"Keep Orlando a safe city by reducing crime and maintaining livable neighborhoods."

ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE

1122.11, POLICE RADIO COMMUNICATIONS

EFFECTIVE DATE:	2/14/2024
RESCINDS:	P&P 1122.10
DISTRIBUTION GROUP:	ALL EMPLOYEES
REVIEW RESPONSIBILITY:	COMMUNICATIONS DIVISION MANAGER
ACCREDITATION STANDARDS:	14, 25
RELATED LAWS:	N/A
RELATED POLICIES:	N/A
CHIEF OF POLICE:	ERIC D. SMITH

CONTENTS**:**

1. PURPOSE

This policy establishes police radio communications procedures. It also prescribes procedures for the allocation of radio talkgroups, extra communications services, call assignment criteria, emergency radio transmission (10-33), radio discipline, teletype, and telephone calls.

2. POLICY

It is the policy of this Department that 24-hour two-way encrypted radio capability is available to police employees assigned to the field, providing continuous communication with the Communications Center. (17.04) Permanently-assigned radios that are identified by a radio ALIAS/ID number shall be issued to all full-time sworn members, reserves, community service officers (CSOs), crime scene investigators (CSIs), and other members of the Department.

3. DEFINITIONS

N/A

4. PROCEDURES

4.1   ASSIGNMENT OF RADIO NUMBERS

The Communications Division will allocate radio unit numbers to each division commander upon request. Division commanders will assign their employees radio unit numbers as needed. Employees are to use their assigned radio unit numbers when communicating via the radio system with the exception of extra-duty employment. Extra-duty employees are issued temporary and permanent extra-duty radio numbers.

The Communications Division is to be notified verbally within 24 hours of any permanent radio unit number change, followed up with written documentation of the change, via the division commander, within 72 hours. Communications will publish an updated radio unit number list annually. The OPD Radio Number Directory is located on N drive at N:\OPD\OPD Radio Number Directory.

4.2   PATROL OPERATIONS TALKGROUP ALLOCATIONS

All OPD talkgroups are digital and encrypted and cannot be scanned by the general public. The following are allocations for the primary operations talkgroups.

4.2.1   PATROL

PATROL WEST is used as a primary talkgroup for all units assigned to the West Patrol Division or any units working extra-duty in the west sectors.

PATROL DOWNTOWN is used as a primary talkgroup for all units assigned to Downtown Patrol or any units working extra-duty in the downtown sectors.

PATROL EAST is used as a primary talkgroup for all units assigned to the East Patrol Division, any units working extra-duty in the east sectors, and CSIs who work during the evening shift, midnight shift, or weekend hours.

PATROL NORTH is used as a primary talkgroup for all units assigned to the North Patrol Division or any units working extra-duty in the north sector.

ARPT PAT (GOAA) is used as a primary talkgroup for all units assigned to the Airport Patrol Division, any units working extra duty at the airport.

EMERGENCY WEST, DOWNTOWN, EAST, and NORTH are used as emergency traffic talkgroups. (NOTE: These are names for talkgroups only and will not necessarily pertain to the location of the incident.) When requested for mutual aid assistance, Orange County Sheriff's Office will utilize these talkgroups unless otherwise instructed.

ARPT EMER (GOAA) is used as an emergency traffic talkgroup.

4.2.2   INVESTIGATIVE

INVESTIGATIVE is used as the primary talkgroup for all units assigned to the Criminal Investigations Division (CID), and CSIs who work during the day shift hours, Monday through Friday. This talkgroup is normally monitored between the hours of 0700 to 0300, Monday through Saturday, unless a request for additional monitoring is made in writing 48 hours in advance to the Communications Division manager.

4.2.3   SERVICE

SERVICE is used for requests from field units for handling telephone calls, copying local lookouts wherein an immediate exchange of information is not required on the primary channel due to a low probability of locating the subject of the lookout, and for providing general information to field units. The Service talkgroup is out of service (10-7) during emergency traffic.

SERVICE is only to assist officers on the street who have requests that need to be filled as soon as possible. It is not to be utilized if a telephone is readily accessible or the request for follow-up can be handled at a later time.

4.2.4   CAR-TO-CAR

CAR-TO-CAR East, North, Downtown, West and INVEST are used as the primary talkgroup for various units to discuss Department business only. These talkgroups are not monitored by Headquarters. All communications shall be of a professional nature. All car-to-car talkgroups are permanently patched.

4.2.5   ORLANDO TALKGROUPS (ORL 1-ORL 9)

The ORL 1 talkgroup is non-encrypted and used for other City Department users/outside agencies that do not have the OPD encrypted talkgroups in their radios to contact OPD. The ORL 1 talkgroup is monitored 24/7 by the SERVICE operator.

