"Keep Orlando a safe city by reducing crime and maintaining livable neighborhoods."
ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE
1632.1, ORLANDO POLICE WEBSITE

EFFECTIVE:	11/15/2022
RESCINDS:	1632.0
DISTRIBUTION:	ALL EMPLOYEES
REVIEW RESPONSIBILITY:	CHIEF OF STAFF
ACCREDITATION CHAPTERS:	NONE
CHIEF OF POLICE:	ERIC SMITH

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POLICY: The Orlando Police Department currently maintains an Internet presence through the City of Orlando internally and externally. The format and look of the web pages are prescribed by the City of Orlando Office of Communications and Neighborhood Relations department and must maintain the visual theme prescribed. The Chief of Police is responsible for the content of the Orlando Police Department's webpage. The Orlando Police Department Media Relations and Public Information Manager is responsible for working with City Communications on updating the OPD page internally and externally.

PROCEDURES:

1. APPROVED CONTENT

Nothing herein shall be construed to authorize violation of the City of Orlando's policies concerning content on the City's Internet and Intranet websites.

Content authorized to be posted on the Orlando Police Department external and internal website include recruitment information, knowledge about various units and programs throughout the Agency, and other relevant content concerning crime prevention or public safety in general.

2. NON-APPROVED CONTENT

Items not authorized to be posted on the Orlando Police website internally and externally include advertising for private businesses, links to non-governmental websites unless approved by the City of Orlando Office of Communications and Neighborhood Relations, or content considered distasteful, or in the opinion of the Chief of Police or his/her designee, would cast a poor image on the City of Orlando, the Orlando Police Department, or its members.

3. SUBMITTING CONTENT TO THE POLICE WEBSITE

3.1   NEW CONTENT
Generally, it is best to contact the Media Relations and Public Information Manager or designated webmaster directly before developing material to be posted on the Internet.

3.2   MAJOR REVISIONS
Major revisions of current Internet pages will be handled in the same manner as new content.

3.3   MINOR CORRECTIONS

When typographical errors, changes in pay scales, phone numbers, etc., are noted, the affected webpage will be printed, and the changes needed written on the printed page (preferably in red ink) and forwarded to the Media Relations and Public Information Manager.

4. EMAIL – GENERAL ADDRESS

The general email address of the Department will be posted on the Orlando Police Department's external webpage. The Chief of Staff has access to that email and he/she will respond to questions and comments from the public throughout the week. Citizens shall be put on notice when accessing this email address that it is not prepared to respond to criminal complaints, provide case follow-up information, receive reports of lost or missing persons, or receive complaints about officer conduct. Instructions are provided to assist the citizen with these concerns. Notwithstanding the notice/instructions, should a received email require an immediate response or action by the Police Department, or some other City department or office, the Media Relations and Public Information Manager or his/her designee will promptly forward the email to the appropriate contact for immediate follow-up.

5. SPECIAL PROJECTS

The Chief of Police must approve special projects that will be added to the website. Examples of special projects include the Drug Enforcement initiatives and the "Missing Children" page. Division Commanders, who have such projects within their command, shall be responsible for the posted content and must notify the Media Relations and Public Information Manager when content needs to be posted to the website.

6. CRIME BULLETINS AND OFFICER SAFETY BULLETINS

6.1   CRIME INFORMATION
Information posted may include crime bulletins, wanted posters, and crime prevention information. Crime Bulletins and wanted posters may include photos and contact information as well as general or specific information about the crime, as determined by the case detective. Any crime information posted must comply with the standards set forth in the current issue of P&P 2304, Release of Information to the Media.

6.2   POSTING ITEMS
Persons having access to post items to the Crime Alert Program are:

   a. Department Sworn Internet Manager
   b. Property Sergeants
   c. Economic Crimes Unit Sergeant
   d. Robbery Sergeant
   e. Community Involvement Sergeant
   f. Media Relations and Public Information Officer
   g. False Alarm Coordinator
   h. Senior Administrative Assistants

All items to be posted as it relates to criminal information shall be approved by the Criminal Investigations Division Commander, or his/her designee, or the Community Policing Division Commander.

P&P 1632.1