



Florida Fish and Wildlife Conservation Commission
Division of Law Enforcement

TITLE: COMMUNICATIONS

GENERAL ORDER	EFFECTIVE DATE	RESCINDS/AMENDS	Applicability
26	March 8, 2017	July 26, 2013	ALL SWORN MEMBERS AND DUTY OFFICERS

References

GO 33 and 58

CFA Standards 14.03, 25.01M, 25.03M, 25.05M, 25.09M, 25.10M

1 POLICY

- A** It is the policy of the FWC Division of Law Enforcement to provide oral, written and/or electronic communications at all times to all necessary Division personnel and other law enforcement agencies in a clear and concise manner. The Division shall maintain 24-hour two-way radio communications and provide toll free 24-hour telephone access for emergency calls within the agency's service area.
- B** The purpose of this General Order is to communicate regulations and procedures governing radio communications and information received from the Florida Crime Information Center (FCIC) and National Crime Information Center (NCIC) computer terminals; and to promote effective and efficient law enforcement communications, enhance officer safety, and present meaningful communications within the Division and with other agencies and the general public.
- C Definitions**
 - (1) **Stop (10-50)** – Any contact with a conveyance (including vessels) when there is a suspected violation or when emergency equipment has been activated to conduct the stop.
 - (2) **Encounter** – Any officer initiated contact or request for assistance from the public.
 - (3) **Transitory messages** – Messages with short term value, such as meeting reminders, which do not formalize or perpetuate knowledge. Transitory messages do not set policy, establish guidelines or procedures, dictate orders, certify a transaction, or become a receipt.

2 RESPONSIBILITIES

- A Regional Commanders** - The Regional Commander is responsible for the overall operation of the communication center.
- B Duty Officer Supervisors** - It shall be the responsibility of the Duty Officer Supervisor to make certain the entire operation of the communications center is in compliance with all Agency and Division policies and procedures, including the Communications Policy and Procedures Manual.
- C Duty Officers**
 - (1) Shall provide accurate and prompt radio communications for agency members who are radio users. Communications to mobile units have priority over other radio room activities.
 - (2) Shall provide prompt actions in emergency communications.

- (3) Shall provide efficient, courteous assistance to the public, co-workers, and other agencies.
- (4) Shall provide accurate and orderly documentation of all necessary information.
- (5) Shall provide efficient and courteous telephone communication.
- (6) Shall provide efficient operation of the FCIC/NCIC system.
- (7) In emergency situations, to include personnel shortages, Duty Officers may be called back to active duty at a time not contiguous with the employee's scheduled hours to work.
- (8) Duty Officers instructed to be on-call shall be required to remain in a fixed location or leave word where he/she may be reached by telephone or electronic signaling device, in order to be available to return to the work location on short notice to perform assigned duties.
- (9) Members using mobile radios shall be identified during radio communications by their assigned Commission radio call number.
- (10) Duty Officers shall be familiar with the Communications Policy and Procedures Manual, General Orders, Internal Management Policies and Procedures (IMPP), and the Criminal Justice User Agreement.
- (11) Duty Officers shall document a patrol member's next 10-8 (in-service) time in the Computer-Aided Dispatch (CAD) system (ULOG).

D Sworn Members

- (1) Sworn Members are responsible for complying with communication policies and procedures and must adhere to the following guidelines:
 - (a) Communicate using the current Statewide Law Enforcement Radio System signals and codes.
 - (b) Speak clearly and precisely while transmitting on the radio.
 - (c) Communicate on the radio at a comprehensible speed.
 - (d) Provide accurate and orderly information to the Duty Officer when requesting information.
 - (e) Be knowledgeable of the "Emergency Button" procedures the Duty Officers will follow in the event of an alarm.
- (2) Before going out-of-service (10-7), sworn members assigned to the patrol function are required to advise the Duty Officer of their next in-service (10-8) time. This ensures that Division members are continuously available to respond to emergency calls statewide.

3 PROCEDURES

A Federal Communications Commission (FCC) Rules and Regulations - Use of Radio

- (1) All Division radio operations shall be conducted in accordance with FCC Rules and Regulations. The Division is authorized to provide communications relative to public safety, the protection of life and property and communications essential to Division activities.
- (2) All Commission personnel shall promptly answer all calls on the Division's communications system in a professional manner using proper communications procedures.
- (3) All Commission personnel, whenever using any radio, shall only engage in necessary conversation.
- (4) False calls, false or fraudulent distress signals, superfluous, unidentified communications, obscene, indecent and profane language are prohibited.

B Statewide Law Enforcement Radio System (SLERS) Codes

- (1) The Statewide Law Enforcement Radio System codes are approved by the Joint Task Force on

State Agency Law Enforcement Communications (JTF) and are divided into four (4) sections:

- (a) **10-Codes:** Ten codes are also referred to as “conversational” codes and are used for conversational purposes between a Duty Officer and officer(s), or officer to officer. They have little to no impact on tracking calls for service or officer activity. Some examples are “What is your location?” (10-20), request to “Check license” (10-27), “Message received” (10-26) or “Message delivered” (10-39).
- (b) **Activity Codes:** Activity codes are used for tracking officer activity. When an officer is on-duty and is not assigned to a call, he/she shall be associated with a specific activity code. Example: During an 8 hour shift Officer Smith spent 3 hours “report writing” (103), 1 hour “en route water patrol” (101E), 3 hours “state water patrol” (101W) and 1 hour for “trial/court” (152).
- (c) **Signal Codes:** Signal codes are also referred to as incidents or complaint types. These codes identify the wide variety of calls for service processed by the JTF state law enforcement agencies. Some examples are “hunting” incidents (S68), “saltwater species” incidents (S62), “vehicle crash” (S4), and “boating” incidents (S29). These are actual incidents or calls for service, are prefixed with an “S” for “Signal”; and are instrumental in tracking calls for service.
- (d) **Disposition Codes:** Disposition codes are used by officers when clearing incidents. Some examples are “infraction arrest/citation” (I), “misdemeanor arrest/citation” (M), “call cancelled” (CC) and “no violation” (NV). These codes provide a final disposition on calls for service and are necessary in tracking number of arrests, warnings, etc.

