



ENFORCEMENT PROCEDURE			600.01	
<div><div></div><div>GENERAL POLICE DISPATCH PROCEDURES</div><div></div></div>				
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PURPOSE

The purpose of this standard operating procedure is to establish guidelines and procedures for the dispatch of Punta Gorda Police Department resources.

SCOPE

This procedure shall apply to all Punta Gorda Police Department personnel.

PROCEDURE

I. CALL TAKING PROCEDURES

A. Receiving Telephone Calls - Public Safety Dispatchers shall:

1. Be ready to receive calls by maintaining a well-organized desk;
2. Answer calls promptly: Members shall strive to answer all incoming 911 calls within 3 seconds and all incoming non-emergency administrative calls within 5 seconds;

3. Treat each call as an emergency until otherwise determined;
 4. Identify the department and advise the caller that the line is being recorded; i. e. "Punta Gorda Police Department, this line is being recorded. How may I help you?";
 5. Take charge of the conversation;
 6. Obtain complete information;
 7. Listen effectively to ensure information is complete and correct;
 8. Disseminate information promptly; and
 9. Reflect a pleasant, business-like personality through vocal communication; use calm, simple, straight-forward language, display compassion and terminate calls positively and courteously.
- B. Misdirected Calls: Occasionally calls for service are received which are outside the Department's jurisdiction. In these instances, the following procedure shall be followed:
1. Emergency calls received via 911 shall be directly routed to the appropriate agency via the Vesta Phone System.
 2. Obtain all necessary information and relay the information to the appropriate agency if the caller is unable to remain on the line or is disconnected.
 3. Keep the caller on the line, if possible.
 4. Contact the appropriate agency via radio or additional telephone line relaying all pertinent information.
 5. Gather additional information from the caller and relay to responding agency until responding units arrive.
 6. Non-emergency calls may be referred to the appropriate agency.
- C. Making Telephone Calls: Making telephone calls: Public Safety Dispatchers shall announce "This is a recorded line," when making all outgoing calls, unless the Public Safety Dispatcher is returning a 911 emergency call.
1. If a person refuses to grant permission to be on a recorded line, Public Safety Dispatchers shall obtain the person's phone number and call the person back from a non-recorded line.

- D. Anonymous calls: If caller's desire anonymity, the Public Safety Dispatcher shall respect their desire, but not suggest it. No phone number and addresses associated with the caller will be present on the CAD entry.
1. Florida Statute 162.06(1)(b) and 162.21(3)(b) states a Code Enforcement Officer may not initiate enforcement proceedings for a potential violation of a duly enacted code or ordinance by way of any anonymous complain. A person who reports a potential violation of a code or an ordinance must provide his or her name and address to the respective local government before an enforcement proceeding may occur.
 2. If a complainant states that they have a substantial fear of retaliation or of status based legal jeopardy; which must be expressed by the complainant, then the complainant must be advised that if the claim is a false claim of fear of retaliation or of a statut-based legal jeopardy, then they are liable for all costs incurred by the City of Punta Gorda in investigating the claim of violation, including costs of personnel, equipment, testing, and reasonable costs and attorney fees if the City of Punta Gorda brings action to prosecute the complaint or to collect amounts made payable.
- E. Language Line: If a limited English speaker contacts the agency on a non-emergency line, a determination should be made if an on duty Public Safety Dispatcher who speaks the preferred language is available to speak with the caller. If no on duty Public Safety Dispatcher is immediately available the Public Safety Dispatcher shall utilize the Language Line Service. The procedure for procuring Language Line Services for 911 emergency calls is outlined in SOP 603.00. Interpreters greet limited English speaking callers in their preferred languages, quickly learn why they are calling, and then connect the account representatives into a 3 way interpreter conversation.
1. Use the direct connect button on Vesta to conference the caller with Language Line Telephone (See Appendix Section VI (A)(2)).
 2. For non-emergency calls provide the client ID #903301.
 3. For emergency calls provide the client ID #903041.
 4. When prompted for an ID# enter the Police Department employee ID number.
 5. Press 1 for Spanish, 2 for all other languages, and state the name of the language you need. Press 0 for agent assistance if you do not know the language.
 6. Once connected to the interpreter, document their ID number.
 7. Brief the interpreter: Summarize what you wish to accomplish and provide any special instructions.
 8. Place the limited English speaking person on the call.

