

Cocoa Beach Police Department

Standard Operating Procedure



Effective Date: July 5, 2023	Replaces:	Number: 301.00
Subject: Prepared Live		Re-evaluation Date:
Distribution: ALL PERSONNEL	Related Standards:	

This order consists of the following numbered sections:

1. Purpose
2. Scope
3. Policy
4. Definitions
5. Procedure
6. References

1. **PURPOSE**

The purpose of this procedure is to provide Cocoa Beach Police Department members with guidelines for use of the Prepared Live software.

2. **SCOPE**

This policy applies to all Police Department personnel.

3. **POLICY**

The Cocoa Beach Police Department is tasked with obtaining the most accurate information about an incident being reported. The software program, “Prepared Live” allows Cocoa Beach Police Department members to see an incident through an individual caller’s camera on their mobile device. Telecommunications Officers will utilize the Prepared Live web program to gain information about an incident. This policy controls how Telecommunication Officers will interact with the public and first responders utilizing Prepared Live.

4. **DEFINITIONS**

- A. CAD (COMPUTER AIDED DISPATCH) - A system to record criminal and non-criminal requests for service.
- B. COMMUNICATIONS TRAINING OFFICER (CTO) - an experienced telecommunications officer assigned by the Chief of Police, or designee, responsible for providing on-the-job training and evaluating recruit telecommunication officers’ performance.
- C. TELECOMMUNICATIONS OFFICER (TCO) – Employee of the Cocoa Beach Police Department assigned to the Communications Center, who processes incoming telephone calls, radio transmissions, and computerized information.

5. **PROCEDURE**

Prepared Live is a web-based software (no software is downloaded to dispatch terminals).

A. System Security

1. Each member utilizing Prepared Live will have unique log-in credentials, which will consist of their “@CityofCocoaBeach.com” email address and password.
2. A password will be provided to each member by a program administrator.
3. Members shall not share their log in credentials.
4. Each member will sign in only under their assigned credentials.
5. If the security of a password is in doubt– for example, if it appears an unauthorized person has logged in to the account — the password must be changed immediately.

B. Training

1. The Communications Supervisor or designee shall ensure TCOs receive and complete instructional training prior to utilization of Prepared Live

C. Utilization

1. TCOs shall:
 - a. Be able to utilize Prepared Live and see their calls, both live and archived, for a period of twelve (12) hours.
2. Communications Supervisor's shall:
 - a. Be able to see all chats, both live and archived.
 - b. Be allowed to download media when requested by a Patrol Supervisor.
 - c. Have access to use Prepared Live while the live stream or text chat is being utilized.
 - d. Be able to join an incident by selecting it and will automatically be a third party in the incident.
3. Required Sign In
 - a. All TCOs must sign in to Prepared Live upon taking over a dispatch console.
 - b. All TCOs must remain signed into Prepared Live throughout their shift.
4. Safety
 - a. If it is determined the caller is using a mobile device, Prepared Live may be utilized in conjunction with any protocol software and when it is safe for the caller to use.
5. In-Progress Calls for Service
 - a. Prepared Live may be utilized during all in-progress calls for service or calls where information can be captured prior to the first responder arriving on scene. In addition, Prepared Live may also be utilized when a TCO determines the software may be beneficial or may assist in the course of their duties.
 - b. The Prepared Live link may be used during the following "in-progress" calls, but is not limited to:
 - 1) Hang up/disconnect;
 - 2) Transportation incidents;
 - 3) Fire calls;
 - 4) Missing person;
 - 5) Suspicious activity;
 - 6) Hang-up/abandoned;
 - 7) Major crimes;
 - 8) Vehicle incident;
 - 9) Welfare check/suicide threat;
 - 10) Battery/domestic violence;
 - 11) Training
6. Not In-Progress Calls for Service
 - a. Prepared Live video may be used for all not in-progress calls for service, where information can be captured prior to the first responder arriving on scene.
7. Audio
 - a. When the caller is on the phone with Communications, the audio will not come through Prepared Live. No audio is recorded in the Prepared Live application (live or archived).
8. Documentation
 - a. If Prepared Live was utilized on any call, it is the TCOs responsibility to notate this use in the CAD screen and notify the responding unit.
9. Requests for Downloads
 - A. Communications Supervisor may download Prepared Live media gallery information if requested by a supervisor.
- D. Discontinuance of the Live Feed
 1. After the Prepared Live recording is acquired and the TCO determines no need to continue the live feed (livestream), the TCO may end the live feed (livestream) and continue the call in an active state until officers arrive on the scene and confirm status as clear.
 2. The TCO may continue to text with the caller if the phone call has ended. Once officers are on scene and confirm status as clear, the TCO may then resolve the incident.
- E. Data Sharing Restrictions
 1. Citizens are not allowed to review any Prepared Live recording, unless authorized by the Records Supervisor or their designee.
 2. Citizens requesting to view a Prepared Live recording must be referred to the Cocoa Beach Police Department Records Division.
 3. Members shall not share or display Prepared Live audio/video without authorization from a Lieutenant or above.
 4. Members shall not view Prepared Live footage unless required to do so as a condition of their official

duties.

5. Members shall not publish or display Prepared Live recordings to the internet or social media sites unless authorized by the Chief of Police, or designee.

F. Public Records Requests

1. The Records Division will review and deny or approve each request for Prepared Live footage in accordance with Chapter 119, Florida Statutes and Cocoa Beach Police Department Standard Operating Procedures.
2. If the footage is to be released, the Records Division shall refer to Standard Operating Procedure 305.00, *Information Services Security*.

G. Retention of Recordings

1. If a Prepared Live recording is downloaded and retained in Department's cloud server, the recording will be stored and maintained until eligible for destruction in accordance with General Records Schedule GS1 and GS2 as established by the State of Florida Division of Library and Information Services and applicable Florida State Statutes.

6. **REFERENCES**

[Florida Department of State Library and Archives of Florida \(2020\). State of Florida General Records Schedule. GS1-SL State and Local Government Agencies. Retrieved June 21, 2023](#)
[Florida Department of State Library and Archives of Florida \(2017\). State of Florida General Records Schedule. GS2 Law Enforcement, Correctional Facilities, and District Medical Examiners. Retrieved June 21, 2023](#)
[The Florida Senate F.S.S. 119 – Public Records.](#)



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Date: 06/21/2023