The ORL 2 - ORL 9 talkgroups are non-encrypted and used for mutual aid with other City Department users and outside agencies that do not have access to the OPD encrypted talkgroups. These talkgroups can also be used for special planned events when communication is needed with other City Department users/outside agencies. The talkgroups are not monitored: if an operator is needed, a request must be made in writing to the Communications Division manager at least 48 hours in advance of the event.

4.2.6   TELETYPE

TELETYPE WEST is used as the primary teletype talkgroup for all units assigned to the Patrol West talkgroup.

TELETYPE DOWNTOWN is used as the primary teletype talkgroup for all units assigned to the Patrol Downtown talkgroup.

TELETYPE EAST is used as the primary teletype talkgroup for all units assigned to the Patrol East talkgroup.

TELETYPE NORTH is used as the primary teletype talkgroup for all units assigned to the Patrol North and Investigations talkgroups.

TELETYPE GOAA is used as the primary teletype talkgroup for all units assigned to the Airport talkgroups.

4.2.7   SIGNAL 43 (Rush-Officer Needs Help)

Signal 43 is the talkgroup to which an employee's radio will default if his or her emergency alarm button (orange button) is activated. This talkgroup is located in Zone 1, Position 1 on all portable radios. Unless advised differently by the employee or a supervisor, Headquarters will initiate a Signal-44 (Immediate Backup) on all patrol operations talkgroups (not intercity) reference to a "SIGNAL 43 ALARM." If Headquarters initiates emergency traffic (Code 10-

33) on the SIGNAL 43 talkgroup on all patrol operations talkgroups and intercity, the dispatcher will announce this as a "SIGNAL 43 ALARM." Any employee responding to a Signal 43 Alarm must manually switch his or her radio to the SIGNAL 43 talkgroup.

If any user verbally calls a Signal 43 on a monitored talkgroup, when Headquarters initiates 10-33 the dispatcher will multi-select on the talkgroups listed in Appendix A and announce this as a **"SIGNAL 43"** and the emergency will be worked on the talkgroup it was called on, not on the SIGNAL 43 talkgroup.

Once an employee has activated the emergency alarm button, the employee's radio will have an open microphone for 20 seconds. During that period, Headquarters and employees on the Signal 43 talkgroup will hear the radio transmissions. After the 20 seconds, Headquarters will be able to transmit to that employee's radio. The employee will be able to hear Headquarters calling but can only transmit by keying up his or her microphone. The employee can then transmit/receive on the SIGNAL 43 talkgroup and their radio will have priority over all other radios on the SIGNAL 43 talkgroup.

4.3 OTHER TALKGROUP ALLOCATIONS
The following are allocations for talkgroups not covered in Section 4.2 of this policy.

4.3.1 EVENTS
EVENT talkgroups 1 - 9 are encrypted and are used for special details (e.g., Camping World Stadium, Kia Center, parades, etc.). These talkgroups are not normally monitored by Headquarters. If an operator is needed, a request must be made in writing to the Communications Division manager at least 48 hours in advance of the event. (See Section 4.7.15 of this policy for Use of Event Talkgroups.)

4.3.2 TACTICAL
PATROL TAC, TAC North, TAC East, TAC West and FIU are talkgroups that may be used for exclusive traffic. **These talkgroups are not monitored by Headquarters** unless a request is made in writing 48 hours in advance to the Communications Division manager to provide appropriate coverage.

4.3.3 SPECIAL TEAMS
SWAT 1, SWAT 2, CNT, ERT, ESU, K-9 and HAZMAT 1 - 2 talkgroups are used by the special teams in the event of a callout, special event or training. (Only SWAT, SED members, K-9 Chief's Staff and Headquarters have access to the SWAT talkgroups.)

These talkgroups are not recorded or monitored by Headquarters.

4.3.4 OTHER LAW ENFORCEMENT/GOVERNMENT AGENCY TALKGROUPS
These talkgroups will allow a user to communicate directly with users of the appropriate agency. A current list can be found in Appendix B, Portable Radio Matrix. Appendix C lists the monitored and recorded talkgroups.

4.3.5 METRO TALKGROUPS
The Metro Talkgroups (TGs) are an Orange County Radio System resource. They provide radio coverage to all of Orange County area users and can be patched for mutual aid operation. These talkgroups are available 24 hours a day. (Metro 1 - 8 are non-encrypted; Metro 9 - 16 are encrypted.)

Metros 1 - 8 are designed for use by all Law Enforcement Agencies outside Orange County having access. Metro 9 - 16 are designed for use by all law enforcement agencies within Orange County.

Agencies utilizing the Metro talkgroups must notify the supervisor at the Orange County Sheriff's Office Communications Center. Also, these talkgroups are recorded by both Orange County and Orlando.