9. Say “end of call” to the interpreter when your call is completed.

II. INFORMATION GATHERING

- A. Powerphone Procedures (See SOP 607.00): All Public Safety Dispatchers shall receive and maintain certification through Powerphone’s Total Response Protocol System in Law Enforcement Dispatch (LED) and Fire Service Dispatch (FSD) and Emergency Medical Dispatch (EMD). Members will have ready access to the CACH Standard Program and will be trained in procedures for the proper handling of calls for information or service. The training will include procedures for the following, at a minimum:
 1. Judging the characteristics of the call to determine whether an emergency exists;
 2. Informing the victim/witness of the agency's response, including direct law enforcement service or referral to other agencies;
 3. Determining if a crime is in progress, parties separated, children or pets nearby;
 4. Obtaining a status of possible weapon possession;
 5. Determining other safety hazards at scene;
 6. Obtaining number of people involved, physical descriptions of possible suspects and vehicles;
 7. Obtaining a physical description/address of the residence, building, or incident; and
 8. Keeping caller on the line to obtain additional information as the call progresses if safe to do so.
- B. Location: It is essential that the Public Safety Dispatcher obtain the exact location where the incident is or has occurred. On all incidents, the Public Safety Dispatcher will ask the caller for, or confirm, the nearest cross street and major intersection to the location of the incident. If the Public Safety Dispatcher is not familiar with the location, they shall ask the caller to be more explicit. The CAD entry shall reflect the location to which the officer is responding, not the location of the caller (if they are different).
 1. Each time a Public Safety Dispatcher is contacted by a caller, the Public Safety Dispatcher shall ask specifically if the caller wishes to be contacted by a Police Officer and note same in the event CAD entry;
 2. Should the caller request contact with an officer, the Public Safety Dispatcher shall ascertain both the location of the incident and the location of the caller. The CAD shall be updated each time an officer changes location;

3. When the complainant resides in an apartment or condominium complex, the Public Safety Dispatcher shall obtain the name of the complex, apartment number, and any other pertinent information. If the caller is at a hotel/motel, the Public Safety Dispatcher shall obtain the room number. The Public Safety Dispatcher shall always obtain specific addresses;
 4. When relaying directions, the Public Safety Dispatcher shall always specify north, south, east or west; and
 5. Obtain suspect direction of travel.
- C. Incident Identifier: The Public Safety Dispatcher shall generate an event number which logs the date and time for all requests for service. All dispatch times and officer times, such as arrival and in-service, shall be documented on the event report. Report numbers for events will be assigned automatically for fire events and will be generated manually for police events either by an officer via MCT or upon officer request via CAD.
- D. Type of Incident: It is extremely important for the Public Safety Dispatcher to determine the type of incident an officer will be responding to based on the following, at a minimum:
1. Violent or non-violent;
 2. Armed or unarmed suspect;
 3. Whether the incident just occurred, occurred in the past or is in progress;
 4. Determine if medical attention is required; and
 5. Establish that the Public Safety Dispatcher's interpretation of the caller's terms is correct (e. g. Robbery vs. Burglary).
- E. Caller's Information: Public Safety Dispatchers shall obtain:
1. Caller's Name: Public Safety Dispatchers shall obtain the caller's full name to include the correct spelling. If the incident is at a business, obtain the name of the business and the person calling;
 2. Caller's address: Public Safety Dispatchers shall obtain the caller's address; always obtain the caller's home address if different than the location of the incident being reported; and
 3. Caller's phone number: Public Safety Dispatchers shall obtain the caller's phone number.