C Florida Crime Information Center (FCIC) Computer Terminal

- (1) Each communication center shall maintain a copy of the current Criminal Justice User Agreement. Failure to comply with the agreement shall result in disciplinary action up to and including dismissal. In some instances, criminal charges may be brought against the member.
- (2) All information on the computer terminal shall be classified as official business of the Division and shall not be divulged to persons outside the Division except as specifically authorized or required by federal or state law, FDLE/FBI, FCIC/NCIC policy, or Commission policies.
- (3) Information obtained through the FCIC/NCIC system is restricted to criminal justice agencies for criminal justice purposes only.
- (4) Criminal history dissemination shall be logged and maintained in a secondary Criminal History Dissemination Log (FWC/DLE-342) and bound in a book when given to other law enforcement agencies.
- (5) The member is required to thoroughly complete the criminal history information in the log as described by FDLE policy.
- (6) Criminal History Records (Transmissions, Retention and Destruction)
 - (a) Any electronic device that uses wireless or radio technology to transmit data may be used for the transmission of Computerized Criminal History (CCH) information when an officer determines there is an immediate need for this information to further an investigation or there is a situation affecting the safety of an officer or the general public.
 - (b) Criminal History Records Information may be transmitted via facsimile device, which is not connected to a CJS system, as long as both agencies involved in the transmission have an authorized NCIC ORI number. Prior to the transmission, the sending agency shall verify the receiving agency’s authenticity. In addition, the sending agency must verify that the authorized person is positioned at the facsimile location, to ensure proper receipt.
 - (c) When users are finished with CCH information, it shall be destroyed according to current records retention and destruction policy by shredding or burning. It is recommended that a CCH not be retained in case files. All CCH information must be stamped with a confidential

stamp on each page before disseminating to any law enforcement personnel.

- (7) Members who operate the FCIC terminal are required to become certified within six months from the date of hire and re-certify every two years.

D Computer Aided Dispatch (CAD)

- (1) The CAD system shall be the primary method of documenting and recording law enforcement activity.
 - (a) Manual Radio Station Logs (FWC/DLE-046) shall be available at each center, and shall be used, in the event of CAD downtime.
 - (b) Complaint Forms (FWC/DLE-500) shall be utilized for all citizens complaints in the event the CAD system goes down.

E Interruptions of Service

- (1) Interruptions of service due to failure or maintenance shall be properly documented.
 - (a) For logging recorder failures/maintenance, a CAD incident with complaint type "LOG" shall be created.
 - (b) For radio outages, a CAD incident with complaint type "RADIO" shall be created. For M/A-COM radio system problems, other than scheduled outages, the Duty Officer shall notify the Network Operations Center (NOC) and the FWC radio engineer for the affected area. These notifications shall be noted in the CAD incident with the ticket number and names of persons notified.
 - (c) For interruption of service with CAD, a vendor-provided form shall be utilized to report and document the problem. The "Radio Station Log" (FWC/DLE-046) shall be used for the duration of the CAD outage in order to document calls for service and officer activity.
 - (d) The Duty Officer shall notify the Duty Officer Supervisor or person in charge during their absence regarding any radio room malfunctions (e.g. telephone, Exacom recorder, CAD, or radio). Fleet and Technical Services shall be notified regarding CAD issues that require troubleshooting and telephone or radio malfunctions that are recurring or not resolved in an expedient manner.

F Division Issued Cellular Phone Use

- (1) Members issued cellular phones shall have issued phones available while on duty and shall check voicemails at the beginning and end of each shift, at a minimum.
- (2) For issues regarding phone operation, members shall contact the agency's mobile device specialist within the Office of Information Technology.
- (3) Use of agency cellular phones for personal communication is prohibited except when other communication devices are not available and it is impractical to delay making the call. All costs incurred due to personal calls shall be reimbursed to the agency.
 - (a) Members shall contact the Division's Fleet and Technical Services Section for instructions on reimbursement.
- (4) Members are prohibited from using phones other than those issued by the Division to conduct agency business. This includes but is not limited to making or receiving telephone calls, or sending or receiving e-mails or text messages, except in emergency situations. Records created by members who conduct agency business on phones other than those issued by the Division are public record, and may be subject to disclosure pursuant to Chapter 119, Florida Statutes. When a member creates a public record using a non-Division issued phone, the member shall, when requested, turn the non-Division issued phone over to the chain of command for the purpose of gathering the public records.

- (5) Members shall take due care to protect issued phones against damage, including damage from exposure to adverse environmental conditions (e.g. phones shall be stored in dry area during water patrol). Members shall utilize Division-provided cases and holsters to secure and protect the assigned cell phone.
- (6) Smart phones shall be password protected in accordance with IMPP Chapter 3, *Information Technology*.
- (7) Only work related, no cost smart phone applications shall be downloaded and installed by the user. Work related smart phone applications that have a fee associated with them shall be approved via established purchasing procedures.
- (8) For security purposes, all smart phones shall be configured to automatically lock after 15 minutes or less of inactivity.
- (9) Loss or theft of any cell phone shall be reported as soon as practicable through the chain of command to the Division's Fleet and Technical Services Section Leader and in accordance with IMPP 5.8.7, *Lost, Stolen, Missing, or Destroyed Property*.
- (10) E-mail use and access of Internet via smart phone is subject to the policies and procedures described in IMPP 3.7, *Information Technology Resource Usage Policy* and all provisions described therein shall be applicable to members with an issued smart phone.
- (11) Short Message Service (SMS) text messaging is enabled on certain agency issued phones. Text messages are public records pursuant to Chapter 119, Florida Statutes. Text messaging may only be used for content that is of a transitory nature, because text messages are not currently retained by the agency. As public records, text messages stored on a phone may be subject to disclosure pursuant to Chapter 119, Florida Statutes.
- (12) Any photographs or video taken with any phone while in the performance of a members official duties may be a public record subject to disclosure as per Chapter 119, Florida Statutes.
- (13) Any photographs or video taken for evidentiary purposes shall be collected and stored in compliance with General Order 16, *Collection, Preservation and Documentation of Evidence and Property* and not stored on the phone.

