombing incidents where a subject is in custody.
 - f. All fires or explosions involving clandestine drug laboratories (i.e., hydroponic marijuana laboratories and methamphetamine laboratories).
 - g. Vehicular arson fires related to an ongoing domestic violence case where there has been more than one incident of violence within the last 12 months.

During normal business hours, 7:00 a.m. to 5:00 p.m., the Arson Squad should be contacted directly. After business hours, the Arson Squad should be contacted via the CB Shift Commander. Although some incidents require a multi-element response, these responses do not preclude notification of the Arson Squad under any circumstances.
2. Aviation call-out procedures: An employee may obtain the assistance of departmental aircraft through the police dispatcher. Aviation units can render the following types of assistance:
 - a. Vehicle surveillance or pursuits.
 - b. Rooftop surveillance or search.
 - c. A search of large areas for lost or missing persons.
 - d. Rescue operations.
 - e. Patrol of remote or inaccessible areas.
 - f. Night illuminations.
 3. Canine call-out procedures: Caution will be utilized in deploying canines in heavily populated or congested areas. Canines will not be used for crowd control or civil disorders without the authorization of the Director or designee.

Whenever practicable, requests for canine assistance shall be made for departmental canine units. Field units shall relay requests for canine assistance through the police dispatcher. At the time of the request, information related to the incident (e.g., reason for the search, location, and time delay) will be given to the canine supervisor, or in their absence, the responding canine unit. Canine units are available on a 24-hour, call-out basis to perform the following:

- a. Building searches for subjects in hiding.
- b. Assisting in the arrest and preventing the escape of serious or violent offenders.
- c. Tracking suspects.
- d. Locating lost or missing persons, hidden instrumentalities, and evidence of a crime.
- e. Detecting concealed narcotics, explosives, and the presence of narcotics on currency.

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4. Credit Card Squad call-out procedures: For assistance, contact the OCB during normal operating hours, and at all other times through the CB Shift Commander. The Credit Card Squad on-call detective should be notified when one or more of the following circumstances exist:
 - a. A subject in custody is in possession of any credit card-making equipment (e.g., electronic credit card magnetic stripe reader or writer).
 - b. Any found or unclaimed illegal device used to capture credit card account information, or credit card-making equipment, whether abandoned or attached to an automated teller machine.
 - c. A subject in custody is in possession of one or more confirmed forged or counterfeit credit cards. A subject with ten or more invoices, sales drafts, or other indications depicting different credit card account numbers may be investigated pursuant to [FS 817.611](#). “Confirmed” means that a representative of the credit card issuing bank has been contacted by the concerned officer who has verified one or more of the following:
 - (1) That the account number does not match the embossed or displayed cardholder’s name.
 - (2) That the account number does not match the issuing bank displayed on the credit card.
 - (3) That the credit card is determined to be a forgery or counterfeit because of certain distinguishing marks.
 - (4) That the account number on the credit card does not match the account number printed on a cashier’s register receipt.
 - d. A subject in custody or person who has personal knowledge and has recently witnessed credit card-making equipment being concealed and/or stored in unincorporated Miami-Dade County.
 - e. A subject in custody or person who admits to having personal knowledge and/or involvement pertaining to an organized credit card fraud ring.
 - f. A subject in custody or person who has knowledge of others currently involved in the unlawful reproduction of credit cards or any components thereof.
5. Special Victims Bureau (SVB)/Domestic Crimes Unit (DCU) notification procedures:

DCU personnel, including Missing Persons Unit personnel, are available for notification by contacting the DCU at 305-418-7200 from 7:00 a.m. to 11:00 p.m.; or if there is no answer or after hours, by contacting the CB Shift Commander at 305-596-8176. A DCU supervisor will determine the necessity for a response by the DCU after discussing the case with on-scene personnel. The following criteria shall be used by a uniform supervisor to establish whether the DCU should be notified:

 - a. Evidence of serious injury stemming from an act of domestic violence, or an act of child abuse. An injury is considered serious if medical attention is required or MDFR personnel recommend that the victim seek immediate treatment.
 - b. Other serious domestic-related felony incidents, including, but not limited to, kidnapping, false imprisonment, burglary with assault or battery, and armed burglary when the victim/subject relationship satisfies the statutory definition of a family or household member.
 - c. Domestic-related misdemeanor battery cases, assaults, and telephone threats/harassing telephone call incidents where the subject has made threats to seriously injure or kill the victim and/or their family, and meets one or more of the criteria in four of the five categories of the

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Domestic Violence Lethality Indicators form (see [CHAPTER 27 - PART 01 - REPORT WRITING](#)).

- d. Abductions and attempted abductions when the victim is under 18 years of age, or the abduction/attempt involves parties who have a domestic violence relationship pursuant to [FS 741.28](#).
- e. Cases where preliminary investigation by the responding officer has determined that a juvenile is missing for no apparent reason and a genuine fear for the child's safety is present. Before requesting a response, the responding officer should consider that in the case of a juvenile runaway, the age of the child may be a determining factor, as well as the child's maturity level, history, or other elements.
- f. Cases where the preliminary investigation by the responding officer has determined that there is a mental or physical condition that will place a missing individual (juvenile or adult) in life-endangering circumstances, including individuals who have walked away from a medical facility.
- g. Cases where the preliminary investigation by the responding officer has determined that a juvenile or adult has or may become a victim of foul play. In missing adult cases, events such as extreme deviation in character or routine, a car found abandoned, or a residence found ransacked, will be taken into consideration.
- h. Cases where the missing person is a client of the LoJack/SafetyNet program, a system that is activated to assist in the search and rescue of persons with Alzheimer's, Autism, Down syndrome and/or other medical or disabling conditions. Trained departmental operators will use the digital LoJack/SafetyNet search and rescue receivers to track the radio signal being emitted from the personal locator device on the client. The tracking range of the system with the handheld device is approximately one mile on land and approximately 5 to 7 miles from the air. If the concerned district has a certified operator available and the LoJack/SafetyNet equipment, the search will be implemented by district personnel. The Missing Persons Unit will conduct the search if the equipment is not available or operational in the affected district. The DCU must be notified when the LoJack/SafetyNet system is activated. District personnel must be trained on the LoJack/Safety equipment by a certified LoJack/SafetyNet operator. In districts

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equipped with the search and rescue system, the District Commander will determine proper storage of the device.

- i. Evidence of neglect to a child, elderly person, or disabled adult wherein the victim was injured as a result. “Neglect” means a caregiver’s failure to provide the care, supervision, or services necessary to maintain the victim’s physical or mental health.
 - (1) A caregiver, as defined for a child, is a parent; adult household member; or other person responsible for a child’s welfare.
 - (2) A caregiver, as defined for an elderly or disabled adult, is a person who has been entrusted with or has assumed responsibility for the care or the property of an elderly person or disabled adult.
- j. A child, elderly person, or disabled adult is encountered where severe or squalid living conditions exist. Take into consideration that poverty is not a crime, and such persons may be in need of social services.
- k. Any of the above cases involving suspected abuse or neglect to a child, elderly person, or disabled adult, a domestic violence case, a domestic case involving an MDPD employee, federal, state, municipal LEO, or correctional officer. The PCB must also be notified of cases involving MDPD personnel.
- l. Any case of suspected abuse or neglect of a child, elderly person, or disabled adult when a suspect is detained.
- m. When a child has been abandoned or left without supervision appropriate for the child’s age, or mental or physical condition, and the parents or guardians have not been located.
- n. When a CP has been established for the purpose of searching for a missing person.
- o. Any domestic violence incident when circumstances indicate that the notification would be in the best interest of the Department.
 - (1) If a missing person has not been located by the end of the responding uniform officer’s shift, the information will be logged on the District Daily Incident Report and brought to the attention of the on-duty Platoon Commander. The Platoon Commander will review the facts of the case, determine if further action is warranted, and ensure that proper notifications have been made. Prior to shift transfer, the Platoon Commander will notify the relieving Platoon Commander of the case status.
 - (2) Pursuant to FS, Chapters 39 and 415, the DCF Abuse Registry Hotline must be notified in all cases of reported abuse or neglect to a child, elderly person, or disabled adult. In all situations, including domestic-related incidents, where there is any condition or circumstance creating physical harm, emotional harm, or threat of harm to a child, the DCF Abuse Registry Hotline must be notified. The DCF Abuse Registry Hotline’s telephone number is 1-800-96-ABUSE (1-800-962-2873).
 - (3) DCU will respond to an arson when requested by an arson investigator, if the arson did not result in the death of a child, disabled adult or elderly person, if committed by a parent, guardian, custodian, or caregiver.
 - (4) DCU will respond to an arson if requested by an arson investigator, if the arson did not result in the death of a person, committed by a family or household member, as defined by [FS 741.28](#).

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- (5) DCU investigates allegations of robbery by MDPD employees when requested by a robbery investigator if the robbery was committed against a family or household member as defined by [FS 741.28](#).
6. Underwater Recovery and Environmental Investigations personnel are available via the police dispatcher on the Headquarters talk group. After 6:00 p.m. and on weekends, divers can be reached via the CB Shift Commander. On-call personnel should be called out for those incidents meeting the criteria below:
 - a. Hazardous materials: Upon determination by MDR Haz-Mat Units that the assistance of Environmental Investigators is required.
 - b. Submerged vehicle recoveries: Upon the call-out of a Marine Patrol Unit diver to recover a vehicle from a body of water. A submerged vehicle is considered to be a crime scene and requires an underwater investigation. Therefore, only Marine Patrol Unit divers are authorized to recover a submerged vehicle.
 - c. Subject in custody: A subject is in custody for felony violation of environmental crimes.
 - d. Illegal dump sites: Upon discovery of debris in excess of 100 cubic feet in volume or 500 pounds in weight containing paperwork with possible identification of source of material, or subject is on scene.
 - e. Drug houses: When executing an arrest or search warrant upon discovering an unsafe structure or biologically hazardous materials.
 - f. Clinics, dental labs, or medical facilities: Upon discovery of such a facility which is operating illegally and/or improperly storing and/or disposing chemicals.
 - g. Health Violations: Upon discovery of violations deemed or believed to be a threat to the public's well-being.
 - h. Unsafe buildings or structures: If a building or structure presents an imminent threat to public safety.
7. Marine Patrol call-out procedures: Marine Patrol Unit officers are available Monday through Friday from 8:00 a.m. to 6:00 p.m. via the CB Headquarters dispatcher. After working hours, the on-call supervisor can be reached by the CB Shift Commander. The Marine Patrol Unit on-call supervisor will contact the requesting officer and assess the mission prior to dispatching a vessel to determine the agency or jurisdiction best suited to respond and the required equipment and personnel. The Marine Patrol Unit has a limited dive capability oriented to operations in tidal waters and providing backup for the Marine Patrol Unit. A diver has the right to decline making a dive if he considers the circumstances to be unusually hazardous.
 - a. The Marine Patrol Unit provides assistance in the following situations:
 - (1) Surface and underwater search and rescue missions.
 - ii. Recovery of bodies. The Marine Patrol Unit shall be notified upon discovery that a deceased person needs to be recovered from a body of water.
 - iii. Recovery of evidence/evidence searches.
 - iv. Towing disabled small crafts.
 - v. Identification of derelict vessels.

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- vi. Removal of navigational hazards.
- vii. Identification of water pollution sources.
- b. Requests for non-emergency marine patrol assistance shall be submitted to the SPB Major.
- 8. OCB Vice Squad call-out procedures: For assistance, contact OCB during normal operating hours or the CB Shift Commander after working hours. The on-call OCB Sergeant should be notified when one or more of the following circumstances exist:
 - a. A juvenile involved in prostitution is identified and/or arrested.
 - b. A subject in custody or a person has knowledge of an individual(s) involved in juvenile prostitution.
 - c. A person has knowledge of the whereabouts of a juvenile prostitution victim.
- 9. Sexual Crimes call-out procedures: The SVB is staffed 24 hours a day, seven days a week. Requests for assistance may be made to the SVB by telephone. If no one can be reached at the SVB office or there is no access to a telephone, the CB Shift Commander may be requested to contact an SVB detective or sergeant.

Sworn personnel making contact with sexual offenders or sexual predators that have a “Persons Alert Message” must contact a SVB investigator to be called out to their location. Sworn personnel making an arrest of an offender must contact the SVB with the information so that the offender’s file can be updated accordingly.

- 10. SRT call-out procedures: In hostage or barricaded subject situation, an appropriate response is required to contain the situation and to establish communications with the subject. Often, the subject has called 911 to establish contact with the police. [CALEA 46.2.1a-c]
 - a. When contact has been made with a police complaint officer receiving the call, the police complaint officer will obtain as much pertinent information as possible for responding units.
 - b. The police complaint officer must immediately advise the CB Shift Commander of the call.
 - c. The Shift Commander in conjunction with responding supervisors on the scene will determine when the SRT and negotiators will be called out. [CALEA 46.2.1a]
 - d. In barricaded subject or suicide situations in which the subject has made contact with 911, the police complaint officer receiving the call must establish rapport with the subject and relinquish the call only to the responding SRT negotiator.
 - e. Unless the caller has become agitated, disconnects the call, or requests another party (e.g., the supervisor on the scene), the police complaint officer will continue to obtain as much information as possible while keeping the caller on the line.
 - f. The SRT and negotiators are available on a 24-hour call-out basis to respond to the following situations:
 - (1) Barricaded subjects.
- viii. Hostage situations.
- ix. Suicidal subjects.
- x. Sniper situations.

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- xi. Mobile Field Force support.
 - xii. High-risk search and arrest warrant service.
 - xiii. Special operations.
 - xiv. Dignitary protection.
 - xv. Major aircraft disaster.
 - xvi. Aircraft, bus, boat, train, or Metrorail hijack situations.
11. STOP call-out procedures: STOP gathers intelligence and in some cases assumes investigations regarding subjects who impersonate police officers, or burglarize police vehicles or officers' residences for the purpose of obtaining police equipment. When this occurs, officers shall notify STOP via the CB Shift Commander.

Any officer who encounters a subject impersonating a police officer or is in possession of police equipment (e.g., badges, radios, police shirts, blue lights) shall contact Operation STOP via the CB Shift Commander prior to releasing the subject and/or prior to clearing the call. The STOP supervisor will determine if STOP detective needs to respond and will either assume the investigation or assist the responding unit and/or assigned detective. If Operation STOP develops a link between a General Investigations Unit (GIU) or other element's assigned case and an ongoing STOP case, the case will be reassigned to Operation STOP.

The MDPD, in conjunction with the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), and the Florida Department of Law Enforcement, initiated Operation Streamline Urgent Response to Gun Enforcement (SURGE) to aggressively identify, apprehend, and prosecute violent criminals and groups of violent criminals, who are found to be in possession of firearms in furtherance of their criminal activities. The HB's Firearms Interdiction Reduction Enforcement (FIRE) Task Force is the SURGE representative for the MDPD.

The FIRE Task Force must be contacted any time an officer recovers a firearm during an arrest and the subject is or is believed to be a convicted felon. A Task Force Officer (TFO) will telephonically interview the arresting officer and assess if the arrest fits the federal criteria for prosecution. If the arrest meets the criteria, a TFO will respond to take custody of the prisoner and all evidence related to the gun charge. The TFO will prepare the federal arrest complaint and, if possible, transport the

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prisoner to the Federal Detention Center. Arresting officers are still required to prepare the appropriate documents in accordance with **CHAPTER 27 - PART 01 - REPORT WRITING**.

In a sustained effort to combat the increase in gun violence, MDPD personnel should continue to follow the criteria below and contact the FIRE Task Force for all firearm related arrests, except for homicide and sexual crimes cases:

- a) Secure the scene for processing by the FIRE Task Force.
- b) Unless circumstances dictate otherwise, the scene must be preserved as it was found, including firearms and vehicles.
- c) If it is necessary to handle firearms, do so with gloves.
- d) If there are multiple subjects on scene, separate the subjects.
- e) Separate the witnesses from the subjects and gather biographical information.
- f) Conduct records checks of subject(s) for felony convictions.
- g) Conduct records checks of the witness(es) if involved with the subject(s).
- h) Make note of any spontaneous statements made by the subject(s).
- i) Contact the FIRE Task Force duty phone and give a detailed description of the scene.
- j) Standby for responding FIRE Task Force personnel.
- k) If requested, transport the subject(s) as requested by the FIRE TFO.
- l) Complete all documentation in accordance with **CHAPTER 27 - PART 01 - REPORT WRITING**.

The FIRE TFO will evaluate the case to ensure that it meets the criteria and assist the arresting officer(s) with the post-arrest investigation. If the arrest meets the state criteria, the officer will write "FIRE TASK FORCE Responded/Notified" on the bottom portion of the arrest affidavit. The arresting officer(s) must then follow departmental procedures regarding felony arrests and pre-file

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conferences. The FIRE TFO will contact the designated ASA to ensure that the arresting personnel are involved in the prosecution process from the initial point.

Officers/detectives who arrest convicted felons in possession of firearms will contact the FIRE Task Force at (786) 525-3233. If a response is not received, the officer will contact the Shift Commander, who will contact a FIRE Task Force supervisor.

With reference to vehicle or residential burglaries, in any of the following cases, officers are required to notify a STOP supervisor during regular business hours via the CB Shift Commander:

- a. When the victim or resident is a police officer.
- b. In any case where police equipment or paraphernalia is stolen.
- c. When there is an attempt to take police equipment or paraphernalia.

When occurring after regular business hours, the incident shall be reported to STOP the following business day.

12. Force Analysis and Training Development Unit (FATDU) criteria and call-out procedures: FATDU members will be contacted at the MDPSTIRC at 305-715-5000 between the hours of 7:00 a.m. and 5:00 p.m. All notifications after 5:00 p.m. will be made via the CB Shift Commander at 305-596-8176. FATDU members will, upon being notified, physically respond to any incident that requires an on-scene evaluation, including, but not limited to:

- a. Any time a person is seriously or critically injured as a result of a MDPD officer's action or while in the custody of a MDPD officer.
- b. Any time a person expires as a result of a MDPD officer's action or while in the custody of an MDPD officer.
- c. Any time a person has sustained a gunshot wound due to a MDPD officer's action.
- d. Any time a firearm is discharged by a MDPD officer in the scope of their duty, or while off-duty and taking police action.
- e. Animal shootings by MDPD officers.
- f. Accidental discharge of a weapon by a MDPD employee ONLY when requested by the Director or the Compliance and Standards Division Chief.

13. Narcotics Section (NS) call-out procedures for narcotics investigations: Notification to the NS will be initiated immediately by the reporting unit while on scene to determine if a NS detective will need to respond. The NS can be contacted directly at 786-337-4450, Monday through Friday from 8:00 a.m. to 4:00 p.m. Outside regular business hours and on weekends and holidays, the on-call lieutenant can be contacted via the CB Shift Commander at 305-596-8176.

Prior to initiating a narcotics-related call-out, the CB Shift Commander will ensure that the request has been approved by a supervisor (sergeant or above) from the concerned district/entity. The NS will respond to the following:

- a) Any marijuana hydroponic laboratory.
- b) Arrest(s) which involve a trafficking amounts of narcotics (e.g., excess of four grams of heroin, one ounce of cocaine, 14 grams of methamphetamine, 25 pounds of marijuana, a large amount of any controlled substance listed under FS 893.03, a quantity of pills exceeding the trafficking amounts listed under FS 893.03).

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- c) Money seizures of over \$10,000.00 in U.S. currency related to a narcotics investigation.
- d) Subject(s) with a substantial amount of narcotics that want to cooperate with investigators.
- e) Any narcotics-related case where it is in the best interest of the Department to ensure that vital information or evidence is preserved.
- f) All cases where opioids are involved or suspected to be involved in an overdose or death.
- g) All cases involving a cooperating defendant or confidential informant.
- h) Any narcotics investigations/information involving narcotics activity and/or violations being committed within a structure.
- i) Any kidnapping, regardless of the type of ransom being sought.

Additionally, the Canine Detection Unit of the NS shall be notified to respond to the following:

- a) Marijuana grow-houses.
 - b) Large-scale narcotics dealer operations.
 - c) Any investigation which develops information regarding narcotics, currency, and/or firearms concealed in or contained within the perimeter of a structure, vehicle, or vessel.
 - d) Any investigation with information regarding electronic storage devices.
14. HSB call-out procedures: The HSB may be contacted during business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., at 305-470-3880 or 305-470-3900. After regular business hours, weekends, or holidays, the HSB may be contacted via the CB Shift Commander at 305-596-8176 for incidents that meet the following criteria:
- a. Any threats by shooting, bombing, or other means, to critical infrastructure, including attempts, either physical and/or electronic, regardless of whether a subject is or is not in custody (e.g., airports, seaports, governmental buildings, hospitals, water management/treatment centers,

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- electrical/nuclear power plants, mass transit stations, communications, post office/shipping warehouse, sporting venues/performance facilities, schools/universities, malls).
- b. Any incident involving mass casualties, regardless of whether a subject is or is not in custody, where there is reason to believe or a need to dispel that a threat to national security exists.
 - c. Any threats to places of worship or religious sites (e.g., churches, synagogues, temples, mosques).
 - d. Any threats to harm local, state, federal, or elected officials.
 - e. Any reports of gatherings or actions conducted by civic, labor, or community activists, and extremist activities which may result in civil disorder or pose a threat to public safety.
 - f. Any arrest or detainment of individuals in possession of an explosive/incendiary device, or materials used in manufacturing an explosive/incendiary device.
 - g. Any arrest or detainment of an individual involved in criminal activity believed to be a Sovereign Citizen.
 - h. Any arrest or detainment of an individual who has expressed a credible threat to commit bodily harm against law enforcement. HSB personnel must be contacted to evaluate if the circumstances meet the criteria for a LEO Alert.
 - i. Any cyber-related threats with a nexus to terrorism, or a threat to national security.
 - j. Any cyber-related incidents that involve the use of malware, ransomware, or spyware to critical infrastructure (e.g., County/governmental essential services, telecommunication facilities, public health facilities, public transportation systems, police departments, corrections facilities, fire departments, military bases, and the 911 emergency communications system).
 - k. Any concerns in the best interest of the MDPD regarding the safety and security of Miami-Dade County residents or visitors.
15. Threat Management Section call-out procedures: The Threat Management Section can be contacted at 305-471-2443 from 8:00 a.m. to 4:00 p.m. All notifications after regular business hours,

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weekends, and holidays can be made via the CB Shift Commander at 305-596-8176 for incidents that meet the following criteria:

- a. An officer detains a person under Florida's Baker Act Statute and the person is in possession, including within their wingspan, of any firearms or ammunition.
 - b. Any MDPD employee that is detained under Florida's Baker Act Statute.
 - c. Any incident involving active-duty service members or veterans being detained under Florida's Baker Act Statute.
 - d. An individual (adult or juvenile) meets the criteria for a Risk Protection Order (RPO) and is believed to be mentally ill.
 - e. An individual in violation of a RPO.
 - f. An individual (adult or juvenile) that demonstrates non-criminal behavior with a potential to commit targeted violence.
 - g. An individual expressing suicide-by-cop ideations with known access to a firearm(s).
 - h. Any incident where circumstances indicate that notification would be in the best interest of the Department and public safety.
16. Agriculture & Environmental Crimes Section call-out procedures: The Agriculture & Environmental Crimes Section can be contacted by calling the Duty Officer at 786-218-8344 24 hours a day for incidents that meet the following criteria:
- a. Commercial burglaries to nurseries, groves, farms, and packing houses.
 - b. Theft of equipment, fruits, and/or plants from nurseries, groves, farms, and packing houses.
 - c. Trespassing on agricultural property when properly posted.
 - d. Theft to livestock (e.g., horses, cows, sheep, emus and goats).
 - e. Incidents involving cruelty to livestock.
 - f. Incidents involving livestock at large (i.e., loose livestock).
 - g. Violations of County ordinances involving agriculture (e.g., U-Pick fields and fruit stands).
 - h. Any agricultural-related shooting, assault, or battery.