Agencies utilizing the Orlando talkgroups must notify the supervisor at the Orlando Police Department Communications Center.

4.3.6 DISASTER MUTUAL AID TALKGROUPS

DIS A, B, and C are used by the Orange County EOC in the event that a major incident (i.e., hurricane, plane crash, etc.) should occur requiring multi-agency cooperation. These talkgroups will allow users of the different agencies to communicate with each other.

DIS D and E are shared by the Orlando EOC, the Orlando Police Department, the Orlando Fire Department, and the Greater Orlando Aviation Authority.

8CAL90 and 8TAC91 - 8TAC94 may be used by any law enforcement users to communicate with local agencies when traveling out of their jurisdiction. Communication on these talkgroups will be restricted to business pertaining to police, fire, and medical incidents only. Units traveling outside of their normal jurisdiction who have reason to contact a local agency that is operating on an 800MHz system should use the 8CAL90 channel. **(NOTE: 8CAL90 is monitored by each county agency and FDLE.)**

4.3.7 RADIO MATRIX (SEE APPENDICES B 1-4)

A Radio Matrix is a table chart that shows where specific talkgroups/channels are located in the radio. There are four different radio matrixes, based on the radio user's assignment.

PATROL MATRIX (B-1) – Officers/employees assigned to Patrol and are not assigned to ESU/SWAT/SED/FIU/ MBI/Chief Staff

SWAT MATRIX (B-2) – Officers/employees assigned to SWAT/ESU/SED/K-9/Chief Staff

MBI MATRIX (B-3) – Officers/employees assigned to MBI

FIU MATRIX (B-4) – Officers/employees assigned to FIU

NOTE: The radio matrixes are located on OPD Online under the "Admin Links"

4.4. CALL ASSIGNMENT CRITERIA

This section establishes call assignment criteria for patrol units, emergency situations, specialized units, and immediate response.

4.4.1 INITIAL CALL ASSIGNMENT

The Orlando Police Department will maintain a 24-hour-a-day availability so as to be continuously available to respond to emergency calls within the City of Orlando's jurisdiction. A call will normally be assigned to the district unit when available. All calls, when dispatched to field units, require immediate response. The type of response (emergency or non-emergency) will be determined by the responding unit based upon the nature of the call and current Departmental guidelines.

Any unit in an In-Service (Code10-8) status is available for calls. Normal working hours, districts, or sector boundaries will not be exclusive criteria for call assignment.

Calls that are self-initiated by the officer will be assigned to that officer in the Computer Aided Dispatch (CAD) system.

Specialized units (e.g., K-9, SED and Gang units) will not be assigned routine calls if patrol units are available. Specialized units can be assigned calls of an urgent nature.

Community Service Officers will be dispatched in accordance with current directives and the Call Handling Guide.

4.4.2   CALL REASSIGNMENT

Headquarters and patrol supervisors are authorized to reassign calls. Sector boundaries and out-of-service (10-7) times are not acceptable reasons for call reassignment. Any supervisor who changes a call assignment assumes the responsibility for directing the re-dispatch of that call.

4.4.3   EMERGENCY SITUATIONS

The Communications supervisors and managers, watch commanders, or patrol supervisors may make temporary talkgroup assignments during an emergency.

Any unit may be reassigned to emergency calls while conducting other police business. Units can resume their non-emergency duties when either the emergency is terminated, or they are properly relieved.

In an emergency, any unit citywide may be dispatched to control the scene. When a sector unit becomes available, the unit will then be dispatched to handle the call, if needed.

4.5 EMERGENCY RADIO TRAFFIC (10-33)

This section establishes procedures and provides information about emergency radio transmission (10-33) in general, field-initiated 10-33, and lookouts broadcast during 10-33.

4.5.1   GENERAL

Emergency radio traffic is the restriction of all unrelated radio transmissions from the affected talkgroup when there is an imminent issue of officer or public safety. This shall include, but is not limited to, officer in trouble, a violent felony, or a breaking and entering in progress.

In all other situations, the responding unit shall, upon evaluation of the situation, determine the degree of emergency and take such action as outlined in this order.

The first 10-33 will be placed on the EMERGENCY talkgroup in relation to where the incident is occurring (e.g., EMERGENCY WEST) unless another talkgroup is specifically requested. Any additional 10-33s will be placed on other available EMERGENCY talkgroups. If there are 10-33s on all emergency talkgroups, the subsequent 10-33 would be placed on the primary talkgroup. The SERVICE talkgroup is unavailable during active 10-33s.

In situations where there are multiple 10-33s, Headquarters may patch primary talkgroups based on staffing. This will be done at the discretion of the Communications supervisor.

Primary talkgroups may be used for emergency traffic only while conditions exist that would make switching to another talkgroup impractical for safety reasons, including, but not limited to, a member actively involved in a resisting arrest or pursuit.