III. DISPATCH AND CAD PROCEDURES

- A. The Public Safety Dispatcher's crucial responsibility is to maintain CAD accuracy to preserve its integrity. The following functions shall be used for standardization:
1. OSSI CAD will alert dispatchers and call takers with information regarding a premise or location that has special consideration, such as Red Dot, Away from Home information, previous calls for service, officer safety information, etc. The Public Safety Dispatcher is required to check all alert tabs when highlighted in an event;
 2. The Public Safety Dispatcher shall relay all pertinent information to responding personnel.
 3. Public Safety Dispatchers will keep accurate account of officer's location changes via the location status window (L prompt) on CAD;
 4. Public Safety Dispatchers will utilize the transport window (T prompt) to timestamp any escort or prisoner transporting to include mileage;
 5. Public Safety Dispatchers will utilize the chase mode time stamp for location updates and information during a vehicle or foot pursuit;
 6. Public Safety Dispatchers will always check Unit Recommend function prior to dispatching an event and challenge whether the recommended unit is the best choice for the current circumstance;
 7. Public Safety Dispatchers will send alpha pages (texts) for priority calls when prompted to do so by the CAD system;
 8. Public Safety Dispatchers will check Advisories and BOLOs at the beginning of their shift for pertinent pass on information. Pass on information will be logged utilizing the Advisory function;
 9. Officers will be categorized in the Off Duty status only when working a detail outside of normal operations;
 10. Public Safety Dispatchers will document miscellaneous (M prompt) comments when officers radio "for the radio log", such as locking a park, vehicle out of service, fire apparatus in service, but out of quarters, etc.;
 11. Public Safety Dispatchers are to check tactical plans connected with nature codes for assistance with proper handling of the call;
 12. Public Safety Dispatchers will re-open past events that require follow up when allowable by the CAD system; and

13. Public Safety Dispatchers will utilize Watch Dog timers appropriately.

14. Special Time Stamps: Public Safety Dispatchers will utilize Special Time Stamps in the event narrative as appropriate.

B. Calls for Service: All calls for service are classified into two categories within the CAD system. Those categories are Priority (emergency) and level 2 through five (non-emergency). The OSSI CAD system will automatically determine the priority of each call based on the nature code and the calls shall be dispatched accordingly. Public Safety Dispatchers have the discretion to upgrade a non-emergency call for service to an emergency call for service in the CAD if the circumstances warrant it.

1. Emergency Calls for Service: For the purposes of this procedure, emergency calls are nature codes predesignated as priority calls ("P") as well as any in-progress call in which an emergency condition exists and conditions at the scene are not stable. All emergency calls for service shall be preceded by the emergency tone via dispatch. Public Safety Dispatchers will maintain officer status for emergency calls up to and including the on-scene status.
 - a. Officers will announce via radio when they are responding code 3 as well as when they are downgrading their response based upon the information relayed in the call for service. In all instances, officers are responsible for clearing themselves from the incident via the MCT. Officers and Public Safety Dispatchers are to ensure that accurate times are recorded as incorrect logging of times can skew accurate response time reporting.
2. Non-Emergency Calls for Service - For the purposes of this procedure, non-emergency calls for service are defined as routine calls in which conditions at the scene are stable and an officer's presence at the scene will not affect the outcome. These calls are classified as priority levels 2 – 5.
 - a. All officers who are dispatched to a non-emergency call for service will be responsible for placing themselves en-route, on-scene, and completed via the MCT unless specifically requested by the officer. Officers are responsible for clearing themselves from the incident via the MCT. Officers and Public Safety Dispatchers are to take care in ensuring that accurate times are recorded as incorrect logging of times can skew accurate response time reporting.
3. Officers shall not be dispatched to non-emergency medical calls unless specifically requested. When in doubt, the Public Safety Dispatcher will send an officer and it will be the responsibility of the Watch Commander to override the decision, should they wish to cancel police response.

C. Dispatching Guidelines

1. Public Safety Dispatchers shall be familiar with communication equipment.
2. Public Safety Dispatchers shall be familiar with neighborhood boundaries.
3. Public Safety Dispatchers shall maintain discipline and have the ability to cope with emergencies in a calm and orderly manner.
4. Public Safety Dispatchers shall be accurate and complete in all aspects of their duties.
5. Public Safety Dispatchers shall exercise common sense in transmitting messages.
6. Public Safety Dispatchers shall suppress emotion.
7. Public Safety Dispatchers shall maintain a constant and calm rate of speech.
8. Tactical Dispatching Plans: Communications Section personnel shall have immediate access to tactical dispatching plans. The Communications Section shall have access to an electronic log containing the procedures for tactical dispatching plans. Tactical plans are utilized when a coordinated team response is required in an emergency or unusual situation.
9. Officer Calls for Emergency Assistance
 - a. At no time will any officer requesting Emergency assistance be told to change channels or stand by.
 - b. All non-emergency radio traffic shall be halted and emergency radio traffic shall be initiated.
 - c. Responding units shall monitor the radio for any further transmissions from the officer requesting emergency assistance, and advise the Communications Section of their arrival on scene.
 - d. Upon gaining control of the situation, the officer involved, or their supervisor, shall notify the Communications Section so that other radio communications can continue. The Public Safety Dispatcher shall then clear emergency radio traffic.

