

WINTER HAVEN POLICE DEPARTMENT

GENERAL ORDER 81.1

COMMUNICATIONS

ACCREDITATION STANDARDS: CALEA – 41.2.1, 81.3.2

EFFECTIVE DATE: March 14, 1995

RESCINDS: G.O. 81.1 November 17, 2021 and all applicable Amended/Temporary Orders prior to June 12, 2025

LAST REVISED DATE: June 12, 2025

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POLICY

It shall be the policy of the Winter Haven Police Department to contract with the Polk County Sheriff's Office for Communications Services.

PURPOSE

The purpose of this General Order is to establish the administrative and operational procedures for the Communications function of the Winter Haven Police Department.

SCOPE

This General Order applies to all Department members.

DISCUSSION

It is important to have efficient and effective guidelines and procedures in place to govern the operations of this agency. The Winter Haven Police Department continues to answer incoming, non-emergency, telephone lines Monday through Friday 8:00 a.m. – 5:00 p.m., excluding holidays. During non-regular working hours the telephones shall be answered by the automated answering system.

PROCEDURE

I. Administration of the Communications Unit

- A.** The administration of the Communications Unit is the responsibility of the Polk County Sheriff's Office.

II. Incoming Call Procedures

- A.** Even though the Winter Haven Police Department does not have a communications section, the agency still receives telephone calls. It is the responsibility of the Records Division to answer incoming telephone calls. If the caller needs the response of an officer, the operator shall forward the call to the Polk County Sheriff's Office. All members shall maintain a professional attitude and demeanor when answering telephone calls.
- B.** Records members are responsible for directing incoming calls to specific members or units.
 - 1.** If a call is received requesting a specific member, the operator shall check to ascertain if the member is on-duty and present at the department.
 - a.** If the requested member is available, the call shall be promptly transferred to the proper extension.
 - b.** If the requested member is on-duty, but not at the department, the operator will advise the caller and offer to transfer them to the member's voice mailbox or take a message.
 - c.** If the requested member is not on-duty, the operator will advise the caller and offer to transfer the caller to the member's voice mailbox or take a message.
 - 2.** During normal business hours, callers who request to speak to the Chief of Police shall be transferred to the Executive Assistant. Callers who request to speak with the on-duty supervisor, or other agency members by name, shall be transferred to the member.

III. Levels of Response to Calls and Backup Procedures (CALEA 41.2.1)

- A.** The Polk County Sheriff's Office may classify a call as a emergency-one call, preceded by an alert tone; members of the Winter Haven Police Department shall follow this policy. Calls for service shall be classified in the following manner, based on the critical need for officer assistance.
 - 1.** *Emergency- One:* Priority one calls where there is a high probability of death or injury, or a felony is in progress. Emergency calls are characterized by a need for immediate law enforcement response to ensure the safety of persons and property, or when prompt arrival of a member is necessary for criminal apprehension. The dispatch of Emergency- one calls shall be preceded by a radio alert tone.
 - 2.** *Urgent:* Urgent calls are incidents that are in progress, or have just occurred, where there is a possible threat to life or property, or a criminal act is in progress.

Urgent calls are characterized by a need for immediate law enforcement response to stabilize a situation, or when prompt arrival of an officer is necessary for suspect apprehension. Officers should drive in a reasonable and prudent manner and arrive at the scene as soon as possible.

3. *Non-emergency*: Non-emergency calls are incidents that are past occurred, or are presently occurring, where there is no immediate threat to life or property and immediate law enforcement response is not needed, or prompt arrival of an officer is not necessary for suspect apprehension.
- B.** Upon receiving a call for service of a violent crime in progress or a silent alarm, the Communications Operator will dispatch the call to Winter Haven Units. An officer shall notify communications of receiving the call and shall respond. This type of call may be classified as a emergency one or urgent depending on the circumstances.
1. The zone officer, unless otherwise obligated, shall respond as primary officer.
 2. Another officer or the supervisor shall respond as the backup.
 3. If the zone officer is not available or is otherwise obligated, another officer shall respond as the primary unit.

IV. Dispatching Procedures

- A.** Each member of the agency is issued a unique three digit identification number. The member, when communicating by radio with the Communications Operator, shall identify themselves by the identification number. This unit number shall be preceded with the word whiskey (example whiskey 420). Members shall communicate routine "radio traffic" via Tiburon Mobile CAD by entering their current status over computer terminal when available.
- B.** The Communications center shall be identified and referred to by the name "Dispatch."
- C.** At a minimum, all members shall notify Communications of the following circumstances, either via Tiburon Mobile CAD or radio as circumstances allow:
1. At the beginning of the shift.
 2. To acknowledge a call from dispatch.
 - a. Officers shall acknowledge an initial call from Communications by advising their identification number.
 3. To report the arrival at the location of a call.
 4. To report when completing a call and the status of the clearance.
 5. To report an investigative or traffic stop. This shall be accomplished via radio, and
 - a. Provide tag number, location, number of subjects, description of subjects, etc.
 6. When temporarily out of service such as a meal break.

7. To report an arrest or transport to jail.
 - a. Provide beginning and ending mileage for all subjects transported.
8. To report when assisting with a disabled vehicle.
9. To advise the transport of any citizen.
 - a. Provide beginning and ending mileage for all subjects transported.
10. At the end of the shift.

V. General Provisions

- A. NCIC/FCIC information, including Criminal Histories, will only be disseminated to NCIC/FCIC certified members. Recording the Criminal History in the dissemination log will only be necessary if the Criminal History is disseminated to another authorized non-departmental member or agency. All Criminal Histories will be stamped "confidential" and who the record was released to on the first page of the criminal history.
- B. Hard copy printouts obtained from the NCIC/FCIC system will be retained until obsolete, superseded or administrative value is lost. Records obtained from the system shall be shredded after they are no longer of use to the officer. The NCIC/FCIC computer system keeps logs of all communications over the system that has searchable features if the need arises to locate previous transmissions or data.
- C. Members who violate NCIC/FCIC, DAVID regulations and any other data base shall be subject to disciplinary action up to and including dismissal.

VI. Backup Resources (CALEA 81.3.2)

- A. The agency has an emergency power generator that is capable of supplying a sufficient amount of electricity to operate the entire police department for an extended period of time in the case of a power failure.
- B. The generator is tested on a weekly basis. The unit is programmed to start up and run one day of the week. The unit will actually supply the electricity to the facility and assume a full power load for thirty minutes.
- C. The generator is an ultra-modern unit that is self-contained inside of a secure and locked metal housing. The unit is located inside the fenced compound of the department.

VII. Definitions

- A. *CAD* – Computer Aided dispatch system.
- B. *CJIS* – Criminal Justice Information System.
- C. *FCC* – Federal Communications Commission.
- D. *FCIC* – Florida Crime Information Center.
- E. *NCIC* – National Crime Information Center.

F. TDD – Telecommunications Devices for the Deaf.



APPROVED

**Vance Monroe Jr.
CHIEF OF POLICE**