G Duty Officer's Procedures and Duties

- (1) The outgoing Duty Officer is responsible for briefing the incoming Duty Officer of current activities.
- (2) Duty Officers or members acting in that capacity shall answer the telephone in the following manner: "FWC Division of Law Enforcement, their title, last name or employee ID number."
- (3) Duty Officers shall be calm, articulate and concise when broadcasting; shall not use profanity or vulgarity; shall be courteous in manner; and shall refrain from using any angry or impatient tone of voice while operating either the radio or telephone.
- (4) Duty Officers shall have immediate access to all tactical dispatching plans. These plans include procedures to be followed in directing resources and obtaining information on crimes in progress, and on tactical operations. These procedures shall be defined in the Communication's Policy and Procedures Manual.
- (5) Duty Officers shall alert sworn member(s) en-route to calls with any information that will enable the sworn member to take suitable precautions.
- (6) The Duty Officer shall learn and maintain knowledge of regional and county boundaries, roadways, waterways, management areas, and boat ramps as directed by the Duty Officer Supervisor.
- (7) No Duty Officer is authorized to give first-aid instruction over the radio or telephone.
- (8) The Duty Officer shall keep the radio room clean and neat, both for purposes of efficiency in

knowing where things are as well as preventing a disorderly, unkempt appearance.

- (9)** When a Duty Officer is unable to report for duty due to sickness or injury, the Duty Officer Supervisor shall be notified at least four hours prior to the beginning of the Duty Officer's assigned shift unless an emergency situation prevents such notification.
- (10)** Once having reported "off sick," the Duty Officer shall keep the Duty Officer Supervisor advised of their status and expected date of return.
- (11)** Duty Officers shall have immediate access to the following resources:

 - (a)** Next 10-8 (in-service) times;
 - (b)** A valid personal telephone number for every member;
 - (c)** Telephone numbers of emergency service agencies; and
 - (d)** Visual depictions of the agency's current service area.
- (12)** When a Duty Officer receives a call for service that requires an officer's response and no officer is available for the affected area, the Duty Officer shall consider assigning the call to an on-duty officer from surrounding areas. If this is not feasible, the Duty Officer shall contact the appropriate sworn supervisor for direction. The Duty Officer must also consider the need to contact surrounding agencies for assistance, prior to the Division unit's arrival. If the Duty Officer is uncertain whether an incident requires Division response, the issue shall be resolved by contacting the supervisor.

 - (a)** When no officer is available for the affected area or it is not feasible to assign an officer from surrounding areas, the Duty Officer shall:

 1. Contact the on-duty sworn supervisor for the affected area;
 2. If unavailable, contact the on-duty sworn supervisor in the surrounding area;
 3. If unavailable, contact the off-duty sworn supervisor for the affected area.
 - (b)** The chain of command shall serve as the course through which command personnel are contacted. In the absence of a first-line supervisor, the next level in the chain of command shall be contacted.
 - (c)** This process includes but is not limited to any life threatening emergencies. Some examples are missing divers, people overboard and missing, boating accidents with injuries beyond immediate first aid, life threatening incidents in wildlife management areas, search and rescue incidents on land or water, and priority incidents involving endangered or threatened wildlife such as an injured panther, manatee or sea turtle.
 - (d)** When contacting off-duty supervisors or when calling officers to duty, the 3 a.m. rule shall apply. The last member in service would be called until 3:00 a.m. and the next member coming on duty would be called after 3:00 a.m. For example, if a member goes out of service at 11:00 p.m. and there is an emergency at 2:00 a.m., that same member would be subject to call out (except when officer is on approved leave starting at midnight). If there is an emergency at 3:01 a.m., then the member scheduled to come in-service the next day would be called out early.
 - (e)** If the Duty Officer is certain as to which officer should be called out and there is a need to expedite the officer's response, or the Duty Officer is having difficulty reaching a supervisor, the Duty Officer can contact the officer first and then notify the supervisor.
 - (f)** Duty Officers shall not disclose the Division's resource/member availability to the public or another agency, but refer to the question to the next available sworn supervisor.
- (13)** Duty Officers shall have immediate access to emergency telephone numbers for fire departments, other law enforcement agencies, ambulances, environmental services, human services, towing services, and taxi services.

- (14) Occasionally, emergency calls are misdirected to the FWC Division of Law Enforcement. All emergency calls shall be accepted, regardless of where they originate. Prior to transferring an emergency call, the Duty Officer shall obtain the caller's name, contact number, location, and nature of call. The Duty Officer shall remain on the line to ensure the transfer is complete. If the caller is unable to stay on the line, the Duty Officer shall immediately relay the information to the appropriate agency.
- (15) While monitoring the communications center, no personal telephones or electronic devices should be used except under extenuating circumstances. If personal phones or electronic devices are used for extenuating circumstances, their use shall be kept to a minimum.
- (16) Whenever a Duty Officer is in doubt about a particular procedure or course to be followed, they shall consult an appropriate supervisor for direction.
- (17) If the Duty Officer has not heard from an on-duty sworn member within an hour during the hours between sunset and sunrise, and every two hours during the hours between sunrise and sunset, the Duty Officer shall contact the sworn member for a status check. Duty Officers shall do 10-13 checks for sworn employees who are on any type of patrol status. This requirement can be waived by a sworn supervisor. The sworn member shall notify the communication center of this approval in accordance with the Procedures section N (1) below.
- (18) Duty Officers are authorized to conduct 10-13 status checks on members if the situation warrants such situational awareness. These situations include, but are not limited to, an officer on a routine call querying a subject who is found to have an extensive criminal history, a history of violence or weapons violations. Once initiated, 10-13 checks should be performed every 5 minutes or until the member declares the situation to be cleared (e.g. 10-98, etc.).
 - (a) Duty Officers shall not conduct 10-13 checks on on-duty members who signed out appropriately for administrative reasons, such as training, court, work at an FWC office, etc.