D. Dispatching Procedures

1. The Public Safety Dispatcher shall alert the patrol unit by using the proper identification number and the type of incident. Example: "Punta Gorda Bravo One prepare to copy a traffic crash no injuries."
2. When the patrol unit acknowledges the call, the Public Safety Dispatcher shall give the location and the nearest cross street.

3. The Public Safety Dispatcher shall relay all pertinent information when dispatching. When the appropriate unit(s) go en route to the call, the Public Safety Dispatcher shall advise of any updated information as it is relayed to them.
4. The assigned unit will advise dispatch upon arrival at the location. Dispatch shall verify the on-scene arrival CAD entry and record the arrival, if necessary.
5. Upon completion of the assignment, the officer shall advise the Communications Section of the status of the complaint. If the officer has a laptop computer, they will log the status in the computer.
6. All back-up units shall be documented in the computer.
7. Public Safety Dispatchers will use the BUSY Special Time Stamp when all patrol units are busy and the Watch Commander has been notified of the event which is holding.
8. Officers are responsible for conducting driver's license, registration, warrant, etc., computer checks on their MCT during non-hazardous situations.
9. Officers are to be checked on shortly after their arrival at an incident and as prompted by the OSSI Watchdog timers. Watchdog timers may be reset to allow for further checking of unit status based upon the nature of the incident.
 - a. Officers may notify Public Safety Dispatchers that they are okay and not in need of additional checks while on a particular call.
10. Marine Calls for Service: When emergency assistance is needed on waterways and there is no marine patrol on duty, dispatchers shall make contact with the Marine VIP, the Punta Gorda Fire Department, CCSO, FWC or Coastguard for an immediate response.
11. The Public Safety Dispatcher or officer shall assign an incident number for calls in the following instances, at a minimum:
 - a. Citizen reports of crimes;
 - b. Citizen complaints;
 - c. Citizen requests for service when:
 - i. An officer is dispatched;
 - ii. An officer is assigned to investigate; or

- iii. An officer is assigned to take action at a later time.
- iv. Criminal and/or non-criminal cases are initiated by officers; and
- v. Incidents involving arrest(s) or the issuance of a Notice to Appear.

E. Dispatching Calls for Service

1. The Public Safety Dispatcher shall dispatch police units to calls for service in accordance with this policy. It is the goal of the Punta Gorda Police Department to have all police related calls available for dispatch within 120 seconds.
2. The Public Safety Dispatcher shall determine which Police Department resources are to be notified. At no time will calls be dispatched or rerouted via the phone lines or MCT only unless the radio system is out of service. The Unit Recommend function should be used to assist the dispatcher in determining which units are to respond. Unless otherwise directed by a Watch Commander or higher authority, the final decision rests with the dispatcher based upon the protocols in [SOP 612.00 – Police Dispatch Call Procedures](#) and this policy. Public Safety Dispatchers, at their discretion, may raise a priority level of a call if they deem the situation warrants a more immediate response than directed by [SOP 612.00 – Police Dispatch Call Procedures](#).
3. Priority: Priority calls are displayed in red in the open call queue and also display a “P” in the priority box of the event. The Public Safety Dispatcher shall dispatch law enforcement units immediately upon receipt of the call. At no time will a priority call be held or delayed. If all police units are busy contact should be immediately made with the Watch Commander.
 - a. Call for Service Zone 1: Dispatch Zone 1 Unit immediately
 - i. Zone 1 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit
 - ii. City Wide Unit Unavailable: Dispatch Zone 3 Unit
 - iii. Zone 3 Unit Unavailable: Dispatch Zone 5 Unit
 - iv. Zone 5 Unit Unavailable: Notify Watch Commander
 - b. Call for Service Zone 3 (North of Marion/Henry, East of Tamiami Trail): Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit
 - ii. City Wide Unit Unavailable: Zone 1 Unit