Note that any contact shooting stemming from a hunting accident will be the responsibility of the Florida Wildlife Commission (FWC). If FWC is unavailable, the District GIU in which the incident occurred will respond and investigate.

17. Agricultural Patrol Section Illegal Dumping Unit (IDU) call-out procedures: The IDU is tasked with conducting follow-up investigations in unincorporated Miami-Dade County and in municipalities that receive County waste services. The IDU can be raised on the Headquarters frequency or reached at 305-323-2115 Monday through Friday from 10 a.m. to 10 p.m. Any requests for follow-up

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investigations by the IDU outside of regular business hours can be initiated via the CB Shift Commander, and must meet the following criteria:

- a. Any illegal dumping where items of evidentiary value are on scene and may be destroyed if an immediate follow-up is not conducted.
- b. Any case where hazardous waste has been dumped into a canal or waterway.
- c. Any case where an additional crime (e.g., burglary or arson) has occurred to commit a violation of the Florida Litter Law.
- d. Any illegal dumping for commercial purposes.
- e. Any illegal dumping case where a subject is in custody.
- f. Any case where it would be in the best interest of the Department to have an IDU detective respond to the scene immediately.

SECTION 5 - COMPUTER-ASSISTED DISPATCH (CAD) AND MOBILE COMPUTER UNIT (MCU) POLICIES AND PROCEDURES

I. GENERAL:

The CAD system, in conjunction with the MCU, allows officers in the field to receive calls for service, self-initiate signals, conduct record checks, obtain CAD data, and display call location via a mapping application. To ensure continuity of operations, the following policies and procedures are in place:

A. Case Number Format:

The case number format will consist of the agency descriptor, "PD," Year, Month, Day, (YYMMDD), and six additional numbers issued in sequence. An example of this format is PD050606000001, for the first case number issued by the new CAD.

The report forms that support the aforementioned case number format must be utilized with the implementation of the new CAD. District commanders must ensure that the new forms are requested from the Fiscal Administration Bureau (FAB), Inventory and Supply Unit.

B. Connectivity:

All personnel equipped with a MCU will log on at the beginning of their shift and log off at transfer time. It is imperative that personnel remain logged on to the MCU since it is the primary mode by which non-emergency calls are dispatched.

The MCUs are intended for official use only. For network security purposes, personnel are prohibited from connecting the MCU to any network other than the MDPD Enterprise Network. Additionally, personnel are prohibited from connecting the MCU to the Internet via any means or for any purpose.

1. Personnel working an off-duty assignment and operating a marked police vehicle will log on to the MCU and place themselves on the appropriate signal for the duration of the off-duty assignment.
2. Personnel traveling to any court location in a marked police vehicle outside of their regularly scheduled shift, or at a training assignment in lieu of their regular shift, will log on to the MCU with the appropriate signal.

C. Dispatch Protocols:

All emergency calls, code 2 incidents, code 3 incidents, priority calls, in-progress calls, hold-up alarms, incidents that have just occurred, extensive BOLO-laden calls, or any other circumstance that the affected police dispatcher believes requires a verbal dispatch will be voice-dispatched with a simultaneous data transmission to the MCU. Arrivals on emergency and priority calls require a verbal

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transmission to the affected police dispatcher.

The information associated with a call for service will be transmitted to MCUs, therefore, units should refrain from requesting this information from the affected police dispatcher.

1. Routine calls for service will be transmitted to field units via the MCUs without a verbal transmission by the affected police dispatcher.
2. The officer will acknowledge the call for service, place themselves “en route,” and subsequently in “arrival status” via the MCU.
3. The disposition of the call and return to service will also be done via the MCU.
4. Officers without MCUs should be assigned to a vehicle with a functioning MCU and operate as a two-officer unit. If staffing levels prohibit such assignments, officers without MCUs will continue to be dispatched via current radio procedures.
5. The CAD utilizes an Advance Vehicle Locator (AVL) to identify field units based upon geographical proximity to the call for service through a Global Positioning System (GPS). Although each district commander has defined a primary patrol configuration for their respective district, AVL will recommend the closest field unit along with their specific skill set, regardless of the assigned patrol area within the affected district. The police dispatcher will then utilize this recommendation in assigning calls for service.
 - a. District commanders will ensure that personnel acknowledge the calls for service as dispatched and not seek reassignment based solely upon established patrol areas.
 - b. Several calls for service may be pre-assigned to specific units based upon location. These signals could include weather-related alarms, drag racing, or any circumstance where numerous incidents have occurred in the same general location. Officers shall review their MCUs following final call disposition for additional calls to eliminate the possibility of leaving a specific area only to return to handle additional calls for service.

D. Call Disposition:

1. Officers are required to enter a call disposition into the MCU for each call for service. Call disposition is pre-configured as follows:
 - a. Report Written.
 - b. No Report Written (NRPT).
 - c. Supplemental Report Written.
 - d. Duplicate Call, NRPT.
 - e. Out of MDPD Jurisdiction, NRPT.
 - f. Unable to Locate/Complainant Gone on Arrival, NRPT.
 - g. Canceled by Supervisor, NRPT Clear (Administrative 13 or 19 only).
2. Although call disposition is effected via the MCU, the current policies and procedures detailed in [CHAPTER 27 - PART 01 - REPORT WRITING](#), regarding preparation of the E-OIR, still apply.

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3. Officers responding to alarms that are determined to be “false alarms,” are required to enter an alarm disposition code in addition to preparing a false alarm report. A case card is required to be left on the scene to inform the resident of the police response. The following are the alarm dispositions and required CAD entries:
 - a. F0 Accidental, Person on Scene.
 - b. F1 Canceled Prior to Arrival.
 - c. F2 Exterior Checked and Secure.
 - d. F3 Exterior Not Checked.
 - e. F4 Open Door; Interior Checked.
 - f. F5 Open Door; Interior Not Checked.
 - g. F6 Deliberate; No Suspicious Incident.
 - h. F7 Not Found/Out of Jurisdiction.
 - i. F8 Supplemental Report.
 - j. F9 Other Circumstances.

Alarm dispositions F0, F3, F4, F5, F6, and F9 require comments be included in the remarks field of the MCU (e.g., disposition F1, Ms. Jones contacted; or F6, heard noise at window). All comments entered in the MCU and forwarded to the CAD become the official record for the call for service.

4. Officers responding to any signal 14SS are required to enter a disposition code in addition to preparing an E-OIR. A case card is required to be left on the scene when applicable. The following are the signal 14SS dispositions and required CAD entries:
 - a. S1 - Person Shot/Evidence on Scene.
 - b. S2 - Evidence on the Scene.
 - c. S3 - No Evidence on the Scene.

E. Calls Holding:

Calls holding information is available via the CAD workstations at each district station and via every MCU. Supervisors are responsible for monitoring the number and signal type of calls holding. After reviewing the calls holding screen, the affected supervisor will advise the police dispatcher that the calls have been reviewed and provide any specific directions as to dispatch order.

The aforementioned policy does not prohibit supervisors from requesting calls holding information from the affected police dispatcher, or a police dispatcher from offering this information to the affected supervisor. Additionally, police dispatchers are responsible for advising a supervisor when emergency or priority calls are received and there are no units available for dispatch.

F. Location Changes:

All location changes will be accomplished with a voice transmission to the appropriate police dispatcher.

G. Prohibited Mobile Computer Unit Signals:

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Due to officer safety concerns and call for service requirements, the following signals require a voice transmission and recognition from the affected police dispatcher to initiate the signal:

1. 12 - Meal Break.
2. 13 - Area Check or Subject Check.
3. 19 - Traffic Stop.

The subsequent subject, tag, or vehicle check may be accomplished via the MCU, as enumerated in MCU training. Any wanted check initiated via the MCU is only returned to the MCU. As officers receive a possible "hit message," a voice transmission to the affected police dispatcher is required to request back-up units. The officer's return to service shall be accomplished via the MCU.

SECTION 6 - TELEPHONE PROCEDURES:

I. PROCEDURES:

The telephone is the primary method by which police services are requested. To ensure proper telephone usage, the following procedures apply:

A. Telephone Promptness:

All incoming telephone calls must be answered promptly to provide the desired quality of service.

B. Telephone Courtesy:

When answering the telephone, an employee shall identify the unit and himself, and ask to be of assistance. Employees shall make every attempt to supply requested information and assistance.

C. Referring/Transferring Calls:

Employees receiving calls which need to be directed to another element in the Department will take the caller's name, telephone number, and other necessary information. The caller will then be advised that he/she will be contacted by the appropriate person. The employee will transmit the information to the correct unit for their immediate attention. This procedure does not apply to the Complaint Desk.

1. Should a specified individual not be available, the employee receiving the call will contact the original caller and advise when that person will return to work and ascertain if someone else can be of assistance.
2. Calls received by the Office of the Director requiring immediate attention will be referred/transferred to the Office of the Deputy Director, the appropriate assistant director's office, or office reporting to the Director, and are to be handled in an expeditious manner.
3. Should the caller desire information concerning another County department or law enforcement agency, every effort shall be made to provide assistance and relevant telephone numbers. The Miami-Dade 311 Answer Center telephone number shall be given to the caller.

D. Mobile and Portable Telephones (Cellular Telephones):

All Department employees will refrain from using Department-issued and private cellular telephones while driving a Department vehicle unless a handsfree device is utilized. If the cellular telephone does not have a handsfree device, the employee is expected to pull off the roadway before using the handheld cellular telephone.

E. Department-Issued Cellular Telephones: [CALEA 81.2.9]

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The Department will provide cellular telephones to command-level personnel based on specific needs. Other individuals or elements which require usage of County-issued cellular telephones must justify the need by providing a detailed explanation of the required use. Cellular telephones are only to be used when an immediate need exists to make or receive urgent telephone calls while in transit. Requests for new cellular telephones and new telephone activation shall be forwarded by action memorandum through the chain-of-command to the Director for approval.

1. Requests for service, change of service, repair, accessories, or purchase or installation of equipment or accessories shall be directed to the CB Major or designee.
2. Telephone service and standard equipment are paid for from the CB budget; upgrades and accessories are paid for from the requesting element's budget.
3. A Cellular Telephone Check-Out Record will be kept for each cellular telephone that is not permanently assigned to one specific individual ([Annex B](#)).
 - a. Except for the telephone user's signature, all information will be clearly printed.
 - b. No more than one telephone will be recorded on one form.
 - c. The form must be completely filled before beginning a second form.
 - d. Completed forms will be filed and retained by the office where the telephone is assigned.
4. On a monthly basis, the CB will forward a copy of the designated cellular telephone bill to the Assistant Director or Deputy Director of the organizational element to which the telephone is assigned. Command personnel will review the telephone billing to ensure that the device is used judiciously and is properly billed.
5. All costs associated with personal calls and text messages from County-issued cellular telephones shall be reimbursed by the user to the County. The user should review the billing for personal calls and reimburse accordingly. Additional charges outside the plan (e.g., directory assistance, text messaging, and roaming charges) should be reimbursed by the user. Reimbursement should be made by cash or by check made payable to the Board of County Commissioners, and a receipt obtained from the FAB or from the user's element of assignment. Reimbursements shall be processed in accordance with [CHAPTER 04 - PART 01 - CASH AND NEGOTIABLES](#). The primary use of County-issued cellular telephones is for County business. Personal calls should be kept to a minimum. Users should be reminded that detailed telephone bills are public record and are subject to inspection upon request.
6. Requests for cellular telephones and service for specific, temporary operations or activities may be directed to the CB by memorandum. An urgent request may be placed by telephone with follow-up by memorandum.

F. Personal Wireless Communication Devices:

1. Any device capable of transmitting and/or receiving voice or data communications without plugging into a wired land-based telephone network. For the purpose of this policy, such equipment will include, but not be limited to the following:
 - a. Cellular Telephones.
 - b. Personal Digital Assistants (PDAs).
 - c. Smartphones.

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- d. Tablet Computers.
2. Permission to utilize a private cellular telephone while on duty must be requested through the chain-of-command to the concerned assistant director, Deputy Director, or the Director. Requests will be made via the On-Duty Private Cellular Telephone Authorization Request form ([Annex C](#)) and will be considered on a case-by-case basis.
3. Approval to utilize a private cellular telephone on duty carries with it the obligation to monitor the Department's radio communications, to be accessible for duty assignments, and to dedicate duty hours to the service of the County. It is the responsibility of each employee of the Department to be familiar with, and adhere to established policies that deal with computers, telephones, and other wireless voice/data communication devices.
4. Neither Miami-Dade County nor MDPD will be liable for any costs, including loss or damage, to a private cellular telephone. Employees may carry a wireless communication device purchased at their expense.
5. Use of a personal wireless communication device on duty carries with it the obligation to monitor the Department's radio communications as required, to be available for duty assignments and to dedicate all duty hours as required to the service of the County. As such, use of personal wireless communication devices while on duty should be restricted to essential communications and should be limited in length (e.g., inform family of extended hours).
6. Neither Miami-Dade County nor MDPD will be liable for any costs, including loss or damage, to personal wireless communication devices.
7. Personal wireless communication devices shall be silenced during meetings, official proceedings, training sessions, and when requested by signs or verbal instruction.
8. The use of wireless communication devices while operating a motor vehicle is permitted only when the device is used with available handsfree listening device technology, such as a Bluetooth earpiece, a wired earbud, temporary vehicle mounted handsfree technology, or built-in speakerphone function. Employees must be able to maintain both hands on the steering wheel while the vehicle is in motion and using the device.
9. Employees shall refrain from manually dialing calls while the vehicle is in motion, except in an emergency, if at all possible. To place an outgoing call, employees shall pull their vehicle off the road and stop in a safe location or use voice dialing features to avoid driver distraction.
10. The use of either Department-issued or personally owned wireless communication devices for data communication (e.g., sending or reading text messages or emails) while operating a Department-owned/leased vehicle in motion is prohibited. Additionally, such use is prohibited while operating any other vehicle (e.g., personally owned, rented, or loaned) while the employee is on duty or is conducting official departmental business.
11. Personal wireless communication device handsfree accessories shall not be worn outside of an MDPD vehicle while in uniform.
12. While in uniform, employees may wear a personal wireless communication device on their duty belt or in another non-conspicuous area. Personal wireless communication devices worn on a duty belt shall be black or gray in color.

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13. Personal communications on wireless communication devices used while in uniform or engaged in official business shall be brief in nature and conducted out of the view of the public unless exigent circumstances exist. Additionally, while in uniform or engaged in official business, personal wireless communication devices shall be utilized in a silent or vibrate mode to preclude potentially dangerous distractions to the user or interruptions during citizen contacts. Should tactical situations dictate, the device shall be turned off.
14. Wireless communication devices are not "secure" devices. Conversations over these devices may be overheard by use of a receiver or other device tuned to the proper frequency. Caution shall be exercised while utilizing wireless communication devices to ensure that sensitive information is not inadvertently transmitted. Employees shall conduct or continue sensitive or private conversations on a landline-based telephone system whenever possible.
15. The use of personal equipment while acting in an official capacity as a departmental employee, may subject that equipment to review via subpoena and/or pursuant to a public records request. Wireless communications of any kind (e.g., telephone records, email, text messages) that concern official public business, even if communicated over a personally owned device, are subject to disclosure under Florida's public records laws and records retention provisions.
16. Except in the event of an emergency to document perishable evidence and with supervisory approval, the use of personal wireless communication devices by employees while on duty to photograph and/or video record is prohibited.

G. Voice Conference Calling System:

The Department retains a vendor for the Voice Conference Calling System (VCCS) which provides a full-time conference call capability for up to 50 participants. The VCCS is intended for use by command staff personnel during critical incidents or large-scale mobilizations and may be activated by contacting the IMT supervisor via the CB Shift Commander.

H. Direct Dial and Operator-Assisted Long-Distance Calls:

1. Usage: May be utilized by departmental elements. All such calls shall be recorded on the Record of Long-Distance Telephone Calls ([Annex D](#)). Supervisory approval of each call is required.
2. To make a direct call from departmental extensions, dial the prefix 9 for an outside telephone line, then dial 1, area code, and telephone number desired.

I. Incoming Collect Calls:

Unless directed to a specific person, such calls shall be referred to a supervisor. Receipt of routine calls shall be authorized by a supervisor and recorded on the Record of Long-Distance Telephone Calls by the person accepting the call. When transferring an incoming collect or long-distance call, every effort shall be made to avoid unnecessary delay.

J. Outside Placement:

Any long-distance call placed from an outside number not assigned to a departmental element and charged to a departmental number will be reported to the concerned supervisor and recorded on the Record of Long-Distance Telephone Calls.

K. Emergency Calls:

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Long-distance toll calls involving departmental business may be placed or received under emergency situations without supervisory authority when time is a crucial factor. The person placing or receiving the call shall record it on the Record of Long-Distance Telephone Calls and inform the concerned supervisor as soon as practical.

L. Accountability:

The supervisor authorizing a long-distance call shall initial the corresponding entry on the Record of Long-Distance Telephone Calls. Forms are subject to audit during staff inspections. The Record of Long-Distance Telephone Calls may be maintained at a level of command deemed appropriate by the concerned commander or supervisor.

M. Restrictions:

Personal or unauthorized long-distance telephone calls shall not be charged to Miami-Dade County.

1. Violators are subject to disciplinary action.
2. Violators will be reported to the appropriate command level for corrective action.

N. Telephone Service and Repair:

1. Telephone repair: Procedures for requesting routine telephone repair vary by location and nature of equipment.
 - a. For office telephone repairs, contact the ITD Communications Service Representative. State the location of faulty equipment, name of person to contact, and the telephone problem. After normal business hours, repair of telephone equipment critical to departmental operation can be obtained by contacting the ITD Help Desk.
2. The requesting element will designate a person familiar with the communication service request to verify work is accomplished. The designee will sign the telephone repair or service order upon completion of the requested work to indicate the materials and time spent on the project are accurately recorded.
3. Employees assigned a Department-owned cellular telephone which requires repair should contact the CB office during normal business hours. For emergency repairs after hours, contact the CB Shift Commander.

SECTION 7 - PROCEDURES FOR RADIOS, CELLULAR TELEPHONES, AND ELECTRONIC SIRENS:

I. GENERAL:

Monetary value and operational requirements necessitate the establishment of procedures for accountability and control of radios, cellular telephones, and electronic sirens. Organizational elements will maintain prescribed inventory control procedures for assigned radio equipment, cellular telephones, and electronic sirens.

II. PROCEDURES:

A. Responsibility:

1. Bureau/section/unit supervisors are responsible for radios, cellular telephones, and electronic sirens assigned to their respective elements and will ensure strict compliance with established procedures concerning operation, maintenance, and accountability.

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2. An employee having custody of a radio, cellular telephone or electronic siren is responsible for the proper operation, maintenance, accountability, and damage of communications equipment under their control. The last person having use or custody of the radio, cellular telephone or electronic siren shall be deemed responsible for it.
3. All departmental personnel possessing a County-issued cellular telephone shall have a functioning device in their possession while in an on- or off-duty status unless the activity dictates otherwise (e.g., running, weightlifting, playing sports, activities related to physical fitness).

B. Radio Turn-In:

The supervisor of an employee meeting any of the criteria indicated below will ensure the affected employee's assigned handheld radio is turned in to the CB Technical Support Unit (TSU) within the prescribed time limit.

1. Separation from service, including resignation and termination. Turn-in must be done prior to the event.
2. Relief from duty or suspension with or without pay when the duration of the relief or suspension exceeds or is anticipated to exceed 30 days. Turn-in must be done within 72 hours of the event.
3. Upon transfer to any of the following elements that utilize encrypted handheld radios which are issued by the element upon assignment. Turn-in of the non-encrypted radio must be accomplished within 72 hours of transfer to any of the following elements that utilize encrypted handheld radios which are issued by the element upon assignment:
 - a. NS.
 - b. SVB.
 - c. Robbery Bureau.
 - d. OCB.
 - e. PCB.
 - f. Other elements when applicable.

Encrypted handheld radios must be turned in to the departing employee's immediate supervisor prior to the effective date of transfer from the concerned unit. A non-encrypted handheld radio will then be issued to the employee by the CB TSU.

C. On-Call Assignment:

1. On-call phone numbers of individuals designated as being on-call prior to or after their assigned duty hours, will be uploaded to SharePoint. If the on-call individual is unavailable, the individual must call the Shift Commander and provide an alternate contact number for the time the individual will be unavailable.

D. Accountability:

1. Each affected supervisor shall ensure that all assignment transactions are recorded on the Equipment Check-Out Log ([Annex F](#)) which is maintained for each portable radio that is not permanently assigned to an individual.
 - a. The individual issued a portable radio shall sign as the receiving officer in the "Issued To" column of the Log.

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- b. When the item is returned, the person receiving the equipment shall check for damage and sign in the "Received By" column of the Log. If damaged, appropriate action shall be initiated.
2. When an Enhanced Vehicle Charger, radio, or cellular telephone is transferred, surveyed, or lost, the losing custodian delegate will report such action to the CB via Capital Inventory Change Form, except when the equipment is removed by ITD.
3. To reduce vehicle downtime, ITD may replace an Enhanced Vehicle Charger, radio, or electronic siren rather than repair and reinstall it in the vehicle. ITD maintains a computerized inventory record indicating the current physical location of radio communications equipment and periodically provides the CB with a current inventory record.
4. Every January, each custodian delegate will initiate a physical inventory of Enhanced Vehicle Chargers, radios, cellular telephones within their area of responsibility. The inventory will be documented on an Inventory Work Sheet and forwarded by cover memorandum to the CB.
5. The CB will utilize Inventory Work Sheets submitted by custodian delegates and computer printouts provided by ITD to reconcile the location of Enhanced Vehicle Chargers and radios with a capital equipment inventory list provided by the Departmental Inventory Officer. The Bureau functions as departmental intermediary to reconcile discrepancies between physical inventory location and capital equipment inventory records.
6. These inventory articles must also be updated in the Department's Equipment Tracking System (ETS) for those elements with communications equipment. The ETS works in unison with the Personnel Profile System (PPS) for the assignment of personnel and equipment; therefore, the PPS must be continually updated by administrative personnel to effectively track equipment through automated means.

E. Security:

Portable radios and cellular telephones left unattended shall be secured as indicated below:

1. Locked in a cabinet, drawer, or other secure compartment within a building.
2. If a secure location inside a building is not available or is impractical, such equipment may be stored temporarily in the locked trunk of a vehicle. If the vehicle is not equipped with a trunk, the device will be locked in the glove compartment.
3. Storage in an unattended vehicle overnight or longer is prohibited.
4. All other storage areas containing radios or cellular telephones will be locked when left unattended.

F. Batteries:

1. Batteries must be charged in accordance with manufacturer's instructions to provide optimum radio operation.
2. Batteries should not be stored in activated battery chargers for periods exceeding 24 hours. Rotation is essential to maintain maximum charge. Leaving batteries in a charger continuously will cause them to build up a negative memory, and they may discharge rapidly when put into use.

G. Missing, Lost, Damaged, or Stolen Radios, Cellular Telephones, or Electronic Sirens:

1. A case report must be prepared when a radio, cellular telephone, or electronic siren is missing, lost, damaged, or stolen.