H Urgent or Emergency Radio Traffic

- (1) **10-33 (Emergency Radio Traffic):** 10-33 traffic designates emergency radio traffic and receives the Duty Officer's maximum attention. The station shall announce 10-33 traffic and all communications, of lesser priority, not related to the situation, shall cease. Communications personnel or any radio user have the authority to initiate 10-33 traffic. Communications personnel shall immediately notify the appropriate sworn supervisor. The 10-33 traffic shall be cleared, or reduced in urgency, as soon as the immediate danger has passed, or at the discretion or the direction of an appropriate supervisor. *10-33 traffic should be reserved for the highest elevation of incidents (e.g. officer down, police hostage, officer involved in shooting, etc.).*
- (2) **10-46 (Urgent):** 10-46 traffic designates a situation of an urgent or dangerous nature when the interruption of communications with field units would place the division member in jeopardy. The station or any radio user shall announce 10-46 traffic. All communications except urgent, tactical, or emergency transmission shall cease.
- (3) **10-24 (Trouble – Send Help):** 10-24 traffic designates that an emergency exists and immediate help is required.
- (4) **10-94 (Request Routine Backup):** 10-94 traffic indicates a need for routine backup. Examples for proper use of this condition would be to assist in the search of a vehicle, boat, and/or person, crowd control (non-violent), traffic assistance, etc.
- (5) A Duty Officer may announce an alternate talkgroup for routine or necessary traffic during a 10-46 or 10-33 situation (e.g. "routine traffic switch to X-XXX-X"). Officers should use discretion before changing talkgroups, realizing that by doing so they may miss pertinent information relevant to the 10-46 or 10-33 traffic such as suspect information or a call to them to provide back-up, especially when the situation is within close proximity to their location.
- (6) Duty officers should periodically announce the talkgroup status (e.g. "Station's on 10-46 traffic")

or notify individuals who might be unaware of the status. Example: An officer comes in-service, unaware of the urgent or emergency radio status a Duty Officer may consider "10-26 355, we're on 10-46 traffic."

I Transmitting Radio Tones

- (1) M/A-COM "dispatch" radio consoles have three (3) levels of radio tones that may be transmitted prior to an emergency or urgent broadcast. Below are suggested uses for these various levels. The "warble" tone should be reserved for the most extreme situations (e.g. Officer down, police hostage, etc.).
 - (a) Alert tone: 10-46 Traffic
 - (b) Pulse tone: 10-33 Traffic
 - (c) Warble tone: Officer Down, Police Hostage, etc.

J Officer-Initiated Emergency

- (1) Officer declares an emergency.
- (2) Emergency traffic takes priority over all other radio traffic. Units not directly involved shall maintain radio silence unless they have related or other emergency traffic.
- (3) Whenever a unit calls with emergency (10-33) or urgent (10-46) traffic, the immediate response from the communications personnel shall be to instruct the reporting officer to proceed with the 10-33 or 10-46 traffic.
- (4) The station communications personnel shall have the authority to initiate 10-46 or 10-33 traffic and shall immediately notify a sworn supervisor.
- (5) Officer provides location, nature of emergency, and any other pertinent information, such as assailants, vehicle/boat description, tag/registration number, direction of travel and any related weapons.
- (6) Communications personnel shall check the status of the member as frequently as possible without disrupting the situation or placing the member in further danger.
- (7) Communications personnel shall dispatch backup units and make officers in the vicinity aware of the situation to better facilitate their assistance.
- (8) Communications personnel should notify bordering FWC regions and other agencies of the situation and status to keep them updated and informed.
- (9) Duty Officer shall consider aircraft support.
- (10) Duty Officer shall consider emergency medical response (e.g. ambulance, fire and rescue).
- (11) Duty Officer shall consider a potential need for a Florida Administrative Message (FAM) over the FCIC system, to provide pertinent information either county wide, FDLE region wide, or statewide, whichever applies.
- (12) Duty Officer shall refrain from using the word "emergency," when responding to an officer initiated emergency, so as to not alert a suspect.

K Radio Emergency Button

- (1) An additional safety feature on the 800MHz radios (portables and mobiles) is an officer's emergency button.
- (2) When an officer activates the radio emergency tone, his/her radio will automatically have 8 seconds of open mic. This allows the officer to speak, hands-free, in the event he/she is unable to "push-to-talk" (PTT).
- (3) If an officer activates the radio emergency tone but cannot transmit any further, and an "Alias", or "Logical ID" (LID) can trace the radio back to a specific officer, that officer's last known location

shall be provided to appropriate officers. Every possible effort to locate this officer shall then be made.

- (4) In the event an officer does not respond and the originator of the emergency tone is unknown, it may become necessary to "roll-call" on-duty officers in an effort to identify the officer who declared the emergency.

L Radio Emergency Button (Accidental Use)

- (1) Should an officer accidentally activate the radio emergency tone, he/she must notify dispatch immediately that it was accidental, providing their current location and their password, as an added assurance that the officer is not being held against his/her will.
- (2) The Duty Officer shall check the password for accuracy and, if correct, can resume normal radio traffic.
- (3) Should the password prove to be incorrect, the call shall continue to be handled as an actual emergency until the officer's condition has been verified as okay.