- iii. Zone 1 Unit Unavailable: Dispatch Zone 5 Unit
- iv. Zone 5 Unit Unavailable: Notify Watch Commander
- c. Call for Service Zone 3 (South of Marion/Henry): Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit
 - ii. City Wide Unit Unavailable: Dispatch Zone 5 Unit
 - iii. Zone 5 Unit Unavailable: Dispatch Zone 1 Unit
 - iv. Zone 1 Unit Unavailable: Notify Watch Commander
- d. Call for Service Zone 5: Dispatch Zone 5 Unit immediately
 - i. Zone 5 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit
 - ii. City Wide Unit Unavailable: Dispatch Zone 3 Unit
 - iii. Zone 3 Unit Unavailable: Dispatch Zone 1 Unit
 - iv. Zone 1 Unit Unavailable: Notify Watch Commander
- 4. Priority 2: Priority 2 calls are displayed in purple in the open call queue and also display a “2” in the priority box of the event. The Public Safety Dispatcher shall dispatch the assigned zone car to the event. If the zone car is unavailable the Watch Commander shall be notified. The Public Safety Dispatcher shall notify the caller as soon as practical of the delayed response. If the zone car remains unavailable the call shall continue pending in the open calls queue for five minutes at which time the call will turn red and the Public Safety Dispatcher shall assign the event with the below protocols.
 - a. Call for Service Zone 1: Dispatch Zone 1 Unit immediately
 - i. Zone 1 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for five minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 3 Unit
 - iii. Zone 3 Unit Unavailable: Dispatch Zone 5 Unit
 - iv. Zone 5 Unit Unavailable: Notify Watch Commander

- b. Call for Service Zone 3 (North of Marion/Henry, East of Tamiami Trail):
Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for five minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 1 Unit
 - iii. Zone 1 Unit Unavailable: Dispatch Zone 5 Unit
 - iv. Zone 5 Unit Unavailable: Notify Watch Commander
- c. Call for Service Zone 3 (South of Marion/Henry): Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for five minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 5 Unit
 - iii. Zone 5 Unit Unavailable: Dispatch Zone 1 Unit
 - iv. Zone 1 Unit Unavailable: Notify Watch Commander
- d. Call for Service Zone 5: Dispatch Zone 5 Unit immediately
 - i. Zone 5 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for five minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 3 Unit
 - iii. Zone 3 Unavailable: Dispatch Zone 1 Unit
 - iv. Zone 1 Unit Unavailable: Notify Watch Commander
- 5. Priority 3: Priority 3 calls are displayed in yellow in the open call queue and also display a “3” in the priority box of the event. The Public Safety Dispatcher shall dispatch the assigned zone car to the event. If the zone car is unavailable the Watch Commander shall be notified after the call has been holding for ten minutes. The Public Safety Dispatcher shall notify the caller as soon as practical of the delayed response. If the zone car remains unavailable the call shall continue pending in the open calls queue for fifteen minutes at which time the call will turn red and the Public Safety Dispatcher shall assign the event with the below protocols.
 - a. Call for Service Zone 1: Dispatch Zone 1 Unit immediately

- i. Zone 1 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for fifteen minutes
- ii. City Wide Unit Unavailable: Dispatch Zone 3 Unit
- iii. Zone 3 Unit Unavailable: Dispatch Zone 5 Unit
- iv. Zone 5 Unit Unavailable: Notify Watch Commander
- b. Call for Service Zone 3 (North of Marion/Henry, East of Tamiami Trail): Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for fifteen minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 1 Unit
 - iii. Zone 1 Unit Unavailable: Dispatch Zone 5 Unit
 - iv. Zone 5 Unit Unavailable: Notify Watch Commander
- c. Call for Service Zone 3 (South of Marion/Henry): Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for fifteen minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 5 Unit
 - iii. Zone 5 Unit Unavailable: Dispatch Zone 1 Unit
 - iv. Zone 1 Unit Unavailable: Notify Watch Commander
- d. Call for Service Zone 5: Dispatch Zone 5 Unit immediately
 - i. Zone 5 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for fifteen minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 3 Unit
 - iii. Zone 3 Unit Unavailable: Dispatch Zone 1 Unit
 - iv. Zone 1 Unit Unavailable: Notify Watch Commander
- 6. Priority 4: Priority 4 calls are displayed in green in the open call queue and also display a “4” in the priority box of the event. The Public Safety Dispatcher shall

dispatch the assigned zone car to the event. If the zone car is unavailable the Watch Commander shall be notified after the call has been holding for ten minutes. The Public Safety Dispatcher shall notify the caller as soon as practical of the delayed response. If the zone car remains unavailable the call shall continue pending in the open calls queue for twenty minutes at which time the call will turn red and the Public Safety Dispatcher shall assign the event with the below protocols.