Emergency traffic is to be canceled as soon as the primary officer or a higher authority on the scene advises to do so. If Headquarters has a concern that a 10-33 may no longer be needed, they may query the primary officer or his or her supervisor for cancellation.

4.5.2   FIELD-INITIATED

In emergency situations not outlined in Section 4.5.1, any unit involved may initiate emergency traffic (10-33) based upon the following considerations:

a.   Amount of existing radio traffic and the need for a clear talkgroup.

b.   Ability of the responding unit to handle the situation and/or the need for immediate assistance.

c.   The mobility of the situation.

When Headquarters is advised of an emergency situation by, or on behalf of, an officer in the field, emergency traffic will be initiated on the involved officer's primary talkgroup. It is the responsibility of the involved officer to advise Headquarters to move the emergency traffic to an alternate 10-33 talkgroup as soon as it is safe to do so.

Upon arrival at the scene of an emergency situation, the assigned unit or ranking supervisor will, as soon as practical, cancel the 10-33.

4.5.3   CODE 10 (Send Unit from Each Sector)

Periodically an incident occurs in which the sector squad finds it insufficiently staffed to effectively control the situation. Use of a "Code 10" shall expeditiously alleviate this problem as follows:

a.   Patrol Supervisor Responsibilities - Upon determining that a Code 10 is warranted, the on-scene supervisor shall notify the watch commander and advise Headquarters to initiate a Code 10.

b.   Headquarters Responsibilities - Headquarters shall initiate a Code 10 on all Patrol Operations talkgroups and advise the exact location. Emergency traffic (10-33) shall be established on the talkgroup designated for that purpose.

        Headquarters shall assign a unit from each sector to respond. A sector supervisor may change the unit responding from his or her sector under the call reassignment provisions of this directive. Headquarters shall also furnish a list of the responding units to the on-scene supervisor of the incident.

c.   Officer Responsibilities - Each unit assigned shall immediately switch to the appropriate talkgroup and proceed to the scene where they will await assignment instructions from the on-scene supervisor. Units shall not return to their assigned sectors until released from the Code 10.

4.5.4   BE ON THE LOOKOUT (BOLO) DURING 10-33

When all information is available, a complete BOLO will be broadcast on the 10-33 talkgroup and any talkgroups that may be affected. In order to eliminate unnecessary radio transmissions, requests for repeat broadcasts of BOLOs should be kept to a minimum.

4.5.5   EXCLUSIVE TRAFFIC

For units requiring immediate communication with each other, Headquarters will assign an unmonitored talkgroup used for exclusive traffic. This shall include but is not limited to, extended surveillance, traffic control, etc. (See Section 4.3.2 TACTICAL)

4.5.6   EMERGENCY ALARM BUTTON

In the event that an employee activates his or her emergency alarm button, the employee must reset the emergency button when the emergency is resolved as follows:

a. Turn the radio off and back on, or

b. Hold the emergency button in for two seconds (or until the radio beeps)

4.5.7   CALL ALERT FEATURE

Allows a dispatcher to send an alert to a specific radio, causing that radio to continuously beep until the radio is keyed up.

4.6   RADIO DISCIPLINE

Radio transmissions shall be clear, concise, and professional. Initial transmissions shall always include both the radio number of the officer making the call and the officer called (e.g., "D14 to D13," or when calling Headquarters, "D14 to Headquarters"). Officers must wait for acknowledgement prior to transmitting the message.

Employees are required to practice strict radio discipline in order to ensure the safety of other employees, to allow for prompt dispatching, and to reduce radio traffic to an acceptable level. All radio operations and transmissions shall be in compliance with Federal Communications Commission (FCC) procedures and requirements. A copy of the FCC Rules and Regulations shall be maintained by the Communications Division.

The following is a grouping of radio discipline guidelines:

a.   All radio transmissions will be made in a calm and professional manner. Use of unnecessary verbiage, sarcastic comments, profanity, and demeaning epithets on the air is strictly prohibited.

b.   Call assignment shall not be questioned or disputed on the air. Controversies concerning call assignments shall be resolved by Patrol and Communications supervisory personnel either laterally or via the chain of command.

c.   Radio discipline under emergency traffic conditions will be strictly adhered to. Any employee making a transmission on a 10-33 talkgroup will be held strictly accountable for the necessity and content of his or her transmissions.

4.7   RADIO PROCEDURES

This section provides procedures and general information for radio communication.

4.7.1   CHECKING ON AND OFF THE AIR ON PRIMARY TALKGROUPS

Units on WEST, DOWNTOWN, EAST, NORTH, and INVESTIGATIVE talkgroups are required to check 10-8 (in service) and 10-7 (out of service) with Headquarters on the appropriate primary talkgroup.