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2. Radios: the responsible party will notify the CB Shift Commander as soon as practicable so that the radio may be deactivated. Copies of the case report will be forwarded to the CB, the FAB, and ITD within 72 hours of the incident via the appropriate division chief or supervisor of an element reporting to an assistant director, Deputy Director, or the Director.
3. Cellular telephones coordinated by the CB:
 - a. Such devices are AT&T cellular telephones.
 - b. The responsible party will notify the CB Shift Commander as soon as practicable so that the device may be deactivated.
 - c. An action memorandum with the recommendation and background information and a copy of the case report attached must be submitted to the appropriate division chief or supervisor of an element reporting to an assistant director, Deputy Director, or the Director within 72 hours of the incident.
 - d. If the device is missing, lost, damaged, or stolen due to employee negligence, the employee has the option of paying the replacement cost or receiving the appropriate level of discipline. The chosen option must have approval indicated on the action memorandum.
 - e. Upon final action by the concerned chief or supervisor, copies of the memorandum with the case report attached will be forwarded to the CB, the FAB, and the ITD.
 - f. The CB will coordinate the replacement process with the service provider and the concerned employee on a case-by-case basis.
4. Electronic sirens: Follow the steps outlined above except that a copy of the action memorandum with attached case report will be forwarded through channels to the FAB instead of the ITD. There is no provision for payment of replacement cost in lieu of disciplinary action.
5. Cellular telephones coordinated by elements other than the CB:
 - a. Telephonically advise the departmental element responsible for coordinating with the service provider that the device is missing, lost, damaged, or stolen.
 - b. An action memorandum with the recommendation and background information and a copy of the case report attached will be submitted to the appropriate division chief or supervisor of an element reporting to an assistant director, Deputy Director, or the Director within 72 hours of the incident.
 - c. If the device is missing, lost, damaged, or stolen due to employee negligence, the employee has the option of paying the replacement cost or receiving the appropriate level of discipline. The chosen option must have approval indicated on the action memorandum.
 - d. Upon final action by the concerned chief or supervisor, copies of the memorandum with case report attached will be forwarded to the departmental element responsible for coordinating with the service provider.
 - e. The departmental coordinating element will coordinate the replacement process with the service provider and the concerned employee on a case-by-case basis.

H. Radio Reward Program:

The radio reward program is coordinated by the ITD. A reward of \$50.00 will be paid from the budget of the element to which the radio was assigned. 800 Mhz portable radios will have a reward label affixed containing the telephone of the CB Shift Commander (305-596-8176). Upon being contacted by a citizen who has recovered a lost or stolen radio, the CB Shift Commander will:

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1. Obtain the Miami-Dade County Inventory Number and/or Serial Number of the radio so that the radio can be deactivated.
2. Dispatch a road patrol unit to the citizen's location to recover the radio.

Any officer who is contacted by a citizen reporting the recovery of a Miami-Dade County 800 MHz radio will recover the radio in accordance with **CHAPTER 19 - PART 01 - IMPOUNDED PROPERTY**. Additionally, a copy of the case report and the Property Receipt will be forwarded to the CB to ensure payment of the reward and to return the radio to service.

I. Transfer of Equipment:

The CB must be notified by memorandum of the transfer of communications equipment between departmental elements, and a copy must be provided to the FAB. The ETS must be updated by involved elements.

J. Requests for New Communications Equipment:

Requests for new communications equipment must include a description of the type of equipment desired and the budget code, if available, for the purchase. All requests for communications equipment will be routed through the CB.

SECTION 8 - RADIO MAINTENANCE AND REPAIR:

I. RADIO MAINTENANCE FACILITY:

A. Location:

6010 S.W. 87th Avenue, Miami, Florida 33173 (adjacent to Shop 2).

B. Hours:

7:30 a.m. to 4:00 p.m., Monday through Friday.

II. REPAIR AND REPLACEMENT SERVICES:

A. Routine Service:

Routine repair and replacement service is performed during scheduled operational hours at the Radio Maintenance Facility. The Facility has scheduled stops at district stations to pick up malfunctioning radio equipment and deliver repaired items.

1. Mobile Equipment Division shops will not transport vehicles to the radio maintenance and repair facility for radio or cellular telephone repair; this is the responsibility of the affected departmental element.
2. Field units requiring radio service must receive supervisory permission prior to departure to the facility.
3. Field units must request a signal 03 from the police dispatcher when leaving assigned area.
4. Handheld radios requiring service must be delivered to the CB Tactical Communications Unit (TCU) with the battery that was powering the radio at the time of malfunction. Replacement radios and accessories will be issued to the employee for those items needing to be repaired by a technician.
5. Questions regarding maintenance of radio equipment may be directed to the CB TCU.

B. Emergency Service:

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After operational hours, emergency repairs may be requested through the CB Shift Commander for the following items only:

1. Police base stations.
2. Communications system transmitters and receivers.

C. Radio Equipment Exchange:

New handheld radio batteries and issued radio accessories are available through the Radio Maintenance Facility. A defective item must be turned in for each new item requested.

1. In the absence of an exchange item, or in instances where additional items are required, a request shall be submitted to the CB via the appropriate channels.
2. Under no circumstances will inoperable batteries be disposed of, except through the exchange procedure.
3. The battery issue date should be routinely checked to ensure that the service life has not exceeded one year.

D. Reprogramming:

Requests for programming detailing the changes requested (e.g., addition of a talk group and number of radios involved) shall be forwarded to the CB Major for review and approval.

E. Installation:

1. Requests for installation of communications equipment in County vehicles must be forwarded via the appropriate channels to the CB for approval and must include:
 - a. The County vehicle number.
 - b. The type of equipment (e.g., mobile radio or Enhanced Vehicle Charger)
 - c. Power supply connection:
 - (1) Accessory switch.
 - (2) Battery.
 - d. Type of antenna:
 - (1) Roof or trunk mount.
 - (2) Disguised.
 - (3) Gain antenna.
2. Requests for installation of electronic sirens in County vehicles must be forwarded via the appropriate channels to the FAB.

F. Inspection and Care of Radios and Accessories:

A radio that operates properly enhances officer safety and operational effectiveness. Regular inspection of radios and accessories by operators and supervisors will help prevent malfunctions.

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1. A check of the following items should be made by the operator when placing a radio into operation:
 - a. Models M-RK and M-PA radios must have the long high-gain antenna.
 - b. The shoulder microphone must have the short antenna.
 - c. The antenna connector pin on the shoulder microphone is not broken.
 - d. The shoulder microphone cord is not crimped or frayed.
 - e. The group selector and volume control knobs are not loose or wobbly.
 - f. System control buttons operate normally (A/D and SCN buttons disabled).
 - g. The shoulder microphone connection port on radio has no corrosion, screw for shoulder microphone is not broken, and the antenna connector is clean (connections may be cleaned using an ordinary pencil eraser).
 - h. The battery release button is not broken and operates correctly.
 - i. The radio base plate is free of corrosion and tight to radio.
 - j. The push-to-talk button is not cracked, loose, warped, or missing on either radio or shoulder microphone.
 - k. The option buttons above the push-to-talk button operate correctly.
 - l. The belt clip or D-ring connector is in good condition (if applicable).
2. Supervisory inspection of radios and accessories: Supervisors shall inspect radios, using the above checklist, during semiannual line inspections of personnel conducted in accordance with [CHAPTER 02 - PART 04 - INSPECTIONS](#) and document results on the Personnel Inspection Report.
3. Departmental employees shall not remove or replace antennas, hold a radio by the antenna, or use accessories (e.g., shoulder microphone) not authorized by the Department.

SECTION 9 - RADIO COMMUNICATIONS FAILURE:

I. FIELD UNIT DISTRICT AND DEPARTMENTAL RADIO FAILURE PROCEDURES:

A. Field Unit and District Radio Failure:

If a field unit experiences a radio communications failure on the assigned talk group, the affected unit will:

1. Switch to the appropriate Information talk group (North or South) and attempt transmission. If contact is established on the Information talk group, advise the police dispatcher of assigned talk group failure and remain on the Information talk group until further assigned. The dispatcher will advise when the affected talk group is operational.
2. If unsuccessful, advise district desk officer via telephone of the radio failure; the desk officer will advise the CB of the status of the affected unit.

B. Departmental Radio Systems Failure:

If a complete failure on all departmental talk groups occurs, the following will be initiated:

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1. All uniformed units will respond to the nearest available telephone and advise respective district stations of location and telephone number and await assignment via telephone. After completion of an assignment, advise the district via telephone of the pertinent case information and telephone number for subsequent assignments. Repeat the process as appropriate.
2. CB personnel will advise respective districts of emergency and priority case assignment information via the pre-designated telephone number.
3. District desk personnel will assign cases to units via telephone and maintain a log of all assigned units, geographic locations, and telephone numbers. The dispatch log will be forwarded to the CB on the following normal workday.
4. Non-uniformed officers will establish telephone communications with their respective offices for assignments.
5. Units will continuously monitor their assigned talk group and will be advised via radio when their respective talk group is operational.

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- A. [Talk Group Description](#)
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- C. [On-Duty Private Cellular Telephone Authorization Request](#)
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- A. Field Unit and District Radio Failure:
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- A. [Talk Group Description](#)
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SECTION 1 - GENERAL:

Police personnel depend upon radio and telephone communications to receive requests for service from the public and to request assistance. The Communications Bureau (CB) is established to provide the primary communications link between citizens and Miami-Dade County emergency services. The Miami-Dade Police Department (MDPD) also maintains an intradepartmental communications network to provide rapid and efficient police response and facilitate management control. All methods of departmental communication, including radio, telephone, computer terminals, and mail are to be used for official business only.

Included in the following communications procedures are protocols for managing encounters with the mentally ill; standards of practice for victims of sexual assault, consistent with standards adopted by the International Association of Chiefs of Police, the departmental Mission Statement, and the Miami-Dade County Strategic Plan; and handling reports of suspicious activities, handling Mass Casualty Attacks (MCA), and response to acoustic gunshot detection system alerts.

SECTION 2 - COMMUNICATIONS BUREAU:

I. GENERAL:

The CB provides radio dispatch and complaint reception services for MDPD and subscribing police agencies. The CB also provides emergency (911) complaint reception service for the Miami-Dade Fire Rescue Department (MDFR). Communication interface with local, state, and national agencies is provided through radio networks, telephone/teletype links, and computer-based information systems. Monitoring of residential/commercial alarm systems is provided by commercial monitoring companies and is not a function of the CB. Field units are dispatched once the CB is notified of the alarm activation. [CALEA 81.2.13]

A. Complaint Section:

1. Receives and evaluates requests for police and emergency fire services.
2. Relays information to and from police dispatchers regarding citizens' requests for service and assistance needed by field units.
3. Receives inquiries from the public and provides general information or referrals.
4. Receives BOLOs and relays the information to the police dispatcher.
5. Records and processes reports from private agencies concerning seized tags, repossessions, and towed vehicles.
6. Monitors teletype circuit for the deaf.
7. Provides emergency medical dispatch instructions via protocol prompts and/or cards.

B. Dispatch Section:

1. Deploys field and support units to the scene of routine and emergency incidents.
2. Relays requests and information from field units to the Complaint Desk or appropriate agency for processing.
3. Receives and accurately transmits orders, instructions, and information from field supervisors and satellite base stations to designated units.
4. Utilizes computer information systems to provide clearance checks on subjects, vehicles, and other property to field units.

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5. Operates the law enforcement interagency emergency radio network when required.

C. Security: [CALEA 81.3.1a-d]

Access to the CB is restricted to authorized personnel. The Internal Services Department (ISD) provides security for the Lightspeed Integrated Command Facility where the CB is located, as well as the backup facility at the Data Processing and Communications Center. Persons on official business desiring admittance must register at the front desk. Non-uniformed personnel will be issued a visitor's pass. Additionally, all backup resources, transmission lines, antennas, and power sources are protected by intrusion alarms which are monitored at the ISD radio repair facility and by the CB Shift Commander. Visitors requesting access to the CB must follow the procedures listed below:

1. A pass is required to visit the CB.
2. Visitors will present identification at the control desk, sign the log sheet, and be issued a pass. Except for uniformed sworn employees, the visitor's identification will be retained at the control desk until the pass is returned.
3. Security desk personnel will contact the Bureau office and request an escort for visitors not aware of the Bureau's location.
4. Visitors desiring access to the communications area must have prior authorization from the CB Shift Commander.

D. Transfer of Misdirected Emergency Calls: [CALEA 81.2.11]

Emergency calls received for one of the other six 911 centers (Aventura, Hialeah, Miami, Pinecrest, Miami Beach, and Coral Gables) and the Florida Highway Patrol will be transferred to the correct center using the appropriate transfer feature. On all emergency and in-progress calls, the person receiving the call will remain on the line and provide the other center with sufficient information to handle the call before disconnecting.

E. Incident Notification:

Unusual incidents that develop require the assigned unit to notify the CB Shift Commander of the exact nature of the incident as soon as possible so that notification can be made to the Director and/or other key personnel. Officers on the scene of incidents that have not yet been assigned shall make immediate notification. The following are examples of incidents requiring notification:

1. MDPD officer seriously injured or killed.
2. MDPD officer, on- or off-duty, shoots or critically injures a person.
3. MDPD officer arrested and/or the arrest of any County, Municipal, State employee, or governmental official.
4. Civil disturbances or major crowd control situations.
5. Aircraft crash.
6. Incidents of a newsworthy nature (e.g., multiple homicides, kidnapping, explosion, or media on scene).
7. Incidents involving VIPs or public officials.
8. Radiological incident.

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9. Any major incident where there may be a question as to the Department's liability or which may generate heightened community interest. [CALEA 11.4.5]
10. County vehicle crashes involving death, injuries, hospitalization, and/or damages in excess of \$5,000 per vehicle.
11. Electronic Control Device (ECD) deployments involving juvenile and elderly persons (65 years and older), mentally ill persons, or subjects(s) transported to a medical facility for injuries sustained as a result of the ECD deployment.
12. Death, critical injury/hospitalization, or non-critical illness of an MDPD employee, regardless of whether they were on-duty, off-duty, or retired.

F. Unit Number Designation:

Only the CB is authorized to assign or change unit numbers. Assignment of unit numbers is based on departmental needs. Requests for new unit numbers or changes to existing unit numbers must be submitted by action memorandum to the CB. [CALEA 81.2.4c]

II. PROTOCOL FOR MANAGING ENCOUNTERS WITH THE MENTALLY ILL: [CALEA 41.2.7]

It is imperative that the police complaint officer screen all calls involving an altercation, assault, or missing person to determine whether an encounter with a mentally ill individual is likely so the most appropriate qualified officers can be dispatched to the scene. However, first line supervisors are still required to respond to all calls dealing with mentally ill individuals and must state that over the primary radio frequency to the dispatcher.

In accordance with the three-tier model for managing encounters with the mentally ill, as described in **CHAPTER 21 - PART 03 - MENTAL AND PHYSICAL HEALTH COMMITMENTS**, all sworn departmental personnel are trained to the tier-one level and may respond to any call involving mentally ill individuals that are considered routine in nature. When there is no history of violence at the location, potential for violence in remarks from the caller, anticipated resistance from detention, and/or arrest is determined to be unlikely, a tier-one level response is appropriate. If a tier-one response call changes from the aforementioned situations, calls involving mentally ill individuals will be dispatched in accordance with the following dispatch sequence:

A. Dispatch Sequence:

1. At the tier-two level, a field training officer who, in accordance with the three-tier model, has received Crisis Intervention Training (CIT) and ECD training will be dispatched as the primary unit to all calls involving mentally ill persons or locations that have a violent history, threats of violence, or the potential for violence based on the caller's comments.
 - a. If a crime has been committed and arrests or formal detention of the mentally ill person is likely, an officer who has received CIT should respond and handle the call.
 - b. If a physical confrontation or resistance to treatment is threatened, even if not for a crime, an officer who has received CIT should be dispatched first.
2. When an officer who has received CIT is unavailable, an officer who has received ECD training will be dispatched as the primary unit and a supervisor who has received CIT will be dispatched as a back-up.
3. When an officer who has received CIT and/or ECD training is unavailable, a uniform officer will be dispatched as the primary unit and a supervisor who has received CIT and ECD training will respond as back-up.

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B. Request for Special Response Team:

The Special Response Team (SRT) will be requested in situations that meet the Department's call-out criteria. The decision for a negotiator team to respond will be made by the Special Patrol Bureau (SPB) Major or a designee, in cooperation with a representative from Psychological Services Bureau.

III. PROTOCOL FOR RESPONSE TO SEXUAL ASSAULTS:

The mission of the MDPD is to provide an effective law enforcement response to sexual assaults that treats all victims with dignity and respect, recognizing ethnic and cultural diversity, utilizing a victim-centered approach which promotes the compassion and sensitive delivery of services in a nonjudgmental manner, while balancing the needs of the victim with law enforcement requirements.

A. Police Complaint Officer Response:

1. Upon receipt of a sexual assault complaint, the police complaint officer will be calm, courteous, and not address the caller as if placing blame on the victim.
2. The police complaint officer will process the complaint in accordance with the established CB protocols and obtain all pertinent information in the manner set forth in the CB Standard Operating Procedures (SOP).
3. If the complaint requires police and/or fire dispatch, the police complaint officer will classify the call as one of the four response categories set forth in the CB SOP: Routine, Priority, In Progress, or Emergency.
4. Information for a BOLO is important and will be obtained from the caller and immediately forwarded for dispatch, when appropriate.
5. If the victim or reporter is calling from outside Miami-Dade County and a uniformed patrol unit cannot respond, the caller will be transferred to the Sexual Crimes Section (SCS). If an answer is not received at the SCS, the CB Shift Commander will contact an on-call SCS detective.
6. When the police complaint officer receives a call from the Department of Children and Families (DCF) Abuse Hotline regarding an offense which has just occurred, and the victim is on the scene with a DCF worker, a uniformed unit will be dispatched to the scene. All other calls regarding sexual assaults received from the DCF Abuse Hotline will be transferred to the SCS.
7. When a call is received from a victim or witness of a crime requesting information or assistance, the police complaint officer will refer the caller to the SCS. If the caller is an adult victim of sexual battery, the caller will be given the telephone number to the Rape Treatment Center hotline (305-585-RAPE [305-585-7273]). Other referral agencies include, but are not limited to:
 - a. Twenty-four-hour hotlines: Community Health of South Dade, Inc., and Switchboard of Miami.
 - b. Victim assistance agencies: Dade Family Counseling, the Center for Family and Child Enrichment, The Journey Institute, and Kristi House Child Advocacy Center.
 - c. Domestic violence shelters: Miami-Dade County Advocates for Victims Program (run by the Safe Space Foundation) and Victim Response, Inc. (The Lodge).

B. Police Dispatch Response:

Complaints that should receive a designation of a sex offense (signal 33) can be classified as emergency (code), immediate response, or routine.

1. All sexual batteries in progress will be dispatched as "Code 3" Emergency Signal.

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2. Lewd and lascivious offenses and exposures in progress will be dispatched as 33P.
3. When applicable, information for a BOLO will be dispatched immediately and updated in a timely manner.
4. Public service aides will not be dispatched on any sexual offenses.
5. All sexual assaults, excluding indecent exposures and lewd and lascivious offenses, will be dispatched over Headquarters Talk Group, if possible.

IV. PROTOCOL FOR HANDLING REPORTS OF SUSPICIOUS ACTIVITIES:

All departmental employees, regardless of position or title, play a vital role in identifying and reporting suspicious activity that may be indicative of behavioral traits or patterns related to homeland security threats. To assist in the identification of observed behavior that is reasonably indicative of pre-operational planning of terrorism or other criminal activity related to homeland security threats, the Department has adopted the baseline of the Nationwide SAR Initiative Indicators and Behaviors as a guide. These indicators are comprised of various methods, including surveillance, elicitation, testing security, acquiring supplies, suspicious persons, trial runs, and deploying assets.

A. Documentation, Review, and Notification Procedures:

Beyond recognizing suspicious activity or behavioral patterns, it is just as important to document the information in full detail and ensure that the information is submitted to the Homeland Security Bureau (HSB) without delay.

1. All personnel encountering or identifying suspicious activities, such as those outlined in IV. B.; will complete an Electronic Offense-Incident Report (E-OIR). Once completed and approved by the writer's supervisor, it will be automatically forwarded to the HSB by checking the SAR box at the top of the E-OIR form.
2. Should circumstances dictate, the reporting employee will contact his/her supervisor to determine if further and immediate on-scene follow up is warranted by a HSB detective.
 - a. Should a response by a HSB detective be warranted, call 305-470-3880 or 305-470-3900 during normal business hours. After normal business hours, the call will be directed to the CB Shift Commander, who will initiate a call to the designated HSB point-of-contact.

B. Suspicious Activity:

When encountering suspicious activity, personnel are reminded that protection of civil liberties is essential. Every attempt should be made to expedite the verification and validation of the information presented by the suspect encountered. Outlined below are behavioral indicators of suspicious activity, which are reasonably indicative of pre-operational planning related to terrorism or possible criminal activity. The behavioral traits that are identified or may exist shall be clearly delineated and documented in an E-OIR. The actions and mere possession of the items listed below do not in and of themselves necessarily constitute a violation of the law.

1. Actions of a Suspect:
 - a. Engaging in suspected pre-operational surveillance (e.g., using binoculars or cameras, taking measurements, drawing diagrams).
 - b. Appearing to engage in countersurveillance efforts (e.g., doubling back, changing appearance, engaging in evasive driving).

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- c. Asking security personnel questions focused on sensitive subjects (e.g., security information, hours of operations, shift changes, questions regarding what cameras film and/or record).
- d. Measuring building entrances or perimeters, distances between security locations, distances between cameras, or counting footsteps.
- e. Taking photographs or videos with no apparent aesthetic value (e.g., camera angles, security equipment, security personnel, traffic lights, building entrances).
- f. Drawing diagrams or taking notes (e.g., building plans, location of security cameras or security personnel, security shift changes, noting weak security points).
- g. Abandoning a suspicious package or item (e.g., suitcase, backpack, bag, box).
- h. Abandoning vehicle in a secured or restricted location (e.g., the front of a government building, airport, sports venue).
- i. Attempting to enter a secured or sensitive premises or area without authorization (e.g., area restricted to official personnel, closed-off areas of airport, harbor, secure areas of significant events).
- j. Testing existing security measures (e.g., a “dry run,” security breach of outside fencing/ security doors, false alarms to observe reactions).
- k. Attempting to smuggle contraband through access control point (e.g., airport screening centers, security entrance points at courts of law, sporting events, games, and entertainment venues).
- l. Making or attempting to make suspicious purchases of large amounts of otherwise legal items (e.g., pool chemicals, fuel, fertilizer, potential explosive device components).
- m. Attempting to acquire sensitive/restricted items or information (e.g., plans, schedules, passwords).
- n. Acquiring or attempting to acquire uniforms without a legitimate cause (e.g., service personnel or government uniforms).
- o. Acquiring or attempting to acquire official or official looking vehicle without a legitimate cause (e.g., emergency or government vehicle).
- p. Pursuing training or education indicating suspicious motives (e.g., flight training, weapons training).
- q. Stockpiling large amounts of unexplained currency.
- r. Possessing multiple passports, identifications, or travel documents issued to the same person.
- s. Espousing extremist views (e.g., verbalizing support of terrorism, inciting or recruiting others to engage in terrorist activity).
- t. Bragging about affiliation or membership with an extremist organization (e.g., white supremacists, militias, Ku Klux Klan).
- u. Engaging in suspected coded conversations or transmissions (e.g., email, radio, telephone, or information found during a private audit and reported to police).