M Radio Transfers

- (1) It is the responsibility of the Duty Officer Supervisor or their designee to process radio alias changes in a prompt and concise manner. This may be accomplished by directly accessing the M/A-COM alias change website or by notification to the Network Operations Center (NOC).
- (2) The person authorizing the radio transfer is responsible for initiating the alias change process by notifying the Duty Officer Supervisor or their designee when the change occurs

N Miscellaneous Procedures

- (1) The requirement for status checks can only be waived by a sworn supervisor. Cancellation of status checks shall be recorded in CAD by the Duty Officer only when an officer provides the name of the supervisor authorizing the cancellation or if the supervisor provides this authorization to the Duty Officer. The communication center shall be notified of the approval to include the exact location and what time the officer expects to be available for checks again.
- (2) Sworn members operating or travelling in/on Division equipment shall notify their assigned communications center through radio transmission when they begin and end their shift, except as noted in number 16 of this section.
- (3) Sworn members engaged in field assignments (to include training, special assignments, etc.) shall maintain radio communications advising their current status through their respective dispatch centers and in accordance with established procedures. Sworn members that will be without radio communications for special assignments shall notify dispatch of the assignment, location, and supervisor who approved, prior to the assignment.
- (4) Unless required by exigent circumstances, sworn members shall use the radio as the primary tool to communicate with the communications center. A secondary method would be the recorded telephone line. The goal of this policy is to ensure that all communications are recorded. Occasionally, a Duty Officer may need to rely on calling an officer's cellular phone as a last resort when they are not answering the radio. These calls shall be made from the recorded phones located in the RCC.
- (5) Sworn members, while on patrol in uniform, are required to carry their assigned handheld radio at all times when away from the primary radio system.
- (6) Members using radios shall properly identify themselves by their assigned radio call number using the appropriate talkgroup at the start of a transmission.
- (7) When "receiving" a call from an officer, the Duty Officer should not "repeat" the talkgroup name back to the officer nor should officers "repeat" the talkgroup name when called by dispatch. Example of officer calling dispatch: "6 Tallahassee?" "6?" Example of dispatch calling an officer: "Tallahassee 6?" "6, I'm eastbound on I-10 at the 203 mile marker." The talkgroup name should

only be stated once by the person initiating the communication.

- (8) All members shall respond with their assigned radio call number and specific location when called by a communications center except when stating the location would jeopardize the safety of the member or the success of the assignment being conducted. The location should be specific with a commonly used road name, a crossroad or intersection or approximate distance from a common place, and direction of travel.
- (9) When using Interagency talkgroups, members shall prefix their radio call number with a "W" ("Whiskey") designator.
- (10) Radio communications shall be brief and to the point. Comments added as an expression of courtesy, such as "please", "thank you", "you're welcome", "good morning" or "good night" should not be used. Personal communications are prohibited.
- (11) Members shall advise their assigned communications center of changes in their in-service status as soon as practical.
- (12) All sworn members on duty shall monitor radio traffic on assigned talkgroups.
- (13) Members shall listen to ensure the talkgroup is clear before transmitting and should wait approximately 15 to 30 seconds between each attempt to contact a mobile unit or base station except under extenuating circumstances.
- (14) Officers shall not make transmissions to dispatch "in-the-blind" except under extenuating circumstances. The officer shall wait to be acknowledged prior to continuing with their transmission.
- (15) Officers shall not request Duty Officers to log them off at a "projected" out-of-service time.
- (16) Sworn members assigned to GHQ and the Academy are not required to notify the communications center of daily administrative functions including logging on and off duty.
 - (a) When these members are actively working in the field, or are in travel status, the procedures within this General Order and all other applicable General Orders shall be adhered to regarding radio use and communication center notifications.

O Incidental Vehicle, Vessel and Subject Encounters and Targeted Enforcement Activity

- (1) Sworn members are not required to notify dispatch of incidental encounters with the public as part of their regular on-duty activities. Examples of such incidental encounters include, but are not limited to, providing directions or information to a person, answering a question about hunting or fishing while at a place of business or in another public place, or asking a person whether they are in need of assistance.
 - (a) However, if during the course of such an encounter the sworn member detects a violation, suspects criminal activity, or if there is a need to record the details of an encounter (e.g. Signal 14 India, etc.), the sworn member shall notify the communications center with the appropriate signal, activity or disposition code at the appropriate time.
- (2) Members may use the following codes to indicate that they are engaging in a specific enforcement activity and anticipate a high volume of encounters as part of their duties:
 - (a) License/Equipment/Resource Check – Land Based Activity
 - 1. 119 (DL/Equipment Check)

This code should be used when officers are performing license, permit, safety, equipment and resource inspections where numerous conveyances or subjects will be checked at a given location (e.g. parameters within wildlife management areas, camps, dove fields, dog hunting areas, check points, etc.). Protocol would be to notify dispatch "119 at LOCATION." Officers shall notify dispatch regarding a specific conveyance or subject (single encounters) if they detect a violation, suspect criminal activity, or if there is a need to record the details in CAD.

(b) License/Equipment/Resource Check - Water Related Activity

1. 119W (Equipment Check - Water)

This code should be used when officers are performing license, permit, safety, equipment and resource inspections where numerous conveyances or subjects will be checked at a given location (e.g. boat ramps, bridges, piers, channels, marinas, etc.) for water related activity. Protocol would be to notify dispatch "119W at LOCATION." Officers shall notify dispatch regarding a specific conveyance or subject (single encounters) if they detect a violation, suspect criminal activity, or if there is a need to record the details in CAD.

(c) Speed Enforcement

1. 116, 116B, 116BD, 116D, 116M and 116P (Speed Enforcement)

These codes should be used when officers are performing speed enforcement where numerous conveyances or subjects will be checked at a given location. Some examples are speed enforcement in manatee or panther zones. Protocol would be to notify dispatch "116D at LOCATION." Officers are required to notify dispatch when they are 10-50 on specific conveyances or subjects (single encounters) and detect a violation or suspect criminal activity.

(d) BUI/DUI Targeted Enforcement

1. 117/117B (DUI/BUI – Targeted Enforcement)

This code should be used when officers are performing a DUI/BUI targeted enforcement detail where numerous conveyances or subjects will be checked at a given location. Protocol would be to notify dispatch "117B at LOCATION." Officers are required to notify dispatch when they are 10-50 on specific conveyances or subjects (single encounters) and detect a violation or suspect criminal activity.

(e) Intelligence and Information

1. Signal 14 India

This code should be used by sworn members when reporting criminal intelligence and/or information on suspicious activities. See General Order 58, *Law Enforcement Intelligence* for additional information.

P Vehicle and Vessel Stops

- (1)** The sworn member shall immediately notify the communications center when a stop is initiated and when the stop has been completed.
- (2)** The sworn member shall provide the exact location and direction of travel first, followed by a description of the vehicle or boat including tag or registration number, and the number of persons or suspects. Example: "6 Tallahassee, 10-50 vehicle." "6?" "10-50 eastbound on I-10 at the 203 mile marker on a brown Ford Explorer XXXXXX, 3 occupants." "10-50 6."
- (3)** If no contact has been made by the sworn member within five minutes after the stop, the Duty Officer shall attempt contact with the sworn member originating the stop. The sworn member's status shall be checked every five minutes until the stop is cleared.
- (4)** In the event that two attempts to contact the member have failed, having allowed approximately 15 to 30 seconds between each attempt, the Duty Officer shall utilize the radio "alert tone" in a third attempt to raise the officer. If there is still no contact with the member, the Duty Officer shall immediately dispatch the nearest available unit to the last location given by the member performing the stop and notify the appropriate sworn supervisor.
- (5)** If a sworn member is not within reasonable proximity of the member performing the stop or is not available, the Duty Officer shall notify the nearest available law enforcement agency for assistance and notify a sworn supervisor.

- (6) All information concerning stops and all status checks shall be entered into CAD.
- (7) Upon completion of the stop, the sworn member shall provide the appropriate disposition code(s).

Q Supervisory Notification and Response

- (1) Duty Officers shall notify supervisors of incidents as directed in the Communications Policy and Procedures Manual and according to the Incident Notification Protocol (FWC/DLE-380FO).
- (2) Duty Officers shall notify a supervisor when requested by a sworn member.
- (3) Anytime a call to an officer goes unanswered, the Duty Officer shall consider this officer a priority until the officer answers and/or the officer's well-being is established. Once two attempts to contact the officer have failed, having allowed 15 to 30 seconds between each attempt, and if the officer is not 10-50 or Signal 13 (e.g. S13P, etc.), no more than 5 minutes shall lapse before the Duty Officer utilizes the radio "alert tone" followed by an additional attempt to raise the officer. If this attempt goes unanswered the Duty Officer shall dispatch the nearest available unit to the last known location of that officer.
- (4) The Duty Officer shall consider any alternate methods of reaching the officer. If the Duty Officer has exhausted any available means of reaching the officer, with no contact, a sworn supervisor shall be notified. At this time the Duty Officer shall consider notifications to surrounding agencies, sending an officer by their residence and the initiation of a BOLO.

R Computer Inquiries and Computer Hits

- (1) Anytime an officer provides a tag number, registration number, serial number or subject information, the Duty Officer shall automatically query the property or person through the FCIC/NCIC system.
- (2) For vehicle tags where a 10-28 was not specifically requested, the Duty Officer shall provide the officer with the 10-29 response, repeat the tag number back to the officer, and provide color, make and expiration. Example: "10-54 10-29 ABC123 on a white Chevrolet expires June 15, 20XX." It shall be the officer's responsibility to prompt the Duty Officer if additional details are needed.
- (3) For boat registrations where a 10-28 was not specifically requested, the Duty Officer shall provide the officer with the 10-29 response, repeat the registration number back to the officer, and provide the length, color, make and expiration date. Example: "10-54 10-29 FL2222AB on a 19' white Mako expires June 15, 20XX." It shall be the officer's responsibility to prompt the Duty Officer if additional details are needed.
- (4) When a computer inquiry reveals stolen property or an outstanding warrant (e.g. Signal 9, Signal 10 or Signal 99), the Duty Officer shall immediately notify the member of the status by utilizing the appropriate radio codes. The Duty Officer shall automatically initiate routine back-up (10-94) to that officer, allowing the officer to cancel the back-up at their discretion.
- (5) A hit alone is not probable cause for an agency to make an arrest. The Duty Officer must confirm the hit with the entering agency. A "confirmed" hit may be adequate grounds to arrest a person or recover stolen property depending on the circumstances (e.g. "Confirmed Signal 10" or "Signal 99C").

S "Be On The Lookout" Broadcasts (BOLO)

- (1) A BOLO shall be used to inform units, other agencies or Regional Communications Centers of items, events, or hazards that require prompt notification.
- (2) Communications personnel shall consider the timeliness and importance of the items before broadcasting a BOLO. Items of importance shall be repeated to mobile units who were out of service, unavailable or who started their tour of duty after the original broadcast was made. "Attempt to Contact" information shall be broadcast if there is an indication that the party is in or about to enter the affected region. Items where timeliness and importance are not a factor shall

be broadcast during low volume transmission periods.

- (3) Prior to the broadcast, the Duty Officer shall consider any incidents that are in-progress where broadcasting the information may jeopardize the safety of an officer(s) where there may be a need to delay the broadcast.
- (4) All units shall be advised to standby for the BOLO using the approved Statewide Law Enforcement Codes. Example: "All units 10-23 for (S10) BOLO". The Duty Officer will pause to allow officers to prepare to copy. Officers are not required to acknowledge unless they are prompted by the Duty Officer to do so.
- (5) When broadcasting a BOLO, communications personnel shall consider the availability of other agencies that could be affected. Duty Officers must consider the potential need to broadcast the BOLO on Interagency. Interagency announcements should be made when officer safety has been jeopardized (e.g. officer down, officer involved in shooting, police hostage, etc.), Amber Alerts, domestic security intelligence, pursuits, incidents involving hazardous materials, and car-jackings. Duty Officers must always consider the safety of all law enforcement officers and recognize when they may be in the direct path of a known suspect or danger.
- (6) Only pertinent information shall be broadcast, and all BOLO information shall be broadcast using the proper format and stated as briefly as possible.
- (7) When broadcasting an emergency or life-threatening message, an alert tone shall be broadcast over the radio system before the BOLO announcement and a pause of five (5) seconds shall be observed between the tone and the broadcast. A Duty Officer shall exercise discretion in the use of the alert tone to ensure officer safety and to avoid alerting a suspect, depending on the situation.
- (8) The Duty Officer shall pause intermittently throughout the broadcast of a BOLO to allow officer air time should they have a need.
- (9) At the conclusion of the broadcast, officers are not expected to acknowledge receipt unless the Duty Officer prompts them to do so. Duty Officers should only require acknowledgments when they believe officers are in the direct path of the suspect(s) or in immediate danger. If the Duty Officer is uncertain, the Duty Officer should prompt the officers for an acknowledgement. Example: "10-48 634?" "10-4"; "556?" "10-4"; "411?" "10-4"; the Duty Officer pauses before continuing. "889?" "10-4"; "776?" "10-4." "Station's clear."
- (10) The Duty Officer must take every precaution to avoid an officer "unknowingly" coming into contact with a known suspect or danger (e.g. stopping a BOLO vehicle or suspect having no knowledge of an existing BOLO or arriving on the scene of an incident involving hazardous materials where the Duty Officer failed to provide this information to the officer).
- (11) The Duty Officer shall consider follow-up (group or individual) voice mail announcements and notification to a sworn supervisor for officer safety concerns, Amber Alerts, and for those more extreme cases.

T Interagency Talkgroup Procedures

- (1) Use of any Interagency Talkgroup is governed by the SLERS JTF SOP. Improper and unauthorized use of the IA Talkgroups is easily identified and system activity is randomly reviewed by two SLERS committees, the Security Manager, the vendor and Department of Management Services.
- (2) As per SLERS SOP 2A, all agencies are required to use their agency designated call sign prefix when using IA Talkgroups. Example: FWC = W, FDLE = L, FHP = H, OALE = O, DEP = E, MCCO = D, ABT = A.
- (3) The information below is only a summary of use. Users can refer to SOP 2A for additional details.
- (4) For each geographical area there are two Interagency Talkgroups available for daily use and

four Interagency Talkgroups dedicated for special details and emergency response. There are four additional Interagency Talkgroups available for “statewide” communications.

(a) Interagency 1: Dispatch to Officer

Interagency 1 (IA-XXX-1) talkgroups are used for communications between “dispatch and officer” or “officer to officer” or from one dispatch center to another. These talkgroups are located on the primary page of the dispatch radio consoles. Because the IA-XXX-1 talkgroups are common amongst all SLERS users, dispatch can communicate with any officer, agent or trooper (dispatch to officer, officer to dispatch), and officers can communicate with other officers, no matter the agency. Example: “Whiskey 249 to FHP Tallahassee on Interagency TAL 1?” *Interagency 1 talkgroups shall be monitored by dispatch and officers at all times.*

Interagency 1 Talkgroups: IA-PEN-1, IA-TAL-1, IA-JAX-1, IA-ORL-1, IA-WPB-1, IA-MIA-1, IA-KEY-1, IA-FTM-1, IA-TPA-1

(b) Interagency 2: Officer to Officer

Interagency 2 (IA-XXX-2) talkgroups are used for “officer to officer” communications and are not monitored by dispatch except under special circumstances. Because the IA-XXX-2 talkgroups are common talkgroups amongst all SLERS users, officers, agents and troopers can communicate with one another (officer to officer) no matter the agency. Example: “Whiskey 249 10-55 the FHP unit eastbound on I-10 at the 203 mile marker?”

Interagency 2 Talkgroups: IA-PEN-2, IA-TAL-2, IA-JAX-2, IA-ORL-2, IA-WPB-2, IA-MIA-2, IA-KEY-2, IA-FTM-2, IA-TPA-2

(c) Interagency X1 through X4: Special Details and Emergency Response

The four Interagency Talkgroups designated for special details and emergency response functions are located on the IA page of the dispatch radio consoles. These talkgroups end with two digits, the last a 1, 2, 3 or 4:

IA-TAL-11	IA-TAL-12	IA-TAL-13	IA-TAL-14	PEN and TAL
IA-JAX-21	IA-JAX-22	IA-JAX-23	IA-JAX-24	LCY and JAX
IA-ORL-31	IA-ORL-32	IA-ORL-33	IA-ORL-34	ORL
IA-WPB-41	IA-WPB-42	IA-WPB-43	IA-WPB-44	WPB
IA-MIA-51	IA-MIA-52	IA-MIA-53	IA-MIA-54	MIA and KEY
IA-FTM-61	IA-FTM-62	IA-FTM-63	IA-FTM-64	FTM
IA-TPA-71	IA-TPA-72	IA-TPA-73	IA-TPA-74	TPA

The last number in the two digits identifies its use:

IA-XXX-X1 Command and Control

IA-XXX-X2 FDLE-Security Operations

IA-XXX-X3 FHP-Patrol and Escort

IA-XXX-X4 FWC-Search and Rescue/Waterborne Security

Normally FDLE would be the lead agency in security operations, FHP the lead for patrol and escort, and FWC for search and rescue and waterborne security; however, it can be permissible for any SLERS agency to utilize these four talkgroups.

(d) Interagency 81 through 84: Statewide Communications

There are four "statewide" Interagency Talkgroups. These talkgroups are managed by the Emergency Operation Center and are not to be used for routine operations or conversations.

IA-STW-81	Command and Control
IA-STW-82	Security Operations
IA-STW-83	Patrol and Escort
IA-STW-84	Search and Rescue/Waterborne Security

(5) Duty Officer Role

- (a)** If a Duty Officer receives an emergency that warrants notification to other agencies, a broadcast shall be made over the appropriate IA-XXX-1 talkgroup.
- (b)** The Duty Officer initiating the emergency shall attempt to repeat this broadcast once within the first ten minutes after the call was made. The Duty Officer initiating the interagency call would normally coordinate interagency communications for the duration of the emergency, except when it is understood that another Duty Officer is taking this control.
- (c)** When one RCC calls another RCC on an IA talkgroup, they shall:
 - 1. Select the IA talkgroup that is routinely monitored by the dispatch center they are calling;
 - 2. Announce their RCC and the RCC they are calling; and
 - 3. Announce the name of the IA talkgroup being used. Example: "FWC Tallahassee to FHP Jacksonville on Interagency JAX 1?"