Units working extra-duty are required to check 10-8 (in service) and 10-7 (out of service) with Headquarters via telephone or the SERVICE talkgroup. This will aid Headquarters in identifying an officer, dispatching calls for service, and sending backup in the event of an emergency. (See Sections 2.7 and 5.6.)

When an officer who is in an extra-duty status and traveling in a marked patrol vehicle assists Patrol with calls for service, backing another officer or jurisdiction, or taking law enforcement action, the officer shall check 10-8 (in service) and 10-7 (out of service) with Headquarters and advise location.

4.7.2   RESPONSE TO HEADQUARTERS

Officers in an available (10-8) status, when called, will respond with unit number and location. The location may be given as:

a.   Intersection of two streets.
b.   Address or block number on a street.
c.   Major landmark such as a school, shopping center, prominent building, etc.

4.7.3   CHANGE IN STATUS

Officers must inform Headquarters of any change in status and/or availability.

In order that call response can be given priority, officers will obtain approval from Headquarters before engaging in optional activities such as meal breaks, minor vehicle servicing, evidence purging, etc. Approval will not be granted unless a minimum of two district officers in the requesting officer's sector are available for calls.

4.7.4   VEHICLE STOPS (Code 10-50)

When stopping a vehicle, the officer shall provide Headquarters with his or her radio number, the vehicle's license plate number, location, the vehicle's color, make, model, and number of occupants.

4.7.5   SUSPICIOUS PERSON STOPS (Signal 13P)

When stopping a suspicious person, the officer shall provide Headquarters with his or her radio number, signal, and location.

4.7.6   CALL DISPOSITIONS

Officers will give dispositions on all activities according to the current disposition listing from the Code & Signal Sheet, which is available in the Quartermaster Unit and on OPD Online.

4.7.7   CASE NUMBERS

Case numbers are issued for incidents that require a report. When a case number is requested from Headquarters, the complete case number will be transmitted to include the year and last six digits. Example: 00-XXXXXX. Case numbers also are available via an employee's mobile computer terminal (MCT).

4.7.8   ESTIMATED TIME OF ARRIVAL (ETA) REQUIRED

When an officer has requested Headquarters to notify wreckers, owners of businesses, or other persons to respond to the officer's location, Headquarters will obtain an ETA when making the call and provide this information to the requesting officer and enter into the narrative of the call in the CAD system.

NOTE: These requests should be directed to the Service Talkgroup. If service is non-operational, the request may be made on the primary talkgroup.

4.7.9   TIME CRITERIA FOR BE ON THE LOOKOUT (BOLO)

BOLOs will be broadcasted when an incident has occurred within the past hour or an officer receives information that offers a high probability of locating the tag, vehicle, or suspect within a short period of time. Requests should be directed to the Service talkgroup. If Service is non-operational, the request may be made on the primary talkgroup. If non-emergency, a telephone shall be utilized whenever one is readily accessible to contact the Desk.

4.7.10   BE ON THE LOOKOUT (BOLO) INQUIRY

Members may research BOLOs via the BOLO Inquiry database located in CAD. Access is also available via the MCTs.

When there is a need for immediate exchange of information due to a high probability of locating the vehicle or subject, field units may request information on the primary talkgroup. The dispatcher will search the BOLO file for the requested information and advise the results on the primary talkgroup. For example: An officer following a felony vehicle that was broadcasted thirty minutes ago.

When an immediate exchange of information is not required due to a low probability of locating the vehicle or subject, field units may request information from the Service talkgroup or contact the Desk non-emergency line.

4.7.11   CHANGING TO OTHER TALKGROUPS

When changing talkgroups, the Radio System requires two seconds to affiliate to the talkgroup. Failure to allow the system to affiliate will result in no audio or loss of transmissions.

Officers are not required to advise Headquarters when they are changing to other talkgroups, i.e., teletype, service, car-to-car. Headquarters will call the officer if needed on all appropriate talkgroups.

4.7.12   UNIT CHECKS

Unit checks are conducted when officers are checked out on potentially dangerous type calls, i.e., suspicious person, disturbance, battery, etc. Initially, the unit check is conducted every three to five minutes, and thereafter every five to ten minutes. When called by Headquarters, the officer must respond with a 10-4 (OK) or a backup unit will be dispatched for assistance. If an officer does not require a unit check, the officer must advise Headquarters to 10-46 (no further unit check required).

To ensure the safety of all officers in an in-service (10-8) status, a unit check is also required every 240 minutes or every four hours. This excludes officers in an administrative status, i.e., vehicle service, training, court, meeting. When called by Headquarters, the officer must respond with a 10-4 (OK) or a backup unit will be dispatched for assistance. After the officer has acknowledged, the timer will automatically reset to 240 minutes.

If there is no response to a unit check, Headquarters will repeat the unit check on both the Teletype and Service talkgroups. If there is no response on teletype and service, a backup unit will be dispatched, and the officer's sergeant and watch commander will be notified. If the officer is unable to be located, Headquarters will "Call Alert" the officer's radio. This will cause the officer's radio to beep until the officer transmits. If there is no response to the Call Alert, a Be on the Lookout (BOLO) will be broadcast, and a search conducted until the officer is located.

4.7.13   LEVELS OF RADIO SYSTEM OPERATION

There are four levels of system operation, defined as follows:

a. Multi-zone/SmartZone Trunking – This is normal operation. Officers are able to transmit/receive within Orange County. All system features are available, to include alert tone, multi-select, patching, etc.

b. City-Wide Trunking – This is normal operation. Officers are able to transmit/receive within the City limits. All system features are available, to include alert tone, multiselect, patching, etc.

c. Site Trunking – Limited Operations – The portable radio display will alternate between the primary talkgroup name and "Site Trunking." Radio consoles will only have the ability to transmit and receive. No additional features are available.

d. Failsoft – The system converts to a conventional type radio system. The radio will continuously emit a faint beeping tone, and the talkgroup will sound like an open microphone, until the system is no longer in Failsoft. The tone cannot be turned off/down.

NOTE: While in Site Trunking and Failsoft, the following features will not be available:

1. Emergency Activation
2. Alert Tone
3. Patching
4. Multi Select
5. Call Alert

e. Orlando-Only Complete System Failure – When no communication is possible via Orlando's radio system. The officers' radios will seamlessly roam onto Orange County's radio system.

f. Orlando and Orange County Complete System Failure - When no communication is possible via the radio system, the following shall apply:

1. Patrol Supervisor Responsibilities - Respond to the appropriate OPD substation or OFD station (if deemed necessary) in the sector where he or she will communicate with Headquarters via telephone for any dispatch or communication needs. The supervisor will then relay information to/from officers.

2. Officer Responsibilities - Respond to the appropriate OPD substation or OFD station (if deemed necessary) in the sector where he or she will relay information to/from the sector supervisor.

3. The Everbridge Notification system and MCTs may be utilized in a limited capacity with the direct approval of the on-duty watch commander.

4. Headquarters Responsibilities - Headquarters will notify a watch commander, the Radio Manager, and Motorola, and relay information to/from the sector supervisors at the appropriate locations via telephone. Locations are:

Sector	Office	Address	Phone Number	Comments
Bravo	Northwest	4801 Silver Star Road	407-219-5570	If non-operational, report to Fire Station #9, 3856 Center Loop: 407-246-4409
Charlie	Northeast	595 North Primrose Avenue	407-246-4025	If non-operational, report to Fire Station #4, 900 North Fern Creek Avenue: 407-246-4404
Downtown Bike/Delta	Downtown Bike	46 West Washington Street	407-246-2296	
Echo	I-Drive	6731 South Kirkman Road	407-246-2817	If non-operational, report to Fire Station #10, 5655 South Vineland: 407-246-3727
Foxtrot	OPH	1250 W South Street	407-246-2461	
Golf	Southwest	6440 Raleigh Street	407-246-2817	If non-operational, report to Fire Station #7, 601 South Goldwyn Avenue: 407-246-4407
India	Southeast	6207 Pershing Avenue	407-246-4141	If non-operational, report to Fire Station #8, 6651 Shoalcreek Drive: 407-246-4408
India	SODO	1814 Kuhl Avenue	407-246-4415	If non-operational, report to Fire

				Station #5, 1818 South Orange Avenue: 407-246-4405
Kilo	Lake Nona	10727 Narcoossee Road, Suite B-2	407-219-5560	If non-operational, report to Fire Station #15, 10199 Narcoossee Road: 407-246-4415

4.7.14   STUCK MICROPHONE

In the event that a transmitter button should become stuck in the open position, the employee's portable radio will "Time Out" in 30 seconds and the stuck microphone will clear. The employee can be identified by Headquarters via the "Alias" assigned to the portable radio. When the stuck microphone clears, Headquarters will initiate a unit check and advise the sector supervisor of the results.

NOTE: The paging system, mobile computer terminal (MCT) or cell phone, if available, may also be utilized to make contact.

4.7.15   USE OF EVENT TALKGROUPS

Large Events – An event talkgroup will be assigned for radio communications during large events (i.e., large street events, major concerts and large sporting/entertainment events at the Citrus Bowl, Amway Center and other similar venues) that require staffing in excess of six officers. The Special Operations Division will coordinate the request for a dispatcher in an extra-duty status from Communications. This extra-duty position will work from a console in the Orlando Operations Center (OOC), located at 110 George DeSalvia Way.

Small Events - During smaller events (six officers or less), a CSO will be assigned to monitor the inside detail and have a spare radio, which will be tuned to the appropriate OPD operational talkgroup. The outside detail will be placed on the appropriate OPD operational talkgroup.

NOTE: In the event of an emergency and a need for an emergency talkgroup, Headquarters will patch the EVENT talkgroup with the appropriate EMERGENCY talkgroup for the responding units. This will prevent units working the event from having to switch to an EMERGENCY talkgroup.

4.8   TELETYPE

4.8.1   USE OF TELETYPE

The primary function of Teletype is to provide employees of the Department with criminal justice information from the Florida Crime Information Center (FCIC), National Crime Information Center (NCIC), International Justice and Public Safety Network (Nlets), and Department of Highway Safety and Motor Vehicle (DAVID) systems in an accurate and timely manner. Criminal justice information is defined as information collected by criminal justice agencies needed for the performance of their legally authorized required functions.

Employees accessing the criminal justice information systems in Teletype must adhere to OPD Policy 1637, CJIS Security, Section 4.4.

4.8.2   HOURS OF OPERATION

Teletype is operational 24 hours per day, 365 days per year.

4.8.3   RADIO TALKGROUPS

Teletype may be accessed via radio utilizing the geographically assigned talkgroup to include Teletype East, Teletype West, Teletype North, Teletype Downtown, and Teletype GOAA.

4.8.4   RADIO REQUESTS

Employees requesting Teletype information via radio must use their assigned radio number and the appropriate signals and codes. A list of the signals and codes is available in the Quartermaster Unit and is also posted on OPDOnline. See examples below.

If an employee requests a 10-29 (check for wanted) on a person, he or she must provide Teletype with radio number, code, first name, last name, race, sex, and date of birth or approximate age.

If an employee requests verification on a driver's license, he or she needs to provide Teletype with radio number, code, first name, middle initial, last name, and date of birth. Both 10-29 and driver's license status can be obtained from this information. If just the driver's license information is needed, the officer can provide the driver's license number, if available.

An employee requesting 10-28 (check car registration) must provide Teletype with radio number, code, tag number (including the state) or VIN. (NOTE: If requesting an out-of-state registration check, he or she must also include the vehicle type such as passenger, truck, etc.) The owner's name, address, and sex will return on the teletype response. A 10-29 and driver's license information may be obtained from the 10-28.

4.8.5   REQUESTS TO HOLD INFORMATION

Employees may request CJIS information to be held in Teletype for up to 48 hours. The employee must provide their radio number at the time of the request. The CJIS information will be placed into a secure location. If not picked up within 48 hours, the CJIS information will be destroyed/shredded.

Employees requesting criminal histories must provide Teletype with their name, employee number and the reason for the criminal history request. Criminal histories must be retrieved from Teletype within ten days of the request. Teletype will maintain a Dissemination Log for all Criminal Histories. Criminal history information is not to leave Teletype until it is properly logged into the Dissemination Log and signed for by the requestor or his or her designee. All criminal history hard copy information must be shredded when administrative value is lost. It is the original requestor's responsibility to ensure proper destruction. Shredders are available in CommunicationS.

4.8.6   RESTRICTED SERVICE

Due to reasons beyond Teletype's control, Teletype services may be limited or restricted. A message will be broadcast on all Patrol Operations talkgroups to notify units of Teletype service limitations and status changes (e.g., DHSMV out of service, FCIC/NCIC out of service, etc.). During this service, Teletype will be available for emergency requests only. Employees will hold all non-emergency requests until the restricted service is lifted. When systems are back in full service, a radio announcement will be broadcast on all Patrol Operations talkgroups, and Teletype will resume normal operations.

4.8.7   OUT OF SERVICE

A complete systems failure in Teletype will cause Teletype to go out of service and be unavailable for any requests. Radio announcements will be broadcast on all Patrol Operations talkgroups to notify units of Teletype status. When systems are in-service (10-8), a radio announcement will be broadcast on all Patrol Operations talkgroups, and Teletype will resume normal operations.

4.8.8   EMERGENCY REQUEST ON TELETYPE

If an officer requests emergency assistance on a Teletype talkgroup, the Teletype operator shall hold traffic and notify Headquarters via the emergency telephone line. Headquarters will initiate an Immediate Backup (Signal 44)

and establish emergency traffic (10-33) on the Teletype talkgroup. Once the emergency is cleared, Headquarters will cancel emergency traffic (10-33) and Teletype will resume normal operations.

4.9   TELEPHONE CALLS

Guidelines limiting requests for phone calls to be made are established to minimize telephone use by dispatchers.

4.9.1   TELEPHONE CALLS TO DISPATCHERS

Dispatchers must give full attention to the operation of the radio, dispatching calls and receiving calls from field units. If an officer or supervisor calls requesting to talk to a dispatcher, the Desk operator will attempt to assist the caller before routing it to Radio.