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- v. Displaying overt support of known terrorist networks (e.g., posters of terrorist leaders).
2. Suspect in possession of the following items:
 - a. Coded or ciphered literature or correspondence.
 - b. Event schedules for sporting venues, performing arts centers, or theaters.
 - c. VIP appearances or travel schedules.
 - d. Multiple forms of identification items from multiple governments.
 - e. Security schedules.
 - f. Blueprints.
 - g. Evacuation plans.
 - h. Security plans.
 - i. Weapons and/or ammunition.
 - j. Explosive materials.
 - k. Illicit chemical agents.
 - l. Illicit biological agents.
 - m. Illicit radiological material.
 - n. Other sensitive or military materials.
 - o. Hoax/facsimile explosive and/or dispersal device.

V. **PROTOCOL FOR HANDLING MASS CASUALTY ATTACKS:**

Mass Casualty Attacks (MCA) are executed by an armed person or persons who participate in a plan to inflict the greatest amount of deadly injury or bodily harm while access to victims is unrestricted. An active assailant will likely continue the MCA until an intervention occurs or the assailant decides to cease action. First responders have implemented rapid response tactics to decrease the number of casualties and neutralize the threat.

A. **Police Complaint Officer Response:**

1. The police complaint officer will process the complaint in accordance with the established CB protocols and obtain all pertinent information in the manner set forth in the CB SOP.
2. The police complaint officer should attempt to keep the caller on the line to determine the following after advising the caller to get to a safe area:
 - a. What type of weapon is involved (knife, biochemical agent, vehicle, explosives, gun)?
 - b. If a gun is involved, how many shots were heard?
 - c. How many subjects were seen?

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- d. Are the subjects still in their line of sight?
- e. How many victims are there?
- f. Is the subject wearing body armor or protective gear?
- g. Was the subject carrying anything other than the weapon (e.g., backpack, duffle bag)?

B. Police Dispatcher Response:

1. The police dispatcher will confirm if the incident is an MCA once the units arrive and change the signal to a 3-14MCA and immediately notify the Shift Commander of the incident.

VI. PROTOCOL FOR IDENTIFYING AND ENTRY OF LAW ENFORCEMENT OFFICER (LEO) ALERTS:

To assist the HSB with identifying legitimate threats toward law LEO certain addresses within Miami-Dade County have been flagged as LEO Alerts.

A. Police Dispatch Responsibilities:

1. Upon receipt of a flagged address within the Computer-Assisted Dispatch (CAD) system, the dispatcher will be required to notify the responding officers over the radio of the alert that is associated with the address.
2. Officers equipped with a Mobile Computer Unit (MCU) will also receive pertinent information regarding the resident of the incident location and type of threat made resulting in the LEO Alert being issued. The information will also contain a number for the responding officer to contact the detective working the case.
3. The dispatcher will dispatch a backup officer to the location of the unit with a LEO Alert.

B. Officer Responsibilities:

1. Officers who encounter an individual who has expressed intent to commit bodily harm against police personnel will complete a LEO Alert nomination form found on the LEO Alert web portal page. The nomination form will be reviewed, and a determination will be made as to whether the nomination meets LEO Alert criteria.
2. Officers equipped with a MCU who are responding to a flagged address will receive additional information in the comments regarding the bulletin number associated with the LEO Alert subject (e.g., HSB-2020-123).
 - a. The bulletin number can be viewed by opening the MDPD web portal and clicking on the LEO Alert icon.
3. Officers who respond to a LEO Alert identified address will be required to provide information on the outcome of the call and status of the individual listed in the bulletin.
 - a. Officers will send an email to the HSB Southeast Florida Fusion Center (SEFFC) at SEFFC@mdpd.com, or complete the online contact form located on the LEO Alert web portal page.

VII. PROTOCOL FOR THE RESPONSE TO SHOTSPOTTER ACOUSTIC GUNSHOT DETECTION SYSTEM ALERTS:

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The ShotSpotter acoustic gunshot detection system is intended to enhance the Department's ability to respond effectively to violent crimes involving illegal and indiscriminate gunfire. The system uses the triangulation of audio sensors placed in selected areas to geocode and identify the location of gunshots within 30 meters. The ShotSpotter system allows the audio component of the incidents to be replayed by responding officers to aid in the collection of evidence and for investigation and prosecution purposes.

A. Dispatch Sequence:

1. Upon receipt of a ShotSpotter alert, the Real-Time Crime Center (RTCC) officer receiving the alert will relay the location information to the concerned district dispatcher via the radio as a priority.
2. The dispatcher will create an incident at the location provided by the RTCC and dispatch units on a 2-14SS.
3. Once the nature of the incident has been determined, the signal can be modified. For example, if the arriving unit determines the ShotSpotter alert is the result of a robbery, the signal will be changed to a 29SS.

B. Officer Responsibilities:

1. For officer safety purposes, officers with Department-issued laptops will have access to ShotSpotter alerts and will be able to replay the audio portions of ShotSpotter alerts to assist in locating the crime scene(s).
2. Officers assigned to road patrol must log into the ShotSpotter system at the start of each shift and keep the system/application open throughout the duration of his/her shift.
3. Responding officers will canvas a 30-meter area around the actual dispatch location, or red locator dot on the ShotSpotter alert map to identify the crime scene and victim(s)/subject(s).
4. An E-OIR will be completed for each ShotSpotter incident. The E-OIR must include the area canvassed and names and addresses of individuals located and/or contacted.
5. All crime scenes will be processed, and all evidence located will be impounded. Firearms, spent casings, projectiles, etc., will be submitted to the Forensic Services Bureau for NIBIN entry and DNA analysis.
6. ShotSpotter incidents will be closed by modifying the signal to a criminal incident, or with one of the following dispositions:
 - a. S1 - Person shot/Evidence on the scene
 - b. S2 - Evidence on the scene
 - c. S3 - No evidence on the scene

SECTION 3 - COMMUNICATIONS SIGNAL CODES AND ALERT MESSAGES:

I. GENERAL:

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

A. Numbered Signals:

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1. Signal 01: Call your office.
2. Signal 02: Call (specified number).

Unit will be advised to call a specific telephone number. The caller's name and telephone number are mandatory unless the request is for an officer to call home.
3. Signal 03: To radio shop.

If the unit radio is not operational, the CB will be advised via another radio or by telephone.
4. Signal 04: To motor pool.

Unit will identify the facility by name or number.
5. Signal 05: To your station.
6. Signal 06: Transfer.

Announced via radio by the unit prior to departing vehicle at the completion of tour of duty. The signal will be requested by the unit operator or appropriate supervisor in the chain-of-command only.
7. Signal 07: Cancel.

Announced by police dispatcher when the need to continue on an assigned call no longer exists or when a field supervisor designates a different unit to respond to the assignment. This signal does not automatically cancel an assigned case number (see Section 4, paragraph VII).
8. Signal 08: On call.

Transmitted to units equipped with cellular telephones.
9. Signal 09: In service.

Announced by unit when available for assignment.
10. Signal 10: Out of service.

Requested by a unit and must include a location and a reference (e.g., vehicle breakdown, prisoner meals).
11. Signal 11: Out of service Personal.

The unit must provide a location or telephone number.
12. Signal 12: Meal.

The unit must advise a telephone number when radio communication is not possible. The signal will not be requested via telephone. If calls are holding, a supervisor will be advised of the request.
13. Signal 13: Special information/assignment.

Utilized for assignments of a minor nature which do not require a case number (e.g., special detail assignment at district or unit level, firecrackers, hunters, locate and notify, field interview, and building or area check).
14. Signal 14: Conduct investigation.

Utilized for investigative assignments that have no specific signal; a case number will be assigned. Location and reference will be advised by officer or police dispatcher, as applicable.

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- a. Signal 14 J: Utilized for investigations involving juveniles other than for truancy-related activities (e.g., juvenile curfew violations).
 - b. Signal 14 PA: Utilized for code violations (e.g., display of vehicles for sale, illegal vendors, or sale and/or consumption of alcohol).
 - c. Signal 14 TR: Utilized for truancy-related activities (e.g., juveniles picked up during school hours and returned to their respective schools).
 - d. Signal 14 PD: Utilized for County Vehicle Damage Reports involving MDPD vehicles.
 - e. Signal 14 SQ: Utilized for illegal squatters (e.g., the removal of illegal squatters from abandoned/vacant homes and for incidents involving victims/witnesses of illegal squatters).
 - f. Signal 14 K: Utilized by the Airport District for an abandoned vehicle and/or bag.
 - g. Signal 14 CC: Utilized for civil citations (e.g., possession of cannabis in the amount of 20 grams or less, possession of drug paraphernalia).
 - h. Signal 14 SS: Utilized for alerts received via the ShotSpotter acoustic gunshot detection system.
 - i. Signal 14 A: Utilized by the Airport District for security escort details.
 - j. Signal 14 CO: Utilized for County ordinance violations.
 - k. Signal 14 S: Utilized for priority situations at the PortMiami involving ammunitions or guns found in baggage.
15. Signal 15: Meet an officer (backup).
Meet or assist another officer.
16. Signal 16: Driving under the influence.
Signal may be requested by a unit or assigned by the police dispatcher.
17. Signal 17: Traffic crash.
Crashes involving departmental vehicles require the operator to immediately notify the CB Shift Commander via radio or telephone. When the CB is advised that a County-owned or County-rented vehicle is involved in a crash, the following action will be initiated:
- a. If the crash is within a municipality, the closest available MDPD patrol unit will be assigned to handle the signal and dispatched to the scene. If the crash is not within a municipality, dispatch will act in accordance with **CHAPTER 22 - PART 01 - DISTRICT BOUNDARIES AND PATROL AREAS**.
 - b. A Traffic Homicide Unit will be advised of any crash resulting in death or critical life-threatening injury, any crash involving a MDPD vehicle, or any crash involving on-duty drivers.
 - c. The assigned unit will advise the dispatcher the type of vehicle involved, assignment, County vehicle number, extent of injuries, and estimated amount of damage to all vehicles involved, and change the signal to a 17 with a suffix of PD.
 - d. Miami-Dade Transit Agency and Miami-Dade County School Board vehicles are exempt from the above crash procedures and are not considered County vehicle crashes.

Signal 17 PD: Utilized for crashes involving MDPD vehicles.

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18. Signal 18: Hit-and-run.

If the crash occurred immediately prior to the unit's arrival, or involves injuries or extenuating circumstances, the following information must be obtained, and a BOLO must be issued.

- a. Make, year, model, color, and tag number of the vehicle which left the scene.
- b. Visible damage or distinctive markings.
- c. Direction of travel.
- d. Description of occupants.
- e. If the hit-and-run crash involves an MDPD vehicle and there are no injuries, the responding officer will advise the dispatcher to change the signal to an 18 with a suffix of PD.
- f. If the hit-and-run crash involves injuries, the responding officer will advise the dispatcher to change the signal to an 18 with a suffix of I.

Signal 18 PD: Utilized for hit-and-run crashes involving MDPD vehicles.

Signal 18 I: Utilized for hit-and-run crashes involving injuries.

19. Signal 19: Traffic stop.

Announced by the unit when a vehicle is being stopped. The location and tag number of vehicle must be given. If the tag number is not available, description of the vehicle will be advised. A case number will be assigned if requested by unit. The signal will not be changed if a traffic arrest occurs.

20. Signal 20: Traffic detail.

Announced when unit is assigned to investigate a traffic incident or handles a traffic detail (e.g., blocked driveway, hot rod, directing traffic, assist motorist, escort, and debris or hole in roadway). Crashes and unit-initiated traffic stops are excluded.

21. Signal 21: Lost or stolen vehicle tag or license tag validation sticker.

22. Signal 22: Stolen vehicle.

Unit will issue a BOLO if the vehicle was taken within the preceding 60 minutes.

23. Signal 23: Clearance check.

Used to determine if a subject, license tag, vehicle, or an article is wanted or stolen. The unit must have the person or property in custody or in view. When checking a vehicle, unit must advise if occupied.

No more than four subjects will be checked from any location 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 police dispatcher.

- a. If a subject is wanted on a misdemeanor, the unit will be advised, "Subject is a 40 under."
- b. If a subject is wanted on a felony, unit will be advised, "Subject is a 40 over."
- c. Police dispatcher will dispatch a backup officer to the location of the unit with a wanted subject or occupied vehicle unless the unit advises otherwise.

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- d. Subject clearance check requests will be transmitted on Information talk groups unless otherwise advised by the police dispatcher. Checks on persons under arrest will not be requested via radio.

24. Signal 24: Complete check.

In addition to 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 local criminal history, the unit will be advised whether it is traffic, misdemeanor, or felony.
- (2) If there is an associated signal in reference to subject's criminal past (e.g., Signal 100), the unit will be advised. Information regarding specific charges may be requested via the Information talk groups.
- (3) If subject is a juvenile, the unit will be advised QSL or Negative with regard to a past.

25. Signal 25: Burglar/holdup alarm ringing.

A two-officer unit or single unit with backup will be dispatched. Units will be advised if alarm is silent or audible and if someone is en route to open or secure the premises.

Alarms designated as Hold-up, Panic, Ambush, Duress, or Listening Device will be given higher priority. These will be dispatched immediately in the same progression as an emergency signal.

Signal 25: Vehicle panic alarm.

These alarms will be dispatched as a 25 vehicle panic alarm until confirmation of the correct signal. Panic alarms will be given higher priority and dispatched immediately.

26. Signal 26: Burglary.

If the signal involves an occupied structure in-progress, the police dispatcher will advise units by announcing: "Attention All Units, 2-26." A two-officer unit or a single unit with backup will be dispatched.

27. Signal 27: Larceny.

28. Signal 28: Vandalism.

Includes all criminal mischief offenses.

29. Signal 29: Robbery.

If in-progress, police dispatcher will advise units by announcing: "Attention All Units, 2-29." A two-officer unit or a single unit with backup will be dispatched. When possible, units will be advised if the robbery was armed or strongarm.

30. Signal 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.

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31. Signal 31: Homicide.

32. Signal 32: Assault.

Includes verbal threats, assault, battery, aggravated assault, aggravated battery, bar fights, domestics involving assaults, and juveniles fighting.

33. Signal 33: Sex offense.

Includes sexual battery, assault with intent to commit sexual battery, lewd and lascivious assault/behavior, indecent exposure, child Internet pornography, and other sex offenses. If in progress (except lewd and lascivious assaults/behavior) police dispatcher will advise units by announcing: "Attention All Units, 3-33."

34. Signal 34: Disturbance.

Reference will be announced (e.g., domestic, neighbor dispute, landlord-tenant, or customer). Disturbances involving family members will be dispatched as 34, except when an assault has occurred or is in progress.

35. Signal 35: Intoxicated person Marchman Act.

36. Signal 36: Missing person.

BOLOs will be issued in cases involving suspicious circumstances, children under 13, mentally ill persons, disturbed persons of any age, or medically dependent (e.g., injured, ill, or in need of medication).

37. Signal 37: Suspicious vehicle.

The unit will be advised if vehicle is occupied. License tag number, if available, will be checked to ascertain status before unit is dispatched. A backup unit will be dispatched if the call is assigned to a single-officer unit.

38. Signal 38: Suspicious person.

A description of the subject will be furnished when possible. A backup unit will be dispatched if the call is assigned to a single-officer unit.

39. Signal 39: Prisoner

Announced when transporting a prisoner:

- a. Unit requesting 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 Daily Activity Report.
- c. Police dispatcher will be advised immediately of any delay or detour during transportation of a prisoner.

Also used to denote escaped prisoner and jailbreak incidents. The CB will be advised immediately of all pertinent information concerning any escape (e.g., number, description, and direction of travel).

A signal 39 will be used when making a warrant arrest and only a Complaint/Arrest Affidavit is completed. A case number will be assigned for an Assist Other Agency (AOA) warrant; the original case number will be used for MDPD warrants.

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40. Signal 40: Subject possibly wanted.

If the subject is wanted for a felony offense, “40 over” will be announced. If the subject is wanted for a misdemeanor offense, “40 under” will be announced.

A backup unit will be dispatched to a single-officer unit when a subject is wanted.

41. Signal 41: Sick or injured person.

The police dispatcher will announce the circumstances (e.g., heart attack, drowning, severe bleeding, or other appropriate information).

An ambulance will not be dispatched until the MDPD or MDFR unit on the scene requests medical transportation.

Any time Police Services personnel arrive at the scene of any call involving illness or injury and MDFR is not on the scene, the “Medical Miranda” card (also known as the “SEND” card) will be used. The card has seven questions to be asked for each injured or ill person on the scene. Police Services personnel will obtain the answers to the below listed questions and immediately relay the information via police dispatcher to MDFR. MDFR personnel will use the information to determine the type of equipment or personnel (e.g., basic life support or advanced life support) to send.

a. Chief complaint and incident type.

(1) Is there more than one person injured?

b. Approximate age.

c. Conscious/Alert: Yes/No.

d. Breathing/Difficulty Breathing: Yes/No.

e. Illness case (age 35 or over): Is there chest pain?

f. Accident or injury case: Is there severe bleeding (spurting/pouring)?

g. Response mode: Do you need a lights-and-sirens response?

Most of the time, personnel will have no trouble making this last decision. This program will facilitate additional routine responses from MDFR when warranted, which greatly reduces the number of dangerous driving situations encountered.

42. Signal 42: Ambulance.

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

Should circumstances develop which affect ambulance requirement, desired location, or response mode, the unit will advise police dispatcher.

43. Signal 43: Baker Act.

A mentally ill person or person in need of psychiatric evaluation. A backup unit will be dispatched.

44. Signal 44: Attempted suicide.

Police dispatcher will announce the circumstances (e.g., overdose, slashed wrists) and other appropriate information. A backup unit will be dispatched in accordance with Section II Protocol for Managing Encounters with the Mentally Ill.

45. Signal 45: Dead-on-arrival (DOA).

Includes apparent natural deaths, traffic deaths, drownings, and all other accidental deaths.

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Requests for the Homicide Bureau (HB) will be made via telephone when possible. If no one can be reached at the HB or if there is no telephone available, the officer will advise the CB Shift Commander that they could not reach a Homicide Unit to respond. If the HB is contacted directly, the officer must still notify the CB.

46. Signal 46: Medical detail (e.g., serum or donated organs).

The CB may assign relay units and rendezvous points when the route of a signal 46 crosses district boundaries. The signal will be announced over the appropriate talk groups and include all unit numbers involved and rendezvous points.

47. Signal 47: Bomb or explosive alert.

Used for bomb threats and any situation where the possibility of an explosion exists (e.g., leaking gas or chemical spills). **CHAPTER 24 - PART 01 - MOBILIZATION AND EMERGENCY OPERATIONS PLAN** details the procedures for responding to bomb or explosive alerts.

48. Signal 48: Explosion.

The police dispatcher will announce all known details pertaining to cause, injuries, and approach routes.

49. Signal 49: Fire.

The unit will assist MDR in traffic, crowd control, and first aid.

50. Signal 50: Organized crime figure.

The signal exclusively designates those persons listed by the ISD.

When a unit requests a record check of a subject that is listed by the ISD, the police dispatcher will provide the normal information and advise the unit that the subject is a signal 50. The unit shall complete a Field Interview Report, in addition to any other reports, and shall forward it to the ISD.

51. Signal 51: Narcotics violator.

The signal designates those individuals identified as violence-prone narcotics violators. After notifying the requesting unit that the subject is a signal 51, the police dispatcher will notify the CB Shift Commander, who notifies the Organized Crimes Bureau (OCB) Major or the on-call narcotics investigator. An OCB – Narcotics Section (NS) investigator will respond to each signal 51 incident.

52. Signal 52: Narcotics investigation.

53. Signal 53: Abduction.

Includes kidnapping, false imprisonment, and hostage situations.

54. Signal 54: Fraud.

Includes forgery, embezzlement, motel skip, worthless check, identity theft, and flim flam.

55. Signal 55: Weapons violation.

Includes carrying a concealed weapon, possession of an illegal weapon, reckless display of a firearm, and any other appropriate violation.

- a. Signal 55-P: Anonymous firearm tip calls received via Miami-Dade Crime Stoppers.

- (1) When a unit is dispatched on a signal 55-P and upon arrival the officer finds another crime has been committed, such as a robbery, the 55-P signal must not be changed. Instead, the officer should take an additional signal and case number reflecting the new incident and cross-reference the report with the 55-P case.

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- (2) The OI, A-Form and property receipts must be forwarded to the Community Affairs Bureau via email to 139@p3tips.com within three days of the arrest. Town or village commanders in contract cities where a signal 55-P has been dispatched must forward the tip information to the Community Affairs Bureau via email to the same email address within three days, even if no arrest is made.

56. Signal 56: Court.

Includes all on-duty court appearances (arraignment, traffic, County, criminal, or civil) and time required to obtain and return evidence to the Property and Evidence Section.

57. Signal 57: Case filing/deposition.

Includes all on-duty case filing, pre-trial conferences, and depositions.

58. Signal 58: Training.

Includes all on-duty in-service training (e.g., range, seminars, and equipment indoctrination).

59. Signal 59 off-duty assignment.

Utilized for off-duty assignments (e.g., off-regular duty employment, court appearances, pre-trial conferences, and depositions).

60. Signal 60: Two-officer unit (not currently utilized).

Utilized by one of the two officers assigned as a two-officer unit. The unit will check into service using the assigned radio number of one officer at the beginning of their tour of duty. The same unit number will be used during the shift for all communications. The second officer will request a signal 60 with the first unit number. Both unit numbers will request a signal 06 at the end of the tour of duty.

61. Signal 61: District desk assignment.

Requested by the officer assigned to the district desk using the assigned radio number at the beginning of his tour of duty. The district base station radio number will be used during the shift for all communications. The officer utilizing the assigned unit number will request a signal 06 when relieved.

B. Career Criminal Identification Signals:

The Warrants Bureau (WB), Career Criminal Unit, is responsible for tracking individuals designated as habitual or violent offenders. These individuals are those offenders classified by FS as Florida Career Offenders, or classified by departmental protocol as signals 100, 150, 200, 250, 300, 400, or 500. These signals are communications alert identifiers that classify habitual and violent offenders in accordance with the Miami-Dade County State Attorney's Office criteria and alert officers during contacts with these career criminals. By virtue of the criminal history of these individuals, an alert message is entered into the CJIS advising of their career criminal status. CJIS operators conducting criminal history checks are alerted of the career criminal status of these individuals. This information is then relayed to the officer requesting the criminal history check.

Officers encountering habitual or violent offenders must contact the Career Criminal Unit at (305) 471-1700 if the offender is arrested. If the offender is not arrested, officers are required to complete an electronic Field Interview Report (e-FIR) to document the contact. Officers are required to check the box to forward the report to Warrants, in addition to any other reports (see [CHAPTER 27 - PART 01 - REPORT WRITING](#)).