U Departing and Entering Regions and Counties (10-57 and 10-58)

- (1)** When a member crosses over regional boundaries they shall notify the RCC whose area they're leaving that they're "10-57" (departing) their region and "10-58" (entering) XX region along with their current location. The member shall also provide their destination and anticipated time of return. Example: "6 Tallahassee?" "6?" "10-57 NW Region, 10-58 NC Region eastbound I-10 at XX mile marker, so far?" "So far." "10-51 NAS Jacksonville returning later today." "10-26 6."
- (2)** Once done, the member should switch to the appropriate "travel" talkgroup and notify the RCC whose area they are entering that they are "10-58" (entering) their region along with their current location and destination. Example: "6 Jacksonville?" "6?" "10-58 your region eastbound on I-10 at XX mile marker 10-51 NAS Jacksonville" "10-26 6."
- (3)** When warranted due to the confidential nature of the travel, members holding the rank of Major or above are not required to follow the procedures described in U (1) and (2).
- (4)** The Duty Officer for the officers "assigned" region shall "Change Unit Assignment" (CUA) and place the officer in the travel zone (WTVL zone). An entry with their destination and anticipated time of return should be added using the SLL command. Duty Officers are not to log the officer off-duty until they have returned and advised that they are out of service. Duty Officers are responsible for monitoring officers in the WTVL zone to ensure they return accordingly. When an officer's travel involves one or more nights out of region it shall be the midnight duty officer's responsibility to note this on the appropriate shift change sheet (midnight checklist) for a.m. and p.m. Duty Officer knowledge.
- (5)** Officers working routine patrol within their assigned regions shall notify dispatch when they change counties by advising 10-57 (departing) XX County and 10-58 (entering) XX County. Use of the county name or the corresponding FDLE county code is acceptable. If by changing counties the officer is placed in a different talkgroup area, the officer shall change their radio to the appropriate talkgroup Example: "650 Tallahassee?" "650?" "10-57 Gadsden County, 10-58

Jackson County, westbound on I-10, switching to Panama City.”

- (6) Refer to the FWC talkgroup map (FWC/DLE-381FO) for talkgroup boundaries and travel talkgroups. This procedure allows Duty Officers to accurately track their resources and is an officer safety measure by having officers on a common talkgroup as other officers in that area.

V Electronic Recording Device

- (1) Electronic recording devices installed in the Florida Fish and Wildlife Communications Centers shall record on a 24-hour basis all telephone lines and radio traffic and be accessible for immediate playback.
- (2) Any attempt by an employee to alter or erase any portion of the recording shall be grounds for disciplinary action up to dismissal. Any interruption in the recording could be interpreted as an attempt to alter or erase a recording or portion thereof.
- (3) Requests for the reproduction of any recordings from Division personnel shall be authorized through the Regional Commander having authority over the communications center.
- (4) Recordings shall be retained for a period covering one hundred twenty (120) days. A request to remove a recording from the rotation and to preserve the original recording shall be made in writing. All recordings which are removed from the normal rotation, shall be documented in the log.
- (5) Recordings are available for review or transcription with supervisory approval. 9-1-1 tapes can be obtained from the County Emergency Management 9-1-1 Coordinator, as provided under the provisions of Chapter 119, Florida Statutes.

W Emergency Power Sources (Generators)

- (1) Each communications center should be equipped with an emergency generator set to start immediately in the event of commercial power failure. These generators shall produce sufficient power to keep the communications center operating so there will be no interruption of service.
- (2) FWC-owned generators shall be checked monthly by the Duty Officer Supervisor or designee for proper operation and documented on a generator check log sheet. This log shall be completed and maintained for reference purposes at each location.
- (3) The named authorized person/persons responsible for maintaining all universal equipment at the co-located center shall be responsible for the maintenance of the emergency generator.
- (4) **Auxiliary Base Station Radio** – Each communications center shall have auxiliary radio equipment capable of transmitting and receiving to be used in the event of primary base radio system/equipment failures.
- (5) **Mobile Communications/Command Centers** – An Emergency Response Vehicle (ERV) has been equipped to respond to any emergency situation/location that requires communication in the State of Florida. For additional information, see General Order 33, *Operation of Division Equipment*.

X Radio Repairs, Modifications and Inspections

- (1) All modifications and repairs to radio and other communications equipment shall only be performed by authorized personnel
- (2) Radio Tower Light Inspections – Inspections of FWC-owned sites are to be coordinated by the Division’s Fleet and Technical Services Section in accordance with FCC rules.

Y Communications Center Security

- (1) The security of each communications center, communications personnel, and assigned equipment shall be the responsibility of the Regional Commander or designee.
- (2) Communications equipment and data entry terminals, as well as files and messages, shall be locked in a secure area not accessible to unauthorized personnel.

- (3) All doors that are not public entrances shall remain locked.
- (4) Any security problem at any facility shall be brought to the attention of the Regional Commander through the appropriate chain of command.
- (5) Areas containing telecommunications equipment, radio equipment, un-interruptible power supplies and emergency generators shall be restricted to authorized personnel. When necessary, non-Division personnel may be permitted access to restricted areas containing communications equipment, provided they are accompanied or monitored by a Division member and they have a need to be in that area.
- (6) Communications equipment outside of the communications centers shall be appropriately secured from public access. Security measures shall normally be accomplished by the use of adequate fencing, locks and/or alarm systems. Additional security measures shall be taken, if needed.
- (7) Division members shall be aware of and attentive to communications equipment and sites. All apparent unauthorized entry, access, or tampering shall be investigated and appropriate action taken to safeguard Division equipment.
- (8) Members shall not loiter in communications centers or engage in conversation or activities that disrupt the communications function. Public walk-in traffic is not permitted. Signs bearing the words "Restricted Area - Authorized Personnel Only" shall be conspicuously posted at all entrances to the communications centers. Doors to communications centers shall be kept closed at all times.

4 FORMS

FORM NUMBER	FORM TITLE
FWC/DLE-046	Radio Station Log
FWC/DLE-342	Criminal History Dissemination Log
FWC/DLE-500	Complaint Form
FWC/DLE-380FO	Incident Notification Protocol
FWC/DLE-381FO	Talkgroup Map
	Statewide Law Enforcement Radio System Codes (Available from the Fleet and Technical Services Section)