4.9.2   REQUESTING HEADQUARTERS TO MAKE CALLS

Headquarters will only make telephone calls in an emergency situation where it is not possible for the employee to get to a telephone. Employees will not ask the SERVICE dispatcher to make telephone calls on behalf of private citizens where there are accessible phones. All information pertinent to the call shall be furnished to the SERVICE dispatcher at the time of the request.

Normally, Communications will not make phone calls to family members (including friends and domestic partners) of victims who are being transported to a hospital due to injuries. When a telephone is not available, the employee requesting the call should contact his or her sergeant or supervisor to place the call.

When an officer has been directed to call the Desk and a free telephone is not available within a reasonable amount of time, the officer may provide a phone number for the Desk Operator to call him or her. Employees should call 911 only during an emergency.

4.10   ISSUED RADIO EQUIPMENT

City portable and mobile radios are issued to employees as deemed necessary by their assignments to facilitate radio communications. The OPD Quartermaster Unit issues the radio, battery, charger and other related equipment. Employees are required to sign an Equipment Issue form acknowledging receipt of equipment. The Quartermaster Unit will maintain the form on file.

4.10.1   RADIO REPAIR/MODIFICATIONS

Radios that are non-operational and in need of repair are deadlined at the Quartermaster Unit. Quartermaster personnel will issue a spare radio temporarily until the radio is repaired. When the radio is repaired, they will re-issue the radio to the employee and the spare radio will be returned to stock. The Radio Shop is located at 1025 West Grand Street. Appointments are available by contacting the radio technician at 407.246.2299.

4.10.2   USE OF SPARE RADIOS

Spare radios are available at the Quartermaster Unit. When received, the officer must contact Communications at 321.235.5300 and advise his or her name, employee number, unit number, and seven-digit radio I.D. number. Communications will then activate the radio in the 800 MHz radio system.

4.10.3   RADIO LOST/STOLEN

If a radio is lost or stolen, a police report must be initiated, and notification made to Risk Management and the Radio Systems Administrator **before a replacement radio can be issued by the Quartermaster Unit.**

4.11   EVERBRIDGE NOTIFICATIONS

Everbridge is a web-based notification system that is used by the City of Orlando. OPD has incorporated the notification system for the notification of groups. OPD Policy 1119 provides the guidelines for the operational notification of police incidents.

4.11.1 NOTIFICATION GROUPS

Watch Commanders – Includes all personnel who are Watch Commanders.

Non-Tactical – Used to contact all OPD personnel who are assigned a City pager. Normally, non-tactical notifications will be made between 1530 hours and 2100 hours. This page can only be sent after 1530 hours with the authorization of a lieutenant or above providing his or her name and contact number. Only if the lieutenant or above determines the situation to be critical can he or she authorize the page to be sent prior to 1530 hours.

OPD Chief Staff – Used to notify employees who are assigned to the Chief's Staff which includes personnel who are part of the OPD Management Staff (i.e. PIO, Department Attorney, Professional Standards Manager).

City Executive Notifications – Used to notify only OPD Chief Staff, CAO, and DCAO of law enforcement sensitive staff pages. This page can only be sent with the authorization of a lieutenant or above and he or she is required to provide his or her name and contact number in the page.

Off Duty – May be used for/by any officer who voluntarily wants to have this group programmed into his or her pager so he or she can be notified of any extra-duty employment that has become available.

THU – Utilize this group to contact all members of the Traffic Homicide Unit.

CIT – Utilize this group to contact members of the Crisis Intervention Team.

4.11.2 SPECIAL TEAMS CALL OUT

Special Teams call-out pages shall be initiated from Communications with the authorization of a lieutenant or above.

CIPS – Used to contact the Critical Incident Peer Support Team. The CIPS commander is paged prior to contacting any team member.

CNT – Used to contact the Crisis Negotiation Team. The CNT commander is paged prior to contacting any team member.

ERT – Used to contact the Emergency Response Team. The ERT commander is paged prior to contacting any team member.

ERT Chem Agent – Used to contact the Emergency Response Team Chemical Agent specialists.

ERT HAZMAT – Used to contact the Emergency Response Hazardous Materials Team. The ERT HAZMAT commander is paged prior to contacting any team member.

ESU – Used to contact the Emergency Services Unit. The ESU commander is paged prior to contacting any team member.

SWAT – Used to contact the SWAT team. The SWAT commander is paged prior to contacting any team member.

5. FORMS AND APPENDICES

APPENDIX A-Talkgroups Included in a Signal 43 Multi-Select

APPENDIX B-Radio Matrixes

APPENDIX C-Monitored/Recorded Talkgroups