1. Adult:

- a. Signal 100 - Habitual offender:

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- (1) The subject has had three or more felony convictions (separate cases and at least two separate sentencing dates). Only one drug conviction for possession, or possession with intent to sell, or purchase of drugs may be included in the felony convictions.
 - (2) At least one of the felony convictions or release from incarceration on any felony conviction was within the last five years.
 - (3) The current charge is a second degree felony or higher.
 - (4) If the subject receives a withhold of adjudication and is placed on probation, the withhold counts as a prior conviction only if the subject is on probation at the time the subject commits the current charge. Possession with intent to sell a controlled substance counts as a prior conviction.
- b. Signal 200 - Habitual violent offender:
- (1) The subject has at least one prior conviction for one of the following violent felonies or attempt or conspiracy to commit one of the following violent felonies: aggravated assault, aggravated battery, aggravated child abuse, aggravated stalking, armed burglary, arson, kidnapping, murder/manslaughter, robbery, sexual battery, or throwing, placing, or discharging a destructive device.
 - (2) The subject has one other separate felony conviction on a separate sentencing date (excluding possession or possession with intent to sell, or purchase of controlled substances).
 - (3) Last felony conviction or release from incarceration on a felony conviction was within the past five years.
- c. Signal 300 - Special violent habitual offender:
- (1) The subject has been convicted of and/or released from incarceration for a robbery in the past three years.
 - (2) The subject's current charge is robbery.
- d. Signal 400 - Gort violent career criminal:
- (1) The subject has been incarcerated in a state or federal prison.
 - (2) The subject is currently charged with one of the following crimes: aggravated assault, aggravated battery, aggravated child abuse, aggravated stalking, aircraft piracy, arson, burglary, escape, kidnapping, lewd, lascivious or indecent assault on a child, murder/manslaughter, robbery/carjacking/home invasion robbery, sexual battery, or throwing, placing, or discharging a destructive device or bomb. Any [FS, Chapter 790](#) felony firearm violation, or any felony which involves the use or threat of physical force or violence against any individual.
 - (3) The subject has three or more convictions on separate sentencing dates for any of the crimes listed above.
 - (4) The subject was convicted or released from incarceration on one of the above felonies within the past five years.
- e. Signal 500 – Federal armed career criminal (when all of the following apply):

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- (1) The defendant's instant charge includes possession of a firearm and the firearm was recovered.
 - (2) The defendant has three forcible felony convictions and/or trafficking convictions with separate case numbers (includes convictions outside of Miami-Dade County).
2. Juveniles:
- a. Signal 150 - Serious habitual offender:
 - (1) A juvenile, 14-18 years of age, identified as a serious habitual offender.

C. Alert Messages:

The Central Records Bureau, Automated Systems Unit, enters alert messages on Federal Deportable Detainees released from federal prisons throughout the United States. The majority of these detainees have extensive criminal histories, and the WB Career Criminal Unit is responsible for tracking these individuals. The alert messages direct officers encountering these individuals to complete an FIR and forward it to the Career Criminal Unit. In addition to the FIR, a photograph and a voluntary DNA sample should be taken, if possible. The photograph should be attached to the back of the hard copy of the FIR and forwarded to the Career Criminal Unit. A notation indicating if DNA was taken should be included on the FIR.

D. Blue Alert Procedures: [CFA 15.20M]:

A Blue Alert will be initiated in situations where an MDPD officer is the victim of a felonious act and sustains a severe injury or dies due to the actions of a subject. A Blue Alert will be issued at the discretion of the lead detective after consultation with his/her command staff and the Media Relations Section.

1. A Blue Alert shall be initiated when:
 - a. A sworn law enforcement officer is killed or sustains life threatening injuries due to the actions of a subject; or
 - b. A sworn law enforcement officer is missing in the line of duty under circumstances warranting concern for the officer's safety; and
 - c. A description of the offender or vehicle is available for statewide broadcast to the public and law enforcement 911 center.
2. Once the lead detective or supervisor has determined to activate the Blue Alert, they will call the Florida Department of Law Enforcement (FDLE) Florida Fusion Center (FFC) desk at 850-410-7645. This phone line is available twenty-four hours a day, seven days a week. The individual making the notification must have extensive knowledge of the case.
 - a. The on-call supervisor from FDLE's FFC will ensure that the activation criteria have been met and then assist in the coordination of assistance as needed.
 - b. FDLE's FFC will coordinate the development and display of the Blue Alert message.

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3. If the subject is not in custody and remains at large, the affected departmental unit or outside agency will notify the CB to initiate call out of the Investigative Response Team (IRT). The IRT will mobilize and assume responsibility for locating and apprehending the subject.
4. The CB Shift Commander will immediately make the proper notifications to activate the concerned IRT personnel by contacting the Robbery Bureau's Street Terror Offender Program (STOP) Lieutenant at 305-586-7258, or the next available supervisor. An updated contact list will be provided by the HB to the CB on a yearly basis.
5. CANCELLATION of notification/message:
 - a. It shall be the responsibility of the lead detective to notify the FDLE's FFC desk.
 - b. Once FDLE is notified that the offender(s) has been captured, FDLE will contact the appropriate parties to cancel the alert.

E. Q Signals:

Signal QSL - Do You Receive Me?/OK/Affirmative

Signal QTR - Time

Signal QRU - Are you OK?/It is safe/All is clear

Signal QSM - Repeat the transmission

Signal QTH - Location

Signal QSK - Proceed with the transmission

Signal QRM - Repeat, I have interference

Signal QRX - Stand by

Signal QSY - Change talk group

F. 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

B - BRAVO

C - CHARLIE

D - DELTA

E - ECHO

F - FOXTROT

G - GOLF

H - HOTEL

I - INDIA

J - JULIETT

K - KILO

L - LIMA

M - MIKE

N - NOVEMBER

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O - OSCAR
P - PAPA
Q - QUEBEC
R - ROMEO
S - SIERRA
T - TANGO
U - UNIFORM
V - VICTOR
W - WHISKEY
X - XRAY
Y - YANKEE
Z - ZULU

SECTION 4 - RADIO TRANSMISSION PROCEDURES:

I. GENERAL:

A. Unit Dispatching:

The CB is responsible for routine dispatching of field units. When it is necessary for a uniformed field supervisor to assume immediate command of unit assignments, the supervisor will advise the CB Shift Commander, establish a Command Post (CP), and direct the efforts of assigned units. The CB will be advised of the CP location and name of the CP Supervisor.

At the request of the CP Supervisor, Police Tactical (POL-TAC) 1 or POL-TAC 2 may be utilized to isolate CP radio transmissions on a dedicated talk group. The talk group will be dedicated for use by the CP only.

When circumstances dictate, the SPB, Incident Management Team (IMT), mobile CP vehicle can be requested through the CB.

B. Unit Availability:

Unless specifically prohibited by assignment, units in an on-duty status will monitor the assigned talk group at all times. Whenever an officer is going to be away from the radio, the police dispatcher will be advised and the appropriate signal assigned. [CALEA 81.2.4b]

C. Satellite Base Stations:

Base stations will be utilized for transmission of signals 01 and 05, in-progress calls, and emergency information only. Pertinent information announcements via base station transmission are not precluded.

D. Assigned Talk Group ([Annex A](#)):

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On-duty units will not transmit on talk groups other than the one assigned, Information North or Information South, unless operational necessity requires a deviation. Whenever a unit changes talk groups, the primary assigned talk group police dispatcher will be advised. Off-duty units will monitor and transmit on the talk group of the district in which the vehicle is operating.

Specialized units with countywide responsibilities may utilize any primary dispatch talk group.

E. Signal Reassignment:

Only the concerned field supervisor is authorized to cancel a unit assignment; the signal must be subsequently reassigned to a unit within the command. An exception may be permitted when a field unit on the scene or within close proximity to an incident requests the signal or the unit is needed for a higher-priority signal.

F. Call Progression, Unit Numbers, and Communications Procedures for Contractual Police Service:

Call progression, unit numbers, and communications procedures for municipalities in which MDPD provides contractual police services may be different than established departmental parameters, but in accordance with applicable contract provisions and departmental procedures.

The affected departmental element coordinating the provision of contractual police service will submit a memorandum to the CB outlining any contractual provisions that deviate from standard communications procedures.

G. Signal Request:

1. A unit will not transmit or request a signal for another unit unless extenuating circumstances dictate. Extenuating circumstances may include:
 - a. Radio difficulty.
 - b. Requesting unit does not have a radio available.
 - c. Field supervisor requesting signal for assigned units.
2. A unit will take a separate signal when appropriate (e.g., a signal 39 when transporting a prisoner, in lieu of remaining on a signal and changing location).

H. Grid Request:

A unit requiring a grid number will utilize their district grid map. If a unit has the need for a grid outside of their district's boundaries, the police dispatcher will provide the grid. Units assigned to elements other than a district will contact the desk operations center of the concerned district.

I. Signal Change and Report Status:

Field units will advise the police dispatcher of any signal change or of any No Report before checking into service (e.g., 26 changed to a 27). A correct signal which does not require police action and is No Reported will not be changed to a 14 (e.g., 34, no police action, no report). [CALEA 81.2.4a]

When there is no signal change, units should take a 09 Report Written or 09 No Report utilizing the appropriate status messaging function. An arrival must have been taken prior to attempting to 09 using status messaging.

J. Be-On-The-Look-Out (BOLO): [CALEA 41.2.5b,f]

1. When requested, the police dispatcher will transmit a BOLO provided that no more than one hour has elapsed since the incident occurred. If more than an hour has elapsed, the unit will make the request through the Complaint Desk, as enumerated in Section 4, paragraph X.A.11. The following incidents are exceptions:

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- a. Missing infants, young children, mentally ill individuals, or disturbed persons of any age.
 - b. Persons and vehicles involved as suspects or victims of serious crimes.
2. BOLOs received via the frequency will be read once and kept for 24 hours at the affected dispatch console. BOLOs requested via the Complaint Desk will be read as often as requested for up to ten (10) days with the approval of the CB Shift Commander.

K. Cancellation of a BOLO:

Units requesting cancellation of a BOLO will notify the CB.

L. Law Enforcement Interagency Radio Communications - Mutual Aid Calling and Intercity Frequency:

When broadcasting outside of Miami-Dade County, clear speech will be utilized without radio signals in order to facilitate communication among different agencies. [CALEA 81.2.4d]

1. The Mutual Aid Calling frequency is available nationwide on 800 MHz radio systems utilized by emergency services. It is to be used by any emergency services personnel for broadcasts outside of their jurisdiction, emergencies, contact between counties, or when operations are being performed using personnel on different radio systems. The Mutual Aid Calling Channel (8CALL90) is the primary frequency for initiating interagency radio communications, located on the Primary Page of the dispatch radio console. Additional Mutual Aid/8TAC channels can be selected from the MA/Muni menu of the dispatch radio console. Agencies utilizing an 800 MHz radio system include Coral Gables, Hialeah, Miami, Miami Beach, Pembroke Pines, Fort Lauderdale Police Departments, Broward County and Monroe County Sheriff's Office and the Florida Highway Patrol.
2. Intercity: The intercity frequency, Police Emergency (POLEMG) is used for emergency radio communications with agencies within Miami-Dade County and those that do not have an 800 MHz radio system, to include federal agencies.

II. RADIO PROCEDURES:

A. Brevity:

Radio transmission between field units and police dispatchers will be brief and concise.

B. Normal Transmission:

Except during emergency or priority situations, units will not attempt to transmit verbally until the police dispatcher announces DADE COUNTY. Units having additional information or a need to transmit regarding the subject matter of a transmission will do so by advising their unit number and the word REFERENCE. Officers are required to advise dispatchers: [CALEA 81.2.4a,c]

1. When making vehicle or pedestrian stops.
2. When changing locations while on any signal other than "in service."

C. Emergency Transmissions: [CALEA 81.2.4c]

1. A unit will announce the assigned radio number and the word "EMERGENCY." Emergency transmissions take precedence over all other transmissions.
2. When an officer requires assistance (3-15) and circumstances prevent that officer from following the procedures listed in paragraph 1, the radio's emergency button should be utilized.
 - a. The button must be firmly depressed for one-half second.

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- b. The radio will immediately provide a five-second open microphone.
- c. An officer should make every attempt possible to announce his/her location during this five-second interval.
- d. An audible tone and "RXEMER" emergency signal will be displayed on all radios in the talk group in which the emergency was declared as well as on the police dispatcher's console.
- e. Once declared, the police dispatcher will be the only person who shall clear the emergency signal and will do so only after verifying that the emergency no longer exists. [CALEA 81.2.4g]

D. Priority Transmissions: [CALEA 81.2.4c]

- 1. Definition: An immediate need to transmit, but does not denote an emergency condition, e.g.:
 - a. A unit arrives on an in-progress call.
 - b. A unit arrives on a 2 or 3 signal.
 - c. When developments in a situation could jeopardize an officer's safety and immediate access to the air is needed. This includes situations when a supervisor needs to cancel pursuits or coordinate officers' actions in a potentially dangerous situation (e.g., responding to an armed, barricaded subject call).
- 2. A unit will announce the assigned radio number and the word, "Priority."
- 3. When circumstances meet criteria of a priority transmission and air traffic prevents the officer from announcing that a priority situation exists, the officer shall activate the priority transmission feature.
 - a. Handheld radios: Press and release the top option button located above the push-to-talk (PTT) button on the left side of the radio.
 - b. Trunk mount radios: Press and release the option button located on the front panel of the radio.
 - (1) Once the option button has been depressed and released, depress and hold the PTT button within two seconds.
 - (2) After depressing the PTT button, the officer will have three seconds to announce the assigned radio number and the word, "Priority."
 - (3) Release the PTT and permit the police dispatcher to clear the air traffic and acknowledge the priority transmission.

E. Signal Request: [CALEA 81.2.4c]

- 1. Units will announce radio number and desired signal when requesting a signal. Location or other information will not be announced until the police dispatcher has acknowledged unit's radio number and signal.
 - a. If the unit is equipped with an MCU, the officer will utilize the MCU as permitted.

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2. Arrival: Units will take an arrival for each assigned call. [CALEA 81.2.4a] Should circumstances upon arrival require that immediate action be taken, arrival time may be estimated and reported when the call is cleared verbally with the police dispatcher.
 - a. Arrival on non-emergency signals should be taken using the arrival function on the MCU.
 - b. Arrival on emergency or high-priority calls shall be taken verbally over the air.

F. Federal Communications Commission Requirements: [CALEA 81.1.2]

Departmental personnel will comply with all Federal Communications Commission regulations and MDPD directives when operating radios. The following actions are prohibited:

1. Transmission of superfluous signals, messages, or communications.
2. Use of profane, indecent, or obscene language.
3. Willfully damaging or permitting radio apparatus to be damaged.
4. Maliciously interfering with the radio transmission of another unit.
5. Making unidentified transmissions.
6. Transmitting before the air is clear and interfering with other transmissions.
7. Transmitting a call signal, letter, or numeral not assigned to the station or unit.
8. Adjusting, repairing, or altering a radio transmitter; altering a radio's programming, talk group profile, or LID. Only radio technicians authorized by the Miami-Dade County Information Technology Department (ITD) may make adjustments or repairs.

G. Inspections:

Communications equipment will be available for inspection at any reasonable hour. Supervisors will inspect radio equipment for proper shoulder microphone, proper (standard long) antenna, and general condition (e.g., corrosion on microphone or battery connectors, as outlined in Section 7 - Procedures for Radios, Cellular Telephones, and Electronic Sirens).

III. SIGNAL ASSIGNMENT:

A. Emergency Signals:

1. Types:
 - a. Code 3 emergency call: A situation or sudden occurrence which poses an actual 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.
 - b. Code 2 emergency call: A situation which poses a potential threat of serious injury or loss of human life which may require swift police action. Code 2 calls are preceded by a tone indicator and the signal prefixed by a 2.
2. Procedures:

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- a. When a unit assigned to an emergency arrives at a scene where the officer's safety is of particular concern (e.g., in-progress, violence-related, subject still in area, or high-priority alarms), non-emergency transmissions by other units will be delayed until the police dispatcher advises that the talk group is clear.
- b. When a unit arrives on an emergency signal and the officer's personal safety is not of unusual concern (e.g., 17, 49, or if the subject is not in the immediate area), the police dispatcher will not hold radio traffic. A unit requiring assistance or information on the call should use the priority or emergency button to raise the dispatcher. A specific request to "hold the air" will always be honored.
- c. The first unit to arrive at the scene will advise the police dispatcher if other units should continue on a routine or emergency basis.
- d. Emergency signals will not be held or delayed unnecessarily, and will be dispatched to available units via the following progression:
 - (1) Uniformed unit affected area.
 - (2) Uniformed unit affected district.
 - (3) Uniformed sergeant affected district.
 - (4) Uniformed lieutenant affected district.
 - (5) Uniformed unit adjacent district.
- e. When a supervisor is dispatched, the first district unit to become available will be dispatched and assigned the signal.
- f. Back-up units: On Code 3 or Code 2 emergency calls, backup units may be dispatched on a 3-15, a 2-15, or a routine 15 signal, depending upon the situation.

B. Immediate Response Signals:

Other than emergency or in-progress signals, calls of high priority requiring immediate police action (e.g., crimes about to occur; high-priority alarms such as panic, holdup, or listening devices; requests from MDFR field units which have responded to an emergency call; or crimes to which MDFR units are also enroute) will be dispatched in the same progression as an emergency signal (see III.A.2.d, above).

C. 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. These signals will be dispatched in the same progression as an emergency signal (see III.A.2.d, above).

D. Just Occurred Signals:

Just Occurred signals are dispatched for any crime-related situation which has just occurred wherein the subject is no longer on the scene of the crime and immediate response by police may aid in the apprehension of a subject, recovery of property, or prevention of injury. Just occurred signals will receive priority depending on the circumstances involved. Just Occurred signals will be dispatched to an available unit, or a supervisor will be advised immediately that the call is holding.

E. Routine Signals:

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Routine signals are dispatched by transmitting the signal without use of prefix, suffix, or tone indicator. The Area Supervisor (Sergeant) will be notified if a call is holding for 15 minutes, and the Platoon Commander (Lieutenant) if the call is holding for 30 minutes.

If a police dispatcher trainee has been assigned to a primary dispatch console, the Platoon Commander will be advised at the start of the shift. This will ensure that the Platoon Commander is aware that training is taking place on the talk group and give the trainee appropriate time to decipher the information displayed on the screen. The Platoon Commander retains ultimate authority to direct units as necessary in order to address service needs of the district.

F. Priority for Handling Calls:

An immediate response to every call is not always possible; resources must be organized to give the highest level of service possible. Priority of call assignments depends on many factors and is normally the responsibility of communications personnel. However, an officer in the field may be required to decide whether to continue on an assigned call or to handle a citizen's complaint or other observed event. This determination must be based upon the comparative urgency and risk to life and property of the assigned call and the intervening incident. When the officer continues on the assigned call, the officer should give directions for obtaining assistance or initiate the notifications.

G. Backup Assignment:

At least two officers will be dispatched to any call for service wherein the safety of a single officer may be in jeopardy (e.g., signals 25, 34, 35, 37, 38, 43, 44, 52, 55, and any calls where a suspect is on the scene or in the area). Occasionally, a one-officer unit may request assignment to these calls without benefit of backup. Such requests require approval of a supervisor prior to assignment.

H. Supervisory Backup:

A sergeant will be utilized as a backup when only one unit is available in a patrol area.

1. Supervisors may decline a backup signal if involved in other matters requiring immediate attention.
2. If the sergeant from the affected area is unavailable, a unit or sergeant from another area will be dispatched as a backup.

I. Locate and Notify: [CALEA 55.2.6]

When a call is received requesting the delivery of an emergency notification involving a critically ill person, parental consent for medical treatment, or death notification, the following information will be obtained:

1. The name of the individual involved.
2. The type of incident.
3. The caller's name and relationship to the incident.
4. Contact telephone number.

A field unit will respond to all death messages so that personal contact can be made. Under no circumstances will a telephone call be made, or a written or electronic message sent for emergency notifications. This information will not be given over the air. The assigned unit will be instructed to contact the Complaint Desk to obtain emergency notification information.

For all other circumstances, a field unit will be dispatched only if the message cannot be delivered by telephone. The police complaint officer receiving the request is responsible for telephonic notification and for re-contacting the calling party and advising of the status of the request.

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J. Stolen Vehicle Locator System:

Hardware and software monitored by the provider which enables the provider to track specially equipped vehicles.

1. Definitions:

- a. Stolen Vehicle Locator System: Equipment and procedures incorporating global positioning satellites and/or a signal emitted by the vehicle used by a monitoring company to detect and track stolen vehicles.
- b. Vehicle Locator System: An enhanced stolen vehicle locator system, either commercial or private, which includes a panic alarm button and/or cellular telephone for emergencies requiring police assistance.
- c. Stolen vehicle episode: An episode received by the monitoring site indicating that a vehicle equipped with a stolen vehicle locator system has been stolen and a signal is being transmitted.
- d. Panic alarm episode: Panic alarms installed in vehicles are activated by drivers depressing a button on the control panel. A panic alarm episode, received by a monitoring company, indicates that police assistance is needed immediately. Some panic alarms also have direct cellular links with the vehicle, allowing additional information to be received by directly communicating with and/or listening to the driver.

2. The CB is MDPD's central receiving site for all monitored stolen vehicle episodes. Response procedures are:

- a. Upon notification by a monitoring company that a Stolen Vehicle Locator System has been activated, the CB will acquire the following information from the monitoring service:
 - (1) The stolen vehicle episode number to enable detection of the vehicle's location.
 - (2) A brief description of the vehicle.
 - (3) Confirmation that attempts have been made by the monitoring company to contact the owner.
- b. The signal will be dispatched as a 25 vehicle alarm until a theft can be verified by the monitoring company. If an unconfirmed signal 25 vehicle alarm received from a monitoring company is not immediately dispatched, a field supervisor will be notified. Field supervisors will notify support units (e.g., aviation, to assist in tracking the vehicle) at their discretion.
- c. Once an owner is contacted and the vehicle is confirmed as stolen, the signal will be reclassified to a signal 22 in-progress. The decision to upgrade the signal status will be based on information received from the monitoring company or other sources (e.g., responding officers, district desk personnel, or outside agencies).
- d. When an MDPD officer is following a confirmed stolen vehicle which enters another jurisdiction (i.e., outside of Miami-Dade County), the CB will notify the affected police agency. The CB will request assistance to stop the vehicle. In the event of an unconfirmed stolen vehicle, the CB will advise the other agency that the theft is unconfirmed.
- e. Should the stolen vehicle be recovered outside of the originating agency's jurisdiction, the jurisdiction where the stolen vehicle case originated will initiate the original report and coordinate with other agencies.

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- f. Upon learning from the monitoring company that the stolen vehicle alert is a false episode, following of the vehicle shall be terminated immediately. An E-OIR will be used to record the incident and any police action taken. A copy of the report will be forwarded to the CB.
 - g. Should the tracking and following of a vehicle result in a pursuit situation, guidelines established in **CHAPTER 30 - PART 02 - PURSUITS** shall be followed.
 - h. Any stop and potential seizure of a tracked vehicle will be effectuated within the parameters outlined in **CHAPTER 25 - PART 01 - CRIMINAL INVESTIGATIONS**, **CHAPTER 25 - PART 02 - SEARCH PROCEDURES**, and **CHAPTER 07 - PART 02 - FORFEITURE PROCEDURES**.
 - i. If an unmarked unit becomes involved in following and tracking a vehicle, a uniform unit shall be requested as a back-up.
3. Vehicle Locator System panic alarm episodes:
 - a. MDPD will be the initial point of notification for all local vehicle panic alarm episodes. Upon receipt of a vehicle panic alarm, the CB will provide the location, make, model, and tag number of the vehicle to road units.
 - b. The signal will be dispatched as a 25 vehicle panic alarm indicating a possible crime in progress. Higher priority will be given to these alarms, which will be dispatched in the same progression as an immediate response signal.
 - c. Rental vehicles with vehicle locator systems will be equipped with cellular telephones should the driver need to contact the police. The monitoring center will not call the vehicle driver once a panic alarm has been activated.
 - d. Officers will respond to all 25 vehicle panic alarms as they would any other high-priority alarm call.
 - e. Upon determining that a vehicle panic alarm call is unfounded, the officer will advise the police dispatcher of the reason (e.g., accidentally pressing the panic button). That information will be noted in the comments of the incident.
 4. Installation of Stolen Vehicle Locator System Tracking devices in County vehicles: Installation of Stolen Vehicle Locator System tracking devices (e.g., Teletrack in County vehicles) will only be facilitated through the Professional Compliance Bureau (PCB) upon approval of an assistant director or higher, or by court order.

IV. DELAYED ASSIGNMENTS:

A. General:

A delay in response to a routine incident is authorized when a situation which requires immediate action is observed or made known (e.g., crash, serious traffic infractions, emergencies) and the situation is in the immediate area.

B. Officer Responsibilities:

When a delay is evident, the assigned officer will:

1. Immediately advise the police dispatcher of the delay and reason.
2. Request supervisory approval for the delay and a new signal and case number, if applicable, and reassignment of original signal, if necessary.

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3. The officer to whom the signal is reassigned will complete a case report, if applicable.
4. The original number and any new case number assigned will be entered on the Daily Activity Report, with appropriate remarks.

V. CASE NUMBERS:

A. Assignment:

Case numbers will be assigned to signals 14, 15 AOA, 16, 17, 18, 19 (when requested by a unit for a traffic arrest), 20, 21, 22, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39 (when requested by a unit), 41, 43, 44, 45, 46, 47, 48, 49, 52, 53, 54, and 55. Specifically, the following incidents require case numbers:

1. Citizen reports of crimes. [CALEA 82.2.2a]
2. Citizen complaints. [CALEA 82.2.2b]
3. Citizen requests for service (when an officer is assigned to take some form of action). [CALEA 82.2.2c]
4. Criminal and non-criminal cases initiated by LEOs. [CALEA 82.2.2d]
5. Incidents involving arrests and criminal citations. [CALEA 82.2.2e]

B. Required Information:

When a service request requiring a case number is received, the following information will be recorded either in the CAD system or on a Case Control Card:

1. The location of the incident.
2. The name of the business, if applicable.
3. The complainant's name, address and phone number, if possible.
4. The date and time the request for service was received.
5. The appropriate signal code.
6. A description of incident.
7. The unit dispatch time.
8. The unit arrival time.
9. The unit in-service time.
10. Whether a report was written.

C. Issuance:

The case number will be included in the initial dispatch transmission to facilitate units arriving and clearing calls with status messaging to minimize radio traffic. A different case will be assigned to each incident. [CALEA 82.2.3]

D. Blocks of Case Numbers:

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Elements receiving blocks of case numbers from the CB for multiple arrest situations shall:

1. Ensure that any such case numbers are used in the calendar year in which drawn or are No Reported if obsolete or in excess of the number needed to complete the operation by December 31st of the year in which the case number was obtained.
2. Maintain accountability to ensure the case numbers are either used for writing a report or No Reported when not used.

VI. NO REPORT PROCEDURES:

Field units will initiate a No Report via a MCU, if available, or via the police dispatcher prior to checking into service from the assigned call.

A. No Report Situations:

The following situations do not require that a report be completed:

1. No police action – Police action is not required when:
 - a. The incident is not within MDPD's area of responsibility.
 - b. A crime or violation has not been committed.
 - c. A sick or injured person is not evident at the location, or an MDFR unit responds to the scene and handles the request for service.
 - d. The loss or recovery of property is not evident.
2. Duplication – A report would constitute a duplication of a previous report for the same incident.

B. Supervisory Responsibility:

1. Supervisors will personally monitor No Report activities of units under their command to ensure departmental reporting standards are met, and to confirm on a periodic basis the validity of calls for service being no-reported.
2. Ensure that blocks of case numbers obtained for multiple arrest situations are accounted for as mandated in the paragraph entitled, "Blocks of Case Numbers," above.

VII. SIGNAL CANCELLATION:

A. Authority:

Only the CB Shift Commander is authorized to cancel a signal. The police dispatcher may cancel a signal at the direction of the CB Shift Commander prior to the unit's arrival if:

1. The complainant advises the CB that a police unit is not required.
2. The incident is not within MDPD's area of responsibility.
3. MDFR arrives on a 3-41 AED signal prior to the police unit's arrival.

B. Officer Responsibility:

Although a case report is not prepared, the information will be noted on the Daily Activity Report.

VIII. INFORMATION NORTH AND SOUTH:

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A. Primary Function:

Information North and Information South are utilized primarily to check information concerning individuals and vehicles (signals 23 and 24) unless announced otherwise. Use of the talk groups for surveillance activities and other operational necessities is not authorized when POL-TAC 1 through 5 are available. Only the CB Shift Commander may authorize the talk groups to be used for operational necessities.

B. Talk Group Change:

When a unit is on a signal and desires to change from an assigned talk group, that unit will advise the police dispatcher of the assigned talk group that they are switching to another talk group. Units not on a signal will request a signal 10 to the Information North or South talk group and shall specify unit location to inform the dispatcher that they have moved to an Information talk group. The unit must advise the dispatcher of their return to the dispatch talk group.

The MCU should be the primary resource for conducting subject checks whenever possible.

C. Surveillance Dedication:

1. Information North or South may be dedicated for surveillance activities when POL-TAC talk groups are not available and with approval of the CB Shift Commander. Upon dedication, continual unit-to-unit transmission is authorized for participating units.
2. If continual unit-to-unit transmissions are not required, the Information North or South police dispatcher will retain control and extend priority to surveillance units.

D. Unit-to-Unit Transmissions:

Requests for unit-to-unit transmissions will be authorized only when a unit's car-to-car, district tactical, or POL-TAC are not available. Transmissions will be limited to an emergency or operational necessity.

E. Command Post Dedication:

When a CP has been established, the CP Supervisor may request the dedication of the Information North or South talk group for the exclusive use of the CP if the POL-TAC 1 through 5 and District Tactical A talk groups are not available. Units assigned to the CP operation will change to the assigned Information talk group and check in service.

IX. POLICE TACTICAL (POL-TAC) 1 THROUGH 5:

A. Primary Function:

POL-TAC 1 and 2 are reserved for perimeters and CPs. POL-TAC 3, 4, and 5 are reserved for special details utilizing resources of more than one district (e.g., a DUI check point involving SPB units and district units).

B. Perimeter and Command Post Dedication:

When a perimeter or CP has been established, the supervisor on the scene or CP Supervisor may request a POL-TAC talk group for the exclusive use of the units involved in the perimeter or CP. POL-TAC 3, 4, or 5 will be used only when POL-TAC 1 and 2 are not available.

C. Special Detail Dedication:

1. Request for dedication of a POL-TAC talk group for a special detail shall be forwarded to the CB five days prior to the date of the event.

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- a. Requests should include the nature of the detail, the location of the detail, the starting time that the talk group will be needed, the anticipated ending time of the detail, and a contact person's name and telephone number.
 - b. A POL-TAC talk group shall not be used for a special detail without prior approval of the CB designee.
 - c. If time does not permit for the request to be received by the CB five days prior to the event, the request may be sent by facsimile to the CB and the original request can be sent by interoffice mail for filing.
 - d. Last-minute requests may be made by telephone to the CB Shift Commander with the written request to follow and are subject to the availability of a talk group.
 - e. POL-TAC 1 and 2 will not be utilized for a special detail when POL-TAC 3, 4, or 5 are available.
2. Emergency conditions may require the immediate response of field forces or Special Events Response Teams. These elements require dedicated talk groups for tactical use. In these instances, it is imperative that a talk group be readily available to establish communications.
 - a. Units established from a district will use the concerned District Tactical A.
 - b. Units established from multiple districts will use the District Tactical A for the commander's district.
 - c. Units established from specialized units or operating on the Headquarters talk group will be assigned a talk group by the CB Shift Commander.
 3. The CB Shift Commander may assign a POL-TAC talk group to be used for command functions when needed. Should the SPB assume command or coordination of an operation, they may assign a Special Events talk group for the incident.

D. Unit-to-Unit Transmissions:

Unit-to-unit transmissions are not permitted on a POL-TAC talk group unless the unit is involved in a situation as outlined above.

X. FIELD SERVICE REQUESTS: [CALEA 81.2.5f; 41.2.4]

A. General:

Requests for the following services will be initiated by police radio or telephone through the CB:

1. MDFR assistance: Should circumstances develop which alter fire or rescue assistance requirements, announced location, or response mode, the unit will advise the police dispatcher. Requests to MDFR for wash down, ladders, or other special equipment will be routine or emergency, as the situation requires.
2. Ambulance service: Field units requesting ambulance service will provide the following information to the police dispatcher or police complaint officer if calling by telephone:
 - a. The unit number.
 - b. The location of the response.
 - c. The mode of the response.

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3. Protective services: When possible, field units shall contact the Complaint Desk by telephone to request protective services assistance. Officers will be provided with the name and telephone number of an on-call representative and advised to contact the representative personally. In the event the request is initiated by radio, the following information must be provided to the police dispatcher:
 - a. The name, sex, race, and age of the child.
 - b. The name and address of the parents.
 - c. The address of the response.
4. Interpreter assistance: Field units requiring a foreign language interpreter will contact the Complaint Desk by telephone for instructions.
5. Hearing-impaired communications assistance:
 - a. Personnel who become involved in a police action with a hearing-impaired individual must attempt to communicate effectively to that individual's satisfaction. A police action taken or anticipated must be clearly communicated. Police personnel will ask the hearing-impaired individual in writing whether a sign language interpreter is necessary.
 - b. Personnel requiring a sign language interpreter shall raise the police dispatcher to determine the availability of a sign language interpreter.
 - c. All actions regarding interaction with the deaf or hearing impaired will be documented in the narrative of the E-OIR.
6. Wrecker service:
 - a. Prior to requesting a zone wrecker, the unit shall determine if there is a wrecker service of preference. If the wrecker of preference is too far from the scene and time is a priority (e.g., blocking a traveled roadway), a zone wrecker or a closer wrecker of preference should be requested. Units must advise the police dispatcher whether the request is a police or owner's request or an investigative tow.
 - b. The police dispatcher will advise the name of wrecker service and time of wrecker dispatch.
 - c. A substitute wrecker will not be ordered until 20 minutes have elapsed.
 - d. When a request is made for a County wrecker to tow a County vehicle, the following information will be provided:
 - (1) The vehicle number, year, make, model, and color.
 - (2) The location of vehicle.
 - (3) A description of the problem.
 - (4) The Mobile Equipment Shop (e.g., Shop 1, Shop 2) to which the vehicle is being towed.
 - (5) Whether the operator will remain with the vehicle or where the vehicle keys will be secured.
7. After making the request with the police dispatcher, the operator shall notify the CB Shift Commander to provide a phone number for the wrecker company to contact the operator directly.

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8. Road service: Departmental units encountering road hazards or obstructions which require the placement of barricades shall notify the CB Shift Commander or Complaint Desk Supervisor who will make the appropriate contact.
9. Unit assignment notification (line-up): Uniformed patrol unit assignment information will be furnished to the CB via facsimile by district desk personnel within 15 minutes after completion of roll call. The following information is required: [CALEA 81.2.4c]
 - a. The unit radio number.
 - b. The name of officers assigned to each unit.
 - c. The area assigned (boundaries).
 - d. Any special equipment.
 - e. Any relevant information concerning court or special details.
 - f. The transfer time.
 - g. The pool vehicle number, if used.
10. Telephone assistance:
 - a. Field units may request telephone assistance from the CB in the following instances:
 - (1) Telephone service is unavailable.
 - (2) Telephone assistance is required to verify an address or to obtain additional information concerning a signal assignment received from CB.
 - (3) Unit is participating in a stake-out or surveillance activity.
 - (4) Base station of requesting unit is inoperative.
 - (5) The Complaint Desk will provide telephone assistance for units assigned to the Headquarters Talk Group and for municipalities without operational base stations.
 - b. All other telephone assistance requests will be directed to the assigned district base stations.
11. Verbatim recording review and reproduction: In order to provide a temporary historical reference, all radio transmissions and Complaint Desk telephone calls are recorded and preserved for 60 days. [CALEA 81.2.7a-c]
 - a. Personnel requiring reproductions for investigative and/or court purposes must submit a request through the GovQA portal. The initial request may also be made by telephone or email.
 - b. In order to facilitate digital records research, the following information must be provided:
 - (1) The date and time of the transmission or telephone call.
 - (2) The case number.
 - (3) The unit number(s) of officers involved.

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- (a) Personnel wishing to review recordings must telephonically contact the CB Digital Research Unit (DRU) for an appointment. A copy of the master recording will be available for review and the appointment will be noted.
12. Issuance of BOLOs: Units requesting entry of BOLOs into the computer systems or continuation of BOLOs in excess of eight hours must notify the Complaint Desk via telephone of the following information:
- a. The reason for the BOLO (e.g., missing person, outstanding warrant, or specific offense for which suspect is wanted).
 - b. The location of the occurrence, if applicable.
 - c. The mode of travel, if known. If the mode of travel is by vehicle, a description including year, make, model, style, color, tag, and any distinguishing marks, writing, or body damage.
 - d. A description of person, including the name, if known or applicable.
 - e. Whether the suspect is armed and with what type of weapon.
 - f. The suspect's behavioral disposition, if applicable (e.g., suicidal, violent, extremely dangerous, threats made against law enforcement personnel taking action against him).
 - g. The direction of travel and possible destination, if known.
 - h. The unit or officer to contact when located, if applicable.
 - i. The case number.

B. Call-Out and Notification Procedures:

Most units may be requested by contacting their office during regular business hours or via the police dispatcher. If unable to contact the unit directly, the CB Shift Commander may be contacted and advised that response by the unit is required. Call-out procedures for specific specialized units are detailed below:

- 1. Arson call-out procedures: The responding unit will expeditiously notify the OCB, Arson Squad to respond to the following:
 - a. Fire scenes where MDFR or other authority has determined an arson has occurred, excluding motor vehicle fires and abandoned structure fires where there is no information concerning a suspect or subject.
 - b. Commercial building or residential fires when the MDFR fire investigator is unable to determine the cause, however, foul play is suspected.
 - c. Fires or explosion scenes where serious injuries or death have occurred.
 - d. All exploded or unexploded destructive devices, or when requested by the MDPD Bomb Squad, excluding hypergolic devices (i.e., acid bombs).
 - e. All arsons or bombing incidents where a subject is in custody.
 - f. All fires or explosions involving clandestine drug laboratories (i.e., hydroponic marijuana laboratories and methamphetamine laboratories).
 - g. Vehicular arson fires related to an ongoing domestic violence case where there has been more than one incident of violence within the last 12 months.

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During normal business hours, 7:00 a.m. to 5:00 p.m., the Arson Squad should be contacted directly. After business hours, the Arson Squad should be contacted via the CB Shift Commander. Although some incidents require a multi-element response, these responses do not preclude notification of the Arson Squad under any circumstances.

2. Aviation call-out procedures: An employee may obtain the assistance of departmental aircraft through the police dispatcher. Aviation units can render the following types of assistance:
 - a. Vehicle surveillance or pursuits.
 - b. Rooftop surveillance or search.
 - c. A search of large areas for lost or missing persons.
 - d. Rescue operations.
 - e. Patrol of remote or inaccessible areas.
 - f. Night illuminations.

3. Canine call-out procedures: Caution will be utilized in deploying canines in heavily populated or congested areas. Canines will not be used for crowd control or civil disorders without the authorization of the Director or designee.

Whenever practicable, requests for canine assistance shall be made for departmental canine units. Field units shall relay requests for canine assistance through the police dispatcher. At the time of the request, information related to the incident (e.g., reason for the search, location, and time delay) will be given to the canine supervisor, or in their absence, the responding canine unit. Canine units are available on a 24-hour, call-out basis to perform the following:

- a. Building searches for subjects in hiding.
 - b. Assisting in the arrest and preventing the escape of serious or violent offenders.
 - c. Tracking suspects.
 - d. Locating lost or missing persons, hidden instrumentalities, and evidence of a crime.
 - e. Detecting concealed narcotics, explosives, and the presence of narcotics on currency.
4. Credit Card Squad call-out procedures: For assistance, contact the OCB during normal operating hours, and at all other times through the CB Shift Commander. The Credit Card Squad on-call detective should be notified when one or more of the following circumstances exist:
 - a. A subject in custody is in possession of any credit card-making equipment (e.g., electronic credit card magnetic stripe reader or writer).
 - b. Any found or unclaimed illegal device used to capture credit card account information, or credit card-making equipment, whether abandoned or attached to an automated teller machine.
 - c. A subject in custody is in possession of one or more confirmed forged or counterfeit credit cards. A subject with ten or more invoices, sales drafts, or other indications depicting different credit card account numbers may be investigated pursuant to [FS 817.611](#). “Confirmed” means that a representative of the credit card issuing bank has been contacted by the concerned officer who has verified one or more of the following:

- (1) That the account number does not match the embossed or displayed cardholder’s name.

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- (2) That the account number does not match the issuing bank displayed on the credit card.
 - (3) That the credit card is determined to be a forgery or counterfeit because of certain distinguishing marks.
 - (4) That the account number on the credit card does not match the account number printed on a cashier's register receipt.
 - d. A subject in custody or person who has personal knowledge and has recently witnessed credit card-making equipment being concealed and/or stored in unincorporated Miami-Dade County.
 - e. A subject in custody or person who admits to having personal knowledge and/or involvement pertaining to an organized credit card fraud ring.
 - f. A subject in custody or person who has knowledge of others currently involved in the unlawful reproduction of credit cards or any components thereof.
5. Special Victims Bureau (SVB)/Domestic Crimes Unit (DCU) notification procedures:

DCU personnel, including Missing Persons Unit personnel, are available for notification by contacting the DCU at 305-418-7200 from 7:00 a.m. to 11:00 p.m.; or if there is no answer or after hours, by contacting the CB Shift Commander at 305-596-8176. A DCU supervisor will determine the necessity for a response by the DCU after discussing the case with on-scene personnel. The following criteria shall be used by a uniform supervisor to establish whether the DCU should be notified:

- a. Evidence of serious injury stemming from an act of domestic violence, or an act of child abuse. An injury is considered serious if medical attention is required or MDFR personnel recommend that the victim seek immediate treatment.
- b. Other serious domestic-related felony incidents, including, but not limited to, kidnapping, false imprisonment, burglary with assault or battery, and armed burglary when the victim/subject relationship satisfies the statutory definition of a family or household member.
- c. Domestic-related misdemeanor battery cases, assaults, and telephone threats/harassing telephone call incidents where the subject has made threats to seriously injure or kill the victim and/or their family, and meets one or more of the criteria in four of the five categories of the Domestic Violence Lethality Indicators form (see **CHAPTER 27 - PART 01 - REPORT WRITING**).
- d. Abductions and attempted abductions when the victim is under 18 years of age, or the abduction/attempt involves parties who have a domestic violence relationship pursuant to **FS 741.28**.
- e. Cases where preliminary investigation by the responding officer has determined that a juvenile is missing for no apparent reason and a genuine fear for the child's safety is present. Before requesting a response, the responding officer should consider that in the case of a juvenile runaway, the age of the child may be a determining factor, as well as the child's maturity level, history, or other elements.
- f. Cases where the preliminary investigation by the responding officer has determined that there is a mental or physical condition that will place a missing individual (juvenile or adult) in life-endangering circumstances, including individuals who have walked away from a medical facility.

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- g. Cases where the preliminary investigation by the responding officer has determined that a juvenile or adult has or may become a victim of foul play. In missing adult cases, events such as extreme deviation in character or routine, a car found abandoned, or a residence found ransacked, will be taken into consideration.
- h. Cases where the missing person is a client of the LoJack/SafetyNet program, a system that is activated to assist in the search and rescue of persons with Alzheimer's, Autism, Down syndrome and/or other medical or disabling conditions. Trained departmental operators will use the digital LoJack/SafetyNet search and rescue receivers to track the radio signal being emitted from the personal locator device on the client. The tracking range of the system with the handheld device is approximately one mile on land and approximately 5 to 7 miles from the air. If the concerned district has a certified operator available and the LoJack/SafetyNet equipment, the search will be implemented by district personnel. The Missing Persons Unit will conduct the search if the equipment is not available or operational in the affected district. The DCU must be notified when the LoJack/SafetyNet system is activated. District personnel must be trained on the LoJack/Safety equipment by a certified LoJack/SafetyNet operator. In districts equipped with the search and rescue system, the District Commander will determine proper storage of the device.
- i. Evidence of neglect to a child, elderly person, or disabled adult wherein the victim was injured as a result. "Neglect" means a caregiver's failure to provide the care, supervision, or services necessary to maintain the victim's physical or mental health.
 - (1) A caregiver, as defined for a child, is a parent; adult household member; or other person responsible for a child's welfare.
 - (2) A caregiver, as defined for an elderly or disabled adult, is a person who has been entrusted with or has assumed responsibility for the care or the property of an elderly person or disabled adult.
- j. A child, elderly person, or disabled adult is encountered where severe or squalid living conditions exist. Take into consideration that poverty is not a crime, and such persons may be in need of social services.
- k. Any of the above cases involving suspected abuse or neglect to a child, elderly person, or disabled adult, a domestic violence case, a domestic case involving an MDPD employee, federal, state, municipal LEO, or correctional officer. The PCB must also be notified of cases involving MDPD personnel.
- l. Any case of suspected abuse or neglect of a child, elderly person, or disabled adult when a suspect is detained.
- m. When a child has been abandoned or left without supervision appropriate for the child's age, or mental or physical condition, and the parents or guardians have not been located.
- n. When a CP has been established for the purpose of searching for a missing person.
- o. Any domestic violence incident when circumstances indicate that the notification would be in the best interest of the Department.
 - (1) If a missing person has not been located by the end of the responding uniform officer's shift, the information will be logged on the District Daily Incident Report and brought to the attention of the on-duty Platoon Commander. The Platoon Commander will review the facts of the case, determine if further action is warranted, and ensure that proper notifications have been made. Prior to shift transfer, the Platoon Commander will notify the relieving Platoon Commander of the case status.

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- (2) Pursuant to FS, Chapters 39 and 415, the DCF Abuse Registry Hotline must be notified in all cases of reported abuse or neglect to a child, elderly person, or disabled adult. In all situations, including domestic-related incidents, where there is any condition or circumstance creating physical harm, emotional harm, or threat of harm to a child, the DCF Abuse Registry Hotline must be notified. The DCF Abuse Registry Hotline's telephone number is 1-800-96-ABUSE (1-800-962-2873).
 - (3) DCU will respond to an arson when requested by an arson investigator, if the arson did not result in the death of a child, disabled adult or elderly person, if committed by a parent, guardian, custodian, or caregiver.
 - (4) DCU will respond to an arson if requested by an arson investigator, if the arson did not result in the death of a person, committed by a family or household member, as defined by [FS 741.28](#).
 - (5) DCU investigates allegations of robbery by MDPD employees when requested by a robbery investigator if the robbery was committed against a family or household member as defined by [FS 741.28](#).
6. Underwater Recovery and Environmental Investigations personnel are available via the police dispatcher on the Headquarters talk group. After 6:00 p.m. and on weekends, divers can be reached via the CB Shift Commander. On-call personnel should be called out for those incidents meeting the criteria below:
- a. Hazardous materials: Upon determination by MDR Haz-Mat Units that the assistance of Environmental Investigators is required.
 - b. Submerged vehicle recoveries: Upon the call-out of a Marine Patrol Unit diver to recover a vehicle from a body of water. A submerged vehicle is considered to be a crime scene and requires an underwater investigation. Therefore, only Marine Patrol Unit divers are authorized to recover a submerged vehicle.
 - c. Subject in custody: A subject is in custody for felony violation of environmental crimes.
 - d. Illegal dump sites: Upon discovery of debris in excess of 100 cubic feet in volume or 500 pounds in weight containing paperwork with possible identification of source of material, or subject is on scene.
 - e. Drug houses: When executing an arrest or search warrant upon discovering an unsafe structure or biologically hazardous materials.
 - f. Clinics, dental labs, or medical facilities: Upon discovery of such a facility which is operating illegally and/or improperly storing and/or disposing chemicals.
 - g. Health Violations: Upon discovery of violations deemed or believed to be a threat to the public's well-being.
 - h. Unsafe buildings or structures: If a building or structure presents an imminent threat to public safety.

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7. Marine Patrol call-out procedures: Marine Patrol Unit officers are available Monday through Friday from 8:00 a.m. to 6:00 p.m. via the CB Headquarters dispatcher. After working hours, the on-call supervisor can be reached by the CB Shift Commander. The Marine Patrol Unit on-call supervisor will contact the requesting officer and assess the mission prior to dispatching a vessel to determine the agency or jurisdiction best suited to respond and the required equipment and personnel. The Marine Patrol Unit has a limited dive capability oriented to operations in tidal waters and providing backup for the Marine Patrol Unit. A diver has the right to decline making a dive if he considers the circumstances to be unusually hazardous.
 - a. The Marine Patrol Unit provides assistance in the following situations:
 - (1) Surface and underwater search and rescue missions.
 - (2) Recovery of bodies. The Marine Patrol Unit shall be notified upon discovery that a deceased person needs to be recovered from a body of water.
 - (3) Recovery of evidence/evidence searches.
 - (4) Towing disabled small crafts.
 - (5) Identification of derelict vessels.
 - (6) Removal of navigational hazards.
 - (7) Identification of water pollution sources.
 - b. Requests for non-emergency marine patrol assistance shall be submitted to the SPB Major.
8. OCB Vice Squad call-out procedures: For assistance, contact OCB during normal operating hours or the CB Shift Commander after working hours. The on-call OCB Sergeant should be notified when one or more of the following circumstances exist:
 - a. A juvenile involved in prostitution is identified and/or arrested.
 - b. A subject in custody or a person has knowledge of an individual(s) involved in juvenile prostitution.
 - c. A person has knowledge of the whereabouts of a juvenile prostitution victim.
9. Sexual Crimes call-out procedures: The SVB is staffed 24 hours a day, seven days a week. Requests for assistance may be made to the SVB by telephone. If no one can be reached at the SVB office or there is no access to a telephone, the CB Shift Commander may be requested to contact an SVB detective or sergeant.

Sworn personnel making contact with sexual offenders or sexual predators that have a “Persons Alert Message” must contact a SVB investigator to be called out to their location. Sworn personnel making an arrest of an offender must contact the SVB with the information so that the offender’s file can be updated accordingly.
10. SRT call-out procedures: In hostage or barricaded subject situation, an appropriate response is required to contain the situation and to establish communications with the subject. Often, the subject has called 911 to establish contact with the police. [CALEA 46.2.1a-c]
 - a. When contact has been made with a police complaint officer receiving the call, the police complaint officer will obtain as much pertinent information as possible for responding units.

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- b. The police complaint officer must immediately advise the CB Shift Commander of the call.
 - c. The Shift Commander in conjunction with responding supervisors on the scene will determine when the SRT and negotiators will be called out. [CALEA 46.2.1a]
 - d. In barricaded subject or suicide situations in which the subject has made contact with 911, the police complaint officer receiving the call must establish rapport with the subject and relinquish the call only to the responding SRT negotiator.
 - e. Unless the caller has become agitated, disconnects the call, or requests another party (e.g., the supervisor on the scene), the police complaint officer will continue to obtain as much information as possible while keeping the caller on the line.
 - f. The SRT and negotiators are available on a 24-hour call-out basis to respond to the following situations:
 - (1) Barricaded subjects.
 - (2) Hostage situations.
 - (3) Suicidal subjects.
 - (4) Sniper situations.
 - (5) Mobile Field Force support.
 - (6) High-risk search and arrest warrant service.
 - (7) Special operations.
 - (8) Dignitary protection.
 - (9) Major aircraft disaster.
 - (10) Aircraft, bus, boat, train, or Metrorail hijack situations.
11. STOP call-out procedures: STOP gathers intelligence and in some cases assumes investigations regarding subjects who impersonate police officers, or burglarize police vehicles or officers' residences for the purpose of obtaining police equipment. When this occurs, officers shall notify STOP via the CB Shift Commander.

Any officer who encounters a subject impersonating a police officer or is in possession of police equipment (e.g., badges, radios, police shirts, blue lights) shall contact Operation STOP via the CB Shift Commander prior to releasing the subject and/or prior to clearing the call. The STOP supervisor will determine if STOP detective needs to respond and will either assume the investigation or assist the responding unit and/or assigned detective. If Operation STOP develops a link between a General Investigations Unit (GIU) or other element's assigned case and an ongoing STOP case, the case will be reassigned to Operation STOP.

The MDPD, in conjunction with the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), and the Florida Department of Law Enforcement, initiated Operation Streamline Urgent Response to Gun Enforcement (SURGE) to aggressively identify, apprehend, and prosecute violent criminals and groups of violent criminals, who are found to be in possession of firearms in furtherance of their criminal activities. The HB's Firearms Interdiction Reduction Enforcement (FIRE) Task Force is the SURGE representative for the MDPD.

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The FIRE Task Force must be contacted any time an officer recovers a firearm during an arrest and the subject is or is believed to be a convicted felon. A Task Force Officer (TFO) will telephonically interview the arresting officer and assess if the arrest fits the federal criteria for prosecution. If the arrest meets the criteria, a TFO will respond to take custody of the prisoner and all evidence related to the gun charge. The TFO will prepare the federal arrest complaint and, if possible, transport the prisoner to the Federal Detention Center. Arresting officers are still required to prepare the appropriate documents in accordance with **CHAPTER 27 - PART 01 - REPORT WRITING**.

a. Firearm Related Arrests (except homicide and sexual crimes cases):

In a sustained effort to combat the increase in gun violence, MDPD personnel should continue to follow the criteria below and contact the FIRE Task Force for all firearm related arrests, except for homicide and sexual crimes cases:

- (1) Secure the scene for processing by the FIRE Task Force.
- (2) Unless circumstances dictate otherwise, the scene must be preserved as it was found, including firearms and vehicles.
- (3) If it is necessary to handle firearms, do so with gloves.
- (4) If there are multiple subjects on scene, separate the subjects.
- (5) Separate the witnesses from the subjects and gather biographical information.
- (6) Conduct records checks of subject(s) for felony convictions.
- (7) Conduct records checks of the witness(es) if involved with the subject(s).
- (8) Make note of any spontaneous statements made by the subject(s).
- (9) Contact the FIRE Task Force duty phone and give a detailed description of the scene.
- (10) Standby for responding FIRE Task Force personnel.
- (11) If requested, transport the subject(s) as requested by the FIRE TFO.
- (12) Complete all documentation in accordance with **CHAPTER 27 - PART 01 - REPORT WRITING**.

The FIRE TFO will evaluate the case to ensure that it meets the criteria and assist the arresting officer(s) with the post-arrest investigation. If the arrest meets the state criteria, the officer will write "FIRE TASK FORCE Responded/Notified" on the bottom portion of the arrest affidavit. The arresting officer(s) must then follow departmental procedures regarding felony arrests and pre-file conferences. The FIRE TFO will contact the designated ASA to ensure that the arresting personnel are involved in the prosecution process from the initial point.

Officers/detectives who arrest convicted felons in possession of firearms will contact the FIRE Task Force at (786) 525-3233. If a response is not received, the officer will contact the Shift Commander, who will contact a FIRE Task Force supervisor.

b. Vehicle or Residential Burglaries:

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With reference to vehicle or residential burglaries, in any of the following cases, officers are required to notify a STOP supervisor during regular business hours via the CB Shift Commander:

- (1) When the victim or resident is a police officer.
- (2) In any case where police equipment or paraphernalia is stolen.
- (3) When there is an attempt to take police equipment or paraphernalia.

When occurring after regular business hours, the incident shall be reported to STOP the following business day.

12. Force Analysis and Training Development Unit (FATDU) criteria and call-out procedures: FATDU members will be contacted at the MDPSTIRC at 305-715-5000 between the hours of 7:00 a.m. and 5:00 p.m. All notifications after 5:00 p.m. will be made via the CB Shift Commander at 305-596-8176. FATDU members will, upon being notified, physically respond to any incident that requires an on-scene evaluation, including, but not limited to:
 - a. Any time a person is seriously or critically injured as a result of a MDPD officer's action or while in the custody of a MDPD officer.
 - b. Any time a person expires as a result of a MDPD officer's action or while in the custody of an MDPD officer.
 - c. Any time a person has sustained a gunshot wound due to a MDPD officer's action.
 - d. Any time a firearm is discharged by a MDPD officer in the scope of their duty, or while off-duty and taking police action.
 - e. Animal shootings by MDPD officers.
 - f. Accidental discharge of a weapon by a MDPD employee ONLY when requested by the Director or the Compliance and Standards Division Chief.
13. Narcotics Section (NS) call-out procedures for narcotics investigations: Notification to the NS will be initiated immediately by the reporting unit while on scene to determine if a NS detective will need to respond. The NS can be contacted directly at 786-337-4450, Monday through Friday from 8:00 a.m. to 4:00 p.m. Outside regular business hours and on weekends and holidays, the on-call lieutenant can be contacted via the CB Shift Commander at 305-596-8176.

Prior to initiating a narcotics-related call-out, the CB Shift Commander will ensure that the request has been approved by a supervisor (sergeant or above) from the concerned district/entity. The NS will respond to the following:

- a) Any marijuana hydroponic laboratory.
- b) Arrest(s) which involve a trafficking amounts of narcotics (e.g., excess of four grams of heroin, one ounce of cocaine, 14 grams of methamphetamine, 25 pounds of marijuana, a large amount of any controlled substance listed under FS 893.03, a quantity of pills exceeding the trafficking amounts listed under FS 893.03).
- c) Money seizures of over \$10,000.00 in U.S. currency related to a narcotics investigation.
- d) Subject(s) with a substantial amount of narcotics that want to cooperate with investigators.

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- e) Any narcotics-related case where it is in the best interest of the Department to ensure that vital information or evidence is preserved.
- f) All cases where opioids are involved or suspected to be involved in an overdose or death.
- g) All cases involving a cooperating defendant or confidential informant.
- h) Any narcotics investigations/information involving narcotics activity and/or violations being committed within a structure.
- i) Any kidnapping, regardless of the type of ransom being sought.

Additionally, the Canine Detection Unit of the NS shall be notified to respond to the following:

- a) Marijuana grow-houses.
- b) Large-scale narcotics dealer operations.
- c) Any investigation which develops information regarding narcotics, currency, and/or firearms concealed in or contained within the perimeter of a structure, vehicle, or vessel.
- d) Any investigation with information regarding electronic storage devices.

14. HSB call-out procedures: The HSB may be contacted during business hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., at 305-470-3880 or 305-470-3900. After regular business hours, weekends, or holidays, the HSB may be contacted via the CB Shift Commander at 305-596-8176 for incidents that meet the following criteria:

- a. Any threats by shooting, bombing, or other means, to critical infrastructure, including attempts, either physical and/or electronic, regardless of whether a subject is or is not in custody (e.g., airports, seaports, governmental buildings, hospitals, water management/treatment centers, electrical/nuclear power plants, mass transit stations, communications, post office/shipping warehouse, sporting venues/performance facilities, schools/universities, malls).
- b. Any incident involving mass casualties, regardless of whether a subject is or is not in custody, where there is reason to believe or a need to dispel that a threat to national security exists.
- c. Any threats to places of worship or religious sites (e.g., churches, synagogues, temples, mosques).
- d. Any threats to harm local, state, federal, or elected officials.
- e. Any reports of gatherings or actions conducted by civic, labor, or community activists, and extremist activities which may result in civil disorder or pose a threat to public safety.
- f. Any arrest or detainment of individuals in possession of an explosive/incendiary device, or materials used in manufacturing an explosive/incendiary device.
- g. Any arrest or detainment of an individual involved in criminal activity believed to be a Sovereign Citizen.
- h. Any arrest or detainment of an individual who has expressed a credible threat to commit bodily harm against law enforcement. HSB personnel must be contacted to evaluate if the circumstances meet the criteria for a LEO Alert.
- i. Any cyber-related threats with a nexus to terrorism, or a threat to national security.

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- j. Any cyber-related incidents that involve the use of malware, ransomware, or spyware to critical infrastructure (e.g., County/governmental essential services, telecommunication facilities, public health facilities, public transportation systems, police departments, corrections facilities, fire departments, military bases, and the 911 emergency communications system).
 - k. Any concerns in the best interest of the MDPD regarding the safety and security of Miami-Dade County residents or visitors.
15. Threat Management Section call-out procedures: The Threat Management Section can be contacted at 305-471-2443 from 8:00 a.m. to 4:00 p.m. All notifications after regular business hours, weekends, and holidays can be made via the CB Shift Commander at 305-596-8176 for incidents that meet the following criteria:
- a. An officer detains a person under Florida's Baker Act Statute and the person is in possession, including within their wingspan, of any firearms or ammunition.
 - b. Any MDPD employee that is detained under Florida's Baker Act Statute.
 - c. Any incident involving active-duty service members or veterans being detained under Florida's Baker Act Statute.
 - d. An individual (adult or juvenile) meets the criteria for a Risk Protection Order (RPO) and is believed to be mentally ill.
 - e. An individual in violation of a RPO.
 - f. An individual (adult or juvenile) that demonstrates non-criminal behavior with a potential to commit targeted violence.
 - g. An individual expressing suicide-by-cop ideations with known access to a firearm(s).
 - h. Any incident where circumstances indicate that notification would be in the best interest of the Department and public safety.
16. Agriculture & Environmental Crimes Section call-out procedures: The Agriculture & Environmental Crimes Section can be contacted by calling the Duty Officer at 786-218-8344 24 hours a day for incidents that meet the following criteria:
- a. Commercial burglaries to nurseries, groves, farms, and packing houses.
 - b. Theft of equipment, fruits, and/or plants from nurseries, groves, farms, and packing houses.
 - c. Trespassing on agricultural property when properly posted.
 - d. Theft to livestock (e.g., horses, cows, sheep, emus and goats).
 - e. Incidents involving cruelty to livestock.
 - f. Incidents involving livestock at large (i.e., loose livestock).
 - g. Violations of County ordinances involving agriculture (e.g., U-Pick fields and fruit stands).
 - h. Any agricultural-related shooting, assault, or battery.

Note that any contact shooting stemming from a hunting accident will be the responsibility of the Florida Wildlife Commission (FWC). If FWC is unavailable, the District GIU in which the incident occurred will respond and investigate.

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17. Agricultural Patrol Section Illegal Dumping Unit (IDU) call-out procedures: The IDU is tasked with conducting follow-up investigations in unincorporated Miami-Dade County and in municipalities that receive County waste services. The IDU can be raised on the Headquarters frequency or reached at 305-323-2115 Monday through Friday from 10 a.m. to 10 p.m. Any requests for follow-up investigations by the IDU outside of regular business hours can be initiated via the CB Shift Commander, and must meet the following criteria:
- a. Any illegal dumping where items of evidentiary value are on scene and may be destroyed if an immediate follow-up is not conducted.
 - b. Any case where hazardous waste has been dumped into a canal or waterway.
 - c. Any case where an additional crime (e.g., burglary or arson) has occurred to commit a violation of the Florida Litter Law.
 - d. Any illegal dumping for commercial purposes.
 - e. Any illegal dumping case where a subject is in custody.
 - f. Any case where it would be in the best interest of the Department to have an IDU detective respond to the scene immediately.

SECTION 5 - COMPUTER-ASSISTED DISPATCH (CAD) AND MOBILE COMPUTER UNIT (MCU) POLICIES AND PROCEDURES

I. GENERAL:

The CAD system, in conjunction with the MCU, allows officers in the field to receive calls for service, self-initiate signals, conduct record checks, obtain CAD data, and display call location via a mapping application. To ensure continuity of operations, the following policies and procedures are in place:

A. Case Number Format:

The case number format will consist of the agency descriptor, "PD," Year, Month, Day, (YYMMDD), and six additional numbers issued in sequence. An example of this format is PD050606000001, for the first case number issued by the new CAD.

The report forms that support the aforementioned case number format must be utilized with the implementation of the new CAD. District commanders must ensure that the new forms are requested from the Fiscal Administration Bureau (FAB), Inventory and Supply Unit.

B. Connectivity:

All personnel equipped with a MCU will log on at the beginning of their shift and log off at transfer time. It is imperative that personnel remain logged on to the MCU since it is the primary mode by which non-emergency calls are dispatched.

The MCUs are intended for official use only. For network security purposes, personnel are prohibited from connecting the MCU to any network other than the MDPD Enterprise Network. Additionally, personnel are prohibited from connecting the MCU to the Internet via any means or for any purpose.

1. Personnel working an off-duty assignment and operating a marked police vehicle will log on to the MCU and place themselves on the appropriate signal for the duration of the off-duty assignment.
2. Personnel traveling to any court location in a marked police vehicle outside of their regularly scheduled shift, or at a training assignment in lieu of their regular shift, will log on to the MCU with the appropriate signal.

C. Dispatch Protocols:

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All emergency calls, code 2 incidents, code 3 incidents, priority calls, in-progress calls, hold-up alarms, incidents that have just occurred, extensive BOLO-laden calls, or any other circumstance that the affected police dispatcher believes requires a verbal dispatch will be voice-dispatched with a simultaneous data transmission to the MCU. Arrivals on emergency and priority calls require a verbal transmission to the affected police dispatcher.

The information associated with a call for service will be transmitted to MCUs, therefore, units should refrain from requesting this information from the affected police dispatcher.

1. Routine calls for service will be transmitted to field units via the MCUs without a verbal transmission by the affected police dispatcher.
2. The officer will acknowledge the call for service, place themselves “en route,” and subsequently in “arrival status” via the MCU.
3. The disposition of the call and return to service will also be done via the MCU.
4. Officers without MCUs should be assigned to a vehicle with a functioning MCU and operate as a two-officer unit. If staffing levels prohibit such assignments, officers without MCUs will continue to be dispatched via current radio procedures.
5. The CAD utilizes an Advance Vehicle Locator (AVL) to identify field units based upon geographical proximity to the call for service through a Global Positioning System (GPS). Although each district commander has defined a primary patrol configuration for their respective district, AVL will recommend the closest field unit along with their specific skill set, regardless of the assigned patrol area within the affected district. The police dispatcher will then utilize this recommendation in assigning calls for service.
 - a. District commanders will ensure that personnel acknowledge the calls for service as dispatched and not seek reassignment based solely upon established patrol areas.
 - b. Several calls for service may be pre-assigned to specific units based upon location. These signals could include weather-related alarms, drag racing, or any circumstance where numerous incidents have occurred in the same general location. Officers shall review their MCUs following final call disposition for additional calls to eliminate the possibility of leaving a specific area only to return to handle additional calls for service.

D. Call Disposition:

1. Officers are required to enter a call disposition into the MCU for each call for service. Call disposition is pre-configured as follows:
 - a. Report Written.
 - b. No Report Written (NRPT).
 - c. Supplemental Report Written.
 - d. Duplicate Call, NRPT.
 - e. Out of MDPD Jurisdiction, NRPT.
 - f. Unable to Locate/Complainant Gone on Arrival, NRPT.
 - g. Canceled by Supervisor, NRPT Clear (Administrative 13 or 19 only).

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2. Although call disposition is effected via the MCU, the current policies and procedures detailed in **CHAPTER 27 - PART 01 - REPORT WRITING**, regarding preparation of the E-OIR, still apply.
3. Officers responding to alarms that are determined to be “false alarms,” are required to enter an alarm disposition code in addition to preparing a false alarm report. A case card is required to be left on the scene to inform the resident of the police response. The following are the alarm dispositions and required CAD entries:
 - a. F0 Accidental, Person on Scene.
 - b. F1 Canceled Prior to Arrival.
 - c. F2 Exterior Checked and Secure.
 - d. F3 Exterior Not Checked.
 - e. F4 Open Door; Interior Checked.
 - f. F5 Open Door; Interior Not Checked.
 - g. F6 Deliberate; No Suspicious Incident.
 - h. F7 Not Found/Out of Jurisdiction.
 - i. F8 Supplemental Report.
 - j. F9 Other Circumstances.

Alarm dispositions F0, F3, F4, F5, F6, and F9 require comments be included in the remarks field of the MCU (e.g., disposition F1, Ms. Jones contacted; or F6, heard noise at window). All comments entered in the MCU and forwarded to the CAD become the official record for the call for service.

4. Officers responding to any signal 14SS are required to enter a disposition code in addition to preparing an E-OIR. A case card is required to be left on the scene when applicable. The following are the signal 14SS dispositions and required CAD entries:
 - a. S1 - Person Shot/Evidence on Scene.
 - b. S2 - Evidence on the Scene.
 - c. S3 - No Evidence on the Scene.

E. Calls Holding:

Calls holding information is available via the CAD workstations at each district station and via every MCU. Supervisors are responsible for monitoring the number and signal type of calls holding. After reviewing the calls holding screen, the affected supervisor will advise the police dispatcher that the calls have been reviewed and provide any specific directions as to dispatch order.

The aforementioned policy does not prohibit supervisors from requesting calls holding information from the affected police dispatcher, or a police dispatcher from offering this information to the affected supervisor. Additionally, police dispatchers are responsible for advising a supervisor when emergency or priority calls are received and there are no units available for dispatch.

F. Location Changes:

All location changes will be accomplished with a voice transmission to the appropriate police dispatcher.

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G. Prohibited Mobile Computer Unit Signals:

Due to officer safety concerns and call for service requirements, the following signals require a voice transmission and recognition from the affected police dispatcher to initiate the signal:

1. 12 - Meal Break.
2. 13 - Area Check or Subject Check.
3. 19 - Traffic Stop.

The subsequent subject, tag, or vehicle check may be accomplished via the MCU, as enumerated in MCU training. Any wanted check initiated via the MCU is only returned to the MCU. As officers receive a possible "hit message," a voice transmission to the affected police dispatcher is required to request back-up units. The officer's return to service shall be accomplished via the MCU.

SECTION 6 - TELEPHONE PROCEDURES:

I. PROCEDURES:

The telephone is the primary method by which police services are requested. To ensure proper telephone usage, the following procedures apply:

A. Telephone Promptness:

All incoming telephone calls must be answered promptly to provide the desired quality of service.

B. Telephone Courtesy:

When answering the telephone, an employee shall identify the unit and himself, and ask to be of assistance. Employees shall make every attempt to supply requested information and assistance.

C. Referring/Transferring Calls:

Employees receiving calls which need to be directed to another element in the Department will take the caller's name, telephone number, and other necessary information. The caller will then be advised that he/she will be contacted by the appropriate person. The employee will transmit the information to the correct unit for their immediate attention. This procedure does not apply to the Complaint Desk.

1. Should a specified individual not be available, the employee receiving the call will contact the original caller and advise when that person will return to work and ascertain if someone else can be of assistance.
2. Calls received by the Office of the Director requiring immediate attention will be referred/transferred to the Office of the Deputy Director, the appropriate assistant director's office, or office reporting to the Director, and are to be handled in an expeditious manner.
3. Should the caller desire information concerning another County department or law enforcement agency, every effort shall be made to provide assistance and relevant telephone numbers. The Miami-Dade 311 Answer Center telephone number shall be given to the caller.

D. Mobile and Portable Telephones (Cellular Telephones):

All Department employees will refrain from using Department-issued and private cellular telephones while driving a Department vehicle unless a handsfree device is utilized. If the cellular telephone does not have a handsfree device, the employee is expected to pull off the roadway before using the handheld cellular telephone.

E. Department-Issued Cellular Telephones: [CALEA 81.2.9]

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The Department will provide cellular telephones to command-level personnel based on specific needs. Other individuals or elements which require usage of County-issued cellular telephones must justify the need by providing a detailed explanation of the required use. Cellular telephones are only to be used when an immediate need exists to make or receive urgent telephone calls while in transit. Requests for new cellular telephones and new telephone activation shall be forwarded by action memorandum through the chain-of-command to the Director for approval.

1. Requests for service, change of service, repair, accessories, or purchase or installation of equipment or accessories shall be directed to the CB Major or designee.
2. Telephone service and standard equipment are paid for from the CB budget; upgrades and accessories are paid for from the requesting element's budget.
3. A Cellular Telephone Check-Out Record will be kept for each cellular telephone that is not permanently assigned to one specific individual ([Annex B](#)).
 - a. Except for the telephone user's signature, all information will be clearly printed.
 - b. No more than one telephone will be recorded on one form.
 - c. The form must be completely filled before beginning a second form.
 - d. Completed forms will be filed and retained by the office where the telephone is assigned.
4. On a monthly basis, the CB will forward a copy of the designated cellular telephone bill to the Assistant Director or Deputy Director of the organizational element to which the telephone is assigned. Command personnel will review the telephone billing to ensure that the device is used judiciously and is properly billed.
5. All costs associated with personal calls and text messages from County-issued cellular telephones shall be reimbursed by the user to the County. The user should review the billing for personal calls and reimburse accordingly. Additional charges outside the plan (e.g., directory assistance, text messaging, and roaming charges) should be reimbursed by the user. Reimbursement should be made by cash or by check made payable to the Board of County Commissioners, and a receipt obtained from the FAB or from the user's element of assignment. Reimbursements shall be processed in accordance with [CHAPTER 04 - PART 01 - CASH AND NEGOTIABLES](#). The primary use of County-issued cellular telephones is for County business. Personal calls should be kept to a minimum. Users should be reminded that detailed telephone bills are public record and are subject to inspection upon request.
6. Requests for cellular telephones and service for specific, temporary operations or activities may be directed to the CB by memorandum. An urgent request may be placed by telephone with follow-up by memorandum.

F. Personal Wireless Communication Devices:

1. Any device capable of transmitting and/or receiving voice or data communications without plugging into a wired land-based telephone network. For the purpose of this policy, such equipment will include, but not be limited to the following:
 - a. Cellular Telephones.
 - b. Personal Digital Assistants (PDAs).
 - c. Smartphones.

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- d. Tablet Computers.
2. Permission to utilize a private cellular telephone while on duty must be requested through the chain-of-command to the concerned assistant director, Deputy Director, or the Director. Requests will be made via the On-Duty Private Cellular Telephone Authorization Request form ([Annex C](#)) and will be considered on a case-by-case basis.
3. Approval to utilize a private cellular telephone on duty carries with it the obligation to monitor the Department's radio communications, to be accessible for duty assignments, and to dedicate duty hours to the service of the County. It is the responsibility of each employee of the Department to be familiar with, and adhere to established policies that deal with computers, telephones, and other wireless voice/data communication devices.
4. Neither Miami-Dade County nor MDPD will be liable for any costs, including loss or damage, to a private cellular telephone. Employees may carry a wireless communication device purchased at their expense.
5. Use of a personal wireless communication device on duty carries with it the obligation to monitor the Department's radio communications as required, to be available for duty assignments and to dedicate all duty hours as required to the service of the County. As such, use of personal wireless communication devices while on duty should be restricted to essential communications and should be limited in length (e.g., inform family of extended hours).
6. Neither Miami-Dade County nor MDPD will be liable for any costs, including loss or damage, to personal wireless communication devices.
7. Personal wireless communication devices shall be silenced during meetings, official proceedings, training sessions, and when requested by signs or verbal instruction.
8. The use of wireless communication devices while operating a motor vehicle is permitted only when the device is used with available handsfree listening device technology, such as a Bluetooth earpiece, a wired earbud, temporary vehicle mounted handsfree technology, or built-in speakerphone function. Employees must be able to maintain both hands on the steering wheel while the vehicle is in motion and using the device.
9. Employees shall refrain from manually dialing calls while the vehicle is in motion, except in an emergency, if at all possible. To place an outgoing call, employees shall pull their vehicle off the road and stop in a safe location or use voice dialing features to avoid driver distraction.
10. The use of either Department-issued or personally owned wireless communication devices for data communication (e.g., sending or reading text messages or emails) while operating a Department-owned/leased vehicle in motion is prohibited. Additionally, such use is prohibited while operating any other vehicle (e.g., personally owned, rented, or loaned) while the employee is on duty or is conducting official departmental business.
11. Personal wireless communication device handsfree accessories shall not be worn outside of an MDPD vehicle while in uniform.
12. While in uniform, employees may wear a personal wireless communication device on their duty belt or in another non-conspicuous area. Personal wireless communication devices worn on a duty belt shall be black or gray in color.

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13. Personal communications on wireless communication devices used while in uniform or engaged in official business shall be brief in nature and conducted out of the view of the public unless exigent circumstances exist. Additionally, while in uniform or engaged in official business, personal wireless communication devices shall be utilized in a silent or vibrate mode to preclude potentially dangerous distractions to the user or interruptions during citizen contacts. Should tactical situations dictate, the device shall be turned off.
14. Wireless communication devices are not "secure" devices. Conversations over these devices may be overheard by use of a receiver or other device tuned to the proper frequency. Caution shall be exercised while utilizing wireless communication devices to ensure that sensitive information is not inadvertently transmitted. Employees shall conduct or continue sensitive or private conversations on a landline-based telephone system whenever possible.
15. The use of personal equipment while acting in an official capacity as a departmental employee, may subject that equipment to review via subpoena and/or pursuant to a public records request. Wireless communications of any kind (e.g., telephone records, email, text messages) that concern official public business, even if communicated over a personally owned device, are subject to disclosure under Florida's public records laws and records retention provisions.
16. Except in the event of an emergency to document perishable evidence and with supervisory approval, the use of personal wireless communication devices by employees while on duty to photograph and/or video record is prohibited.

G. Voice Conference Calling System:

The Department retains a vendor for the Voice Conference Calling System (VCCS) which provides a full-time conference call capability for up to 50 participants. The VCCS is intended for use by command staff personnel during critical incidents or large-scale mobilizations and may be activated by contacting the IMT supervisor via the CB Shift Commander.

H. Direct Dial and Operator-Assisted Long-Distance Calls:

1. Usage: May be utilized by departmental elements. All such calls shall be recorded on the Record of Long-Distance Telephone Calls ([Annex D](#)). Supervisory approval of each call is required.
2. To make a direct call from departmental extensions, dial the prefix 9 for an outside telephone line, then dial 1, area code, and telephone number desired.

I. Incoming Collect Calls:

Unless directed to a specific person, such calls shall be referred to a supervisor. Receipt of routine calls shall be authorized by a supervisor and recorded on the Record of Long-Distance Telephone Calls by the person accepting the call. When transferring an incoming collect or long-distance call, every effort shall be made to avoid unnecessary delay.

J. Outside Placement:

Any long-distance call placed from an outside number not assigned to a departmental element and charged to a departmental number will be reported to the concerned supervisor and recorded on the Record of Long-Distance Telephone Calls.

K. Emergency Calls:

Long-distance toll calls involving departmental business may be placed or received under emergency situations without supervisory authority when time is a crucial factor. The person placing or receiving the call shall record it on the Record of Long-Distance Telephone Calls and inform the concerned supervisor as soon as practical.

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L. Accountability:

The supervisor authorizing a long-distance call shall initial the corresponding entry on the Record of Long-Distance Telephone Calls. Forms are subject to audit during staff inspections. The Record of Long-Distance Telephone Calls may be maintained at a level of command deemed appropriate by the concerned commander or supervisor.

M. Restrictions:

Personal or unauthorized long-distance telephone calls shall not be charged to Miami-Dade County.

1. Violators are subject to disciplinary action.
2. Violators will be reported to the appropriate command level for corrective action.

N. Telephone Service and Repair:

1. Telephone repair: Procedures for requesting routine telephone repair vary by location and nature of equipment.
 - a. For office telephone repairs, contact the ITD Communications Service Representative. State the location of faulty equipment, name of person to contact, and the telephone problem. After normal business hours, repair of telephone equipment critical to departmental operation can be obtained by contacting the ITD Help Desk.
2. The requesting element will designate a person familiar with the communication service request to verify work is accomplished. The designee will sign the telephone repair or service order upon completion of the requested work to indicate the materials and time spent on the project are accurately recorded.
3. Employees assigned a Department-owned cellular telephone which requires repair should contact the CB office during normal business hours. For emergency repairs after hours, contact the CB Shift Commander.

SECTION 7 - PROCEDURES FOR RADIOS, CELLULAR TELEPHONES, AND ELECTRONIC SIRENS:

I. GENERAL:

Monetary value and operational requirements necessitate the establishment of procedures for accountability and control of radios, cellular telephones, and electronic sirens. Organizational elements will maintain prescribed inventory control procedures for assigned radio equipment, cellular telephones, and electronic sirens.

II. PROCEDURES:

A. Responsibility:

1. Bureau/section/unit supervisors are responsible for radios, cellular telephones, and electronic sirens assigned to their respective elements and will ensure strict compliance with established procedures concerning operation, maintenance, and accountability.
2. An employee having custody of a radio, cellular telephone or electronic siren is responsible for the proper operation, maintenance, accountability, and damage of communications equipment under their control. The last person having use or custody of the radio, cellular telephone or electronic siren shall be deemed responsible for it.

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3. All departmental personnel possessing a County-issued cellular telephone shall have a functioning device in their possession while in an on- or off-duty status unless the activity dictates otherwise (e.g., running, weightlifting, playing sports, activities related to physical fitness).

B. Radio Turn-In:

The supervisor of an employee meeting any of the criteria indicated below will ensure the affected employee's assigned handheld radio is turned in to the CB Technical Support Unit (TSU) within the prescribed time limit.

1. Separation from service, including resignation and termination. Turn-in must be done prior to the event.
2. Relief from duty or suspension with or without pay when the duration of the relief or suspension exceeds or is anticipated to exceed 30 days. Turn-in must be done within 72 hours of the event.
3. Upon transfer to any of the following elements that utilize encrypted handheld radios which are issued by the element upon assignment. Turn-in of the non-encrypted radio must be accomplished within 72 hours of transfer to any of the following elements that utilize encrypted handheld radios which are issued by the element upon assignment:
 - a. NS.
 - b. SVB.
 - c. Robbery Bureau.
 - d. OCB.
 - e. PCB.
 - f. Other elements when applicable.

Encrypted handheld radios must be turned in to the departing employee's immediate supervisor prior to the effective date of transfer from the concerned unit. A non-encrypted handheld radio will then be issued to the employee by the CB TSU.

C. On-Call Assignment:

1. On-call phone numbers of individuals designated as being on-call prior to or after their assigned duty hours, will be uploaded to SharePoint. If the on-call individual is unavailable, the individual must call the Shift Commander and provide an alternate contact number for the time the individual will be unavailable.

D. Accountability:

1. Each affected supervisor shall ensure that all assignment transactions are recorded on the Equipment Check-Out Log ([Annex F](#)) which is maintained for each portable radio that is not permanently assigned to an individual.
 - a. The individual issued a portable radio shall sign as the receiving officer in the "Issued To" column of the Log.
 - b. When the item is returned, the person receiving the equipment shall check for damage and sign in the "Received By" column of the Log. If damaged, appropriate action shall be initiated.

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2. When an Enhanced Vehicle Charger, radio, or cellular telephone is transferred, surveyed, or lost, the losing custodian delegate will report such action to the CB via Capital Inventory Change Form, except when the equipment is removed by ITD.
3. To reduce vehicle downtime, ITD may replace an Enhanced Vehicle Charger, radio, or electronic siren rather than repair and reinstall it in the vehicle. ITD maintains a computerized inventory record indicating the current physical location of radio communications equipment and periodically provides the CB with a current inventory record.
4. Every January, each custodian delegate will initiate a physical inventory of Enhanced Vehicle Chargers, radios, cellular telephones within their area of responsibility. The inventory will be documented on an Inventory Work Sheet and forwarded by cover memorandum to the CB.
5. The CB will utilize Inventory Work Sheets submitted by custodian delegates and computer printouts provided by ITD to reconcile the location of Enhanced Vehicle Chargers and radios with a capital equipment inventory list provided by the Departmental Inventory Officer. The Bureau functions as departmental intermediary to reconcile discrepancies between physical inventory location and capital equipment inventory records.
6. These inventory articles must also be updated in the Department's Equipment Tracking System (ETS) for those elements with communications equipment. The ETS works in unison with the Personnel Profile System (PPS) for the assignment of personnel and equipment; therefore, the PPS must be continually updated by administrative personnel to effectively track equipment through automated means.

E. Security:

Portable radios and cellular telephones left unattended shall be secured as indicated below:

1. Locked in a cabinet, drawer, or other secure compartment within a building.
2. If a secure location inside a building is not available or is impractical, such equipment may be stored temporarily in the locked trunk of a vehicle. If the vehicle is not equipped with a trunk, the device will be locked in the glove compartment.
3. Storage in an unattended vehicle overnight or longer is prohibited.
4. All other storage areas containing radios or cellular telephones will be locked when left unattended.

F. Batteries:

1. Batteries must be charged in accordance with manufacturer's instructions to provide optimum radio operation.
2. Batteries should not be stored in activated battery chargers for periods exceeding 24 hours. Rotation is essential to maintain maximum charge. Leaving batteries in a charger continuously will cause them to build up a negative memory, and they may discharge rapidly when put into use.

G. Missing, Lost, Damaged, or Stolen Radios, Cellular Telephones, or Electronic Sirens:

1. A case report must be prepared when a radio, cellular telephone, or electronic siren is missing, lost, damaged, or stolen.

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2. Radios: the responsible party will notify the CB Shift Commander as soon as practicable so that the radio may be deactivated. Copies of the case report will be forwarded to the CB, the FAB, and ITD within 72 hours of the incident via the appropriate division chief or supervisor of an element reporting to an assistant director, Deputy Director, or the Director.
3. Cellular telephones coordinated by the CB:
 - a. Such devices are AT&T cellular telephones.
 - b. The responsible party will notify the CB Shift Commander as soon as practicable so that the device may be deactivated.
 - c. An action memorandum with the recommendation and background information and a copy of the case report attached must be submitted to the appropriate division chief or supervisor of an element reporting to an assistant director, Deputy Director, or the Director within 72 hours of the incident.
 - d. If the device is missing, lost, damaged, or stolen due to employee negligence, the employee has the option of paying the replacement cost or receiving the appropriate level of discipline. The chosen option must have approval indicated on the action memorandum.
 - e. Upon final action by the concerned chief or supervisor, copies of the memorandum with the case report attached will be forwarded to the CB, the FAB, and the ITD.
 - f. The CB will coordinate the replacement process with the service provider and the concerned employee on a case-by-case basis.
4. Electronic sirens: Follow the steps outlined above except that a copy of the action memorandum with attached case report will be forwarded through channels to the FAB instead of the ITD. There is no provision for payment of replacement cost in lieu of disciplinary action.
5. Cellular telephones coordinated by elements other than the CB:
 - a. Telephonically advise the departmental element responsible for coordinating with the service provider that the device is missing, lost, damaged, or stolen.
 - b. An action memorandum with the recommendation and background information and a copy of the case report attached will be submitted to the appropriate division chief or supervisor of an element reporting to an assistant director, Deputy Director, or the Director within 72 hours of the incident.
 - c. If the device is missing, lost, damaged, or stolen due to employee negligence, the employee has the option of paying the replacement cost or receiving the appropriate level of discipline. The chosen option must have approval indicated on the action memorandum.
 - d. Upon final action by the concerned chief or supervisor, copies of the memorandum with case report attached will be forwarded to the departmental element responsible for coordinating with the service provider.
 - e. The departmental coordinating element will coordinate the replacement process with the service provider and the concerned employee on a case-by-case basis.

H. Radio Reward Program:

The radio reward program is coordinated by the ITD. A reward of \$50.00 will be paid from the budget of the element to which the radio was assigned. 800 Mhz portable radios will have a reward label affixed containing the telephone of the CB Shift Commander (305-596-8176). Upon being contacted by a citizen who has recovered a lost or stolen radio, the CB Shift Commander will:

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1. Obtain the Miami-Dade County Inventory Number and/or Serial Number of the radio so that the radio can be deactivated.
2. Dispatch a road patrol unit to the citizen's location to recover the radio.

Any officer who is contacted by a citizen reporting the recovery of a Miami-Dade County 800 MHz radio will recover the radio in accordance with **CHAPTER 19 - PART 01 - IMPOUNDED PROPERTY**. Additionally, a copy of the case report and the Property Receipt will be forwarded to the CB to ensure payment of the reward and to return the radio to service.

I. Transfer of Equipment:

The CB must be notified by memorandum of the transfer of communications equipment between departmental elements, and a copy must be provided to the FAB. The ETS must be updated by involved elements.

J. Requests for New Communications Equipment:

Requests for new communications equipment must include a description of the type of equipment desired and the budget code, if available, for the purchase. All requests for communications equipment will be routed through the CB.

SECTION 8 - RADIO MAINTENANCE AND REPAIR:

I. RADIO MAINTENANCE FACILITY:

A. Location:

6010 S.W. 87th Avenue, Miami, Florida 33173 (adjacent to Shop 2).

B. Hours:

7:30 a.m. to 4:00 p.m., Monday through Friday.

II. REPAIR AND REPLACEMENT SERVICES:

A. Routine Service:

Routine repair and replacement service is performed during scheduled operational hours at the Radio Maintenance Facility. The Facility has scheduled stops at district stations to pick up malfunctioning radio equipment and deliver repaired items.

1. Mobile Equipment Division shops will not transport vehicles to the radio maintenance and repair facility for radio or cellular telephone repair; this is the responsibility of the affected departmental element.
2. Field units requiring radio service must receive supervisory permission prior to departure to the facility.
3. Field units must request a signal 03 from the police dispatcher when leaving assigned area.
4. Handheld radios requiring service must be delivered to the CB Tactical Communications Unit (TCU) with the battery that was powering the radio at the time of malfunction. Replacement radios and accessories will be issued to the employee for those items needing to be repaired by a technician.
5. Questions regarding maintenance of radio equipment may be directed to the CB TCU.

B. Emergency Service:

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After operational hours, emergency repairs may be requested through the CB Shift Commander for the following items only:

1. Police base stations.
2. Communications system transmitters and receivers.

C. Radio Equipment Exchange:

New handheld radio batteries and issued radio accessories are available through the Radio Maintenance Facility. A defective item must be turned in for each new item requested.

1. In the absence of an exchange item, or in instances where additional items are required, a request shall be submitted to the CB via the appropriate channels.
2. Under no circumstances will inoperable batteries be disposed of, except through the exchange procedure.
3. The battery issue date should be routinely checked to ensure that the service life has not exceeded one year.

D. Reprogramming:

Requests for programming detailing the changes requested (e.g., addition of a talk group and number of radios involved) shall be forwarded to the CB Major for review and approval.

E. Installation:

1. Requests for installation of communications equipment in County vehicles must be forwarded via the appropriate channels to the CB for approval and must include:
 - a. The County vehicle number.
 - b. The type of equipment (e.g., mobile radio or Enhanced Vehicle Charger)
 - c. Power supply connection:
 - (1) Accessory switch.
 - (2) Battery.
 - d. Type of antenna:
 - (1) Roof or trunk mount.
 - (2) Disguised.
 - (3) Gain antenna.
2. Requests for installation of electronic sirens in County vehicles must be forwarded via the appropriate channels to the FAB.

F. Inspection and Care of Radios and Accessories:

A radio that operates properly enhances officer safety and operational effectiveness. Regular inspection of radios and accessories by operators and supervisors will help prevent malfunctions.

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1. A check of the following items should be made by the operator when placing a radio into operation:
 - a. Models M-RK and M-PA radios must have the long high-gain antenna.
 - b. The shoulder microphone must have the short antenna.
 - c. The antenna connector pin on the shoulder microphone is not broken.
 - d. The shoulder microphone cord is not crimped or frayed.
 - e. The group selector and volume control knobs are not loose or wobbly.
 - f. System control buttons operate normally (A/D and SCN buttons disabled).
 - g. The shoulder microphone connection port on radio has no corrosion, screw for shoulder microphone is not broken, and the antenna connector is clean (connections may be cleaned using an ordinary pencil eraser).
 - h. The battery release button is not broken and operates correctly.
 - i. The radio base plate is free of corrosion and tight to radio.
 - j. The push-to-talk button is not cracked, loose, warped, or missing on either radio or shoulder microphone.
 - k. The option buttons above the push-to-talk button operate correctly.
 - l. The belt clip or D-ring connector is in good condition (if applicable).
2. Supervisory inspection of radios and accessories: Supervisors shall inspect radios, using the above checklist, during semiannual line inspections of personnel conducted in accordance with [CHAPTER 02 - PART 04 - INSPECTIONS](#) and document results on the Personnel Inspection Report.
3. Departmental employees shall not remove or replace antennas, hold a radio by the antenna, or use accessories (e.g., shoulder microphone) not authorized by the Department.

SECTION 9 - RADIO COMMUNICATIONS FAILURE:

I. FIELD UNIT DISTRICT AND DEPARTMENTAL RADIO FAILURE PROCEDURES:

A. Field Unit and District Radio Failure:

If a field unit experiences a radio communications failure on the assigned talk group, the affected unit will:

1. Switch to the appropriate Information talk group (North or South) and attempt transmission. If contact is established on the Information talk group, advise the police dispatcher of assigned talk group failure and remain on the Information talk group until further assigned. The dispatcher will advise when the affected talk group is operational.
2. If unsuccessful, advise district desk officer via telephone of the radio failure; the desk officer will advise the CB of the status of the affected unit.

B. Departmental Radio Systems Failure:

If a complete failure on all departmental talk groups occurs, the following will be initiated:

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1. All uniformed units will respond to the nearest available telephone and advise respective district stations of location and telephone number and await assignment via telephone. After completion of an assignment, advise the district via telephone of the pertinent case information and telephone number for subsequent assignments. Repeat the process as appropriate.
2. CB personnel will advise respective districts of emergency and priority case assignment information via the pre-designated telephone number.
3. District desk personnel will assign cases to units via telephone and maintain a log of all assigned units, geographic locations, and telephone numbers. The dispatch log will be forwarded to the CB on the following normal workday.
4. Non-uniformed officers will establish telephone communications with their respective offices for assignments.
5. Units will continuously monitor their assigned talk group and will be advised via radio when their respective talk group is operational.

ANNEXES:

- A. [Talk Group Description](#)
- B. [Cellular Telephone Check-Out Record](#)
- C. [On-Duty Private Cellular Telephone Authorization Request](#)
- D. [Record of Long-Distance Telephone Calls](#)
- E. [Equipment Check-Out Log](#)