- a. Call for Service Zone 1: Dispatch Zone 1 Unit immediately
 - i. Zone 1 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for twenty minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 3 Unit
 - iii. Zone 3 Unit Unavailable: Notify Watch Commander
- b. Call for Service Zone 3 (North of Marion/Henry, East of Tamiami Trail): Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for twenty minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 1 Unit
 - iii. Zone 1 Unit Unavailable: Notify Watch Commander
- c. Call for Service Zone 3 (South of Marion/Henry): Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for twenty minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 5 Unit
 - iii. Zone 5 Unit Unavailable: Notify Watch Commander
- d. Call for Service Zone 5: Dispatch Zone 5 Unit immediately
 - i. Zone 5 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for twenty minutes
 - ii. City Wide Unit Unavailable: Dispatch Zone 3 Unit
 - iii. Zone 3 Unit Unavailable: Notify Watch Commander

7. Priority 5: Priority 5 calls are displayed in white in the open call queue and also display a “5” in the priority box of the event. The Public Safety Dispatcher shall dispatch the assigned zone car to the event. If the zone car is unavailable the Watch Commander shall be notified after the call has been holding for ten minutes. The Public Safety Dispatcher shall notify the caller as soon as practical of the delayed response. If the zone car remains unavailable the call shall continue pending in the open calls queue for twenty-five minutes at which time the call will turn red and the Public Safety Dispatcher shall assign the event with the below protocols.
 - a. Call for Service Zone 1: Dispatch Zone 1 Unit immediately
 - i. Zone 1 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for twenty-five minutes
 - ii. City Wide Unit Unavailable: Notify Watch Commander
 - b. Call for Service Zone 3 (North of Marion/Henry, East of Tamiami Trail): Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for twenty-five minutes
 - ii. City Wide Unit Unavailable: Notify Watch Commander
 - c. Call for Service Zone 3 (South of Marion/Henry): Dispatch Zone 3 Unit immediately
 - i. Zone 3 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for twenty-five minutes
 - ii. City Wide Unit Unavailable: Notify Watch Commander
 - d. Call for Service Zone 5: Dispatch Zone 5 Unit immediately
 - i. Zone 5 Unit Unavailable: Dispatch Non Watch Commander City Wide Unit after call is pending for twenty-five minutes
 - ii. City Wide Unit Unavailable: Notify Watch Commander

F. Maintaining Officer Status

1. A visual computer system shall be maintained by the Public Safety Dispatcher. This system is designed to ensure the safety and well-being of each officer by monitoring the response, location and the length of time at a call.

- a. All calls for service are to be dispatched over the main radio frequency by the Public Safety Dispatcher and shall be transmitted electronically via CAD. This will ensure that all officers with or without MCT units are aware of the call.
2. Officer Safety: In extraordinary instances when officer safety may be compromised by the officer updating their en-route or on-scene status, the officer can request the Public Safety Dispatcher to update the officer status in CAD.
3. Citizen Encounters: For officer safety purposes, there will be instances that are not calls for service in which it is not practical for the officer to enter status changes on the MCT (traffic stop, backup of another officer, suspicious persons contact, etc.). The Public Safety Dispatcher shall then update the officer status. Officers are responsible for clearing themselves from the incident via the MCT.
4. All officers are responsible for entering their status changes on the MCT when routinely exiting their vehicle, at the station, fueling, meal breaks, etc. Officers shall also check out of their vehicle via the police radio.
5. For administration, detectives, and any officers working without MCT's, dispatch shall enter all status changes.

G. Traffic Stops

1. Public Safety Dispatchers shall repeat the officer's location and military time when acknowledging a traffic stop.
2. When a traffic stop is conducted by an officer and properly logged into CAD, license plate information and registered owner information will appear automatically. The Public Safety Dispatcher shall verify that the vehicle information matches the vehicle description the officer provided and check for wants.
3. Public Safety Dispatchers shall check on the officer's status within three (3) minutes of the initiation of the traffic stop and periodically afterward as notified by Watchdog timers.
4. When officers request a driver's license status and provide name and date of birth information only, Public Safety Dispatchers shall follow up with a wants and warrants check (QW).

H. VIN Verifications

1. VIN verification requests will only be processed between 7 a.m. and noon seven days a week. Units shall respond to the location of where the VIN Verification is needed. If a caller contacts dispatch outside of these hours they will be notified to call back for a response during the scheduled times.

2. Certain Volunteer on Patrol members are trained to handle VIN Verifications. When a Volunteer on Patrol members comes on duty they will notify dispatch if they are VIN Certified.
 - a. If a VIN verification comes in during the time the VIN Certified Volunteer on Patrol is on duty they will be the unit assigned to the call for service. If a VIN Certified volunteer is on duty past noon they are to be assigned to handle the VIN verification and the caller will not need to be deferred to the next day.

I. Tone Alerts

1. Emergency Calls for Service: All priority (P) events will be preceded by Alert Tone (Custom Tone C1) prior to dispatching the call. Alert Tone is a continuous medium frequency tone that sounds while the respective button is depressed.
2. Emergency Traffic: When priority radio communications are required Emergency Traffic shall be initiated. All units not involved in the priority will switch to the secondary radio frequency for normal operations. Only those involved in the emergency shall transmit on the channel which has Emergency Traffic. Emergency Traffic can be initiated by any officer or dispatcher based upon the nature of the incident.
 - a. Emergency Traffic notification will be preceded by Alert Tone (Custom Tone C1) prior to announcing over the radio the Channel name, location of emergency, and nature of emergency (i.e. Alert Tone, "Punta Gorda all units Emergency Traffic, PG1, 1410 Tamiami Trail, for an Open Door")
 - b. A Marker Tone shall be initiated by the dispatcher on any channel that is under emergency traffic. The Marker Tone sends out a periodic beep on the channel so all monitoring units know the channel is not available. Officers, at their discretion, may request the Marker Tone not be activated.
3. BOLO: All BOLOs will be preceded by a Warble Tone (Custom Tone C2) prior to the radio announcement. A Warble Tone is a repeating sequence of a medium frequency tone followed by a higher frequency tone that sounds while the respective button is depressed.
4. Weather Alert: All weather alerts will be preceded by a Pulse Tone (Tone P) prior to the radio announcement. A Pulse Tone is a medium frequency tone that turns on and off repeatedly while the respective button is depressed.
 - a. Weather Alert's will be provided for a Tornado Watch, Tornado Warning, Severe Thunderstorm Warning, Flash Flood Warning, Coastal Flood Warning, Storm Surge Warning, Hazardous Seas Warning, Marine Storm Advisory, Special Marine Warning, Wind Chill Warning, Wind Chill Advisory, Wind Chill Watch, and Excessive Heat Warning

- b. All Weather Alerts broadcast over the radio will also be entered as an advisory in the CAD system.
 - c. All Weather Alerts will be broadcasted to both police and fire department channels.
5. Radio Alerting: The inability to raise a member over the radio will enact Radio Alerting Procedures. The Public Safety Dispatcher will select the portable radio of the member and transmit out the Radio Alert which will send a series of beeps to the member's radio. If the member still does not respond the Public Safety Dispatcher will then transmit out the a Warble Tone (Tone W) which will send a medium frequency tone that turns on and off repeatedly while the respective button is depressed. If the member still does not respond the Public Safety Dispatcher shall immediately dispatch a unit to check on the member, while subsequently attempting to reach them by cellular telephone, MCT messaging, radio transmissions and radio alerting. All methods will continue until the member is located.

IV. DISPATCH RESOURCES

A. Familiarity with Other Agencies

- 1. All Communications Section personnel shall familiarize themselves with the various cooperating agencies in the Punta Gorda Police Department area and:
 - a. The location of their facility;
 - b. Available equipment;
 - c. Available personnel;
 - d. How to contact the agency; and
 - e. The name of the contact person within the agency.
- 2. When communicating via radio with other agencies, plain language shall be used.

B. The Communications Section shall have access to agency resources and other emergency and non-emergency services available in the community. A list that provides a contact information of emergency service agencies can be found in the Communications Section computer systems. This list shall include the following:

- 1. Fire Department: The procedure for procuring fire services is outlined in Punta Gorda Police Department policy 605.00 and 606.00;

2. Environmental and Human Services: The contact information for environmental and human services agencies, such as Department of Juvenile Justice, Children and Family Services, and the Council on Aging, shall be maintained in the reference section of the Vesta phone system;
3. Ambulances: The procedure for procuring ambulances is outlined in Punta Gorda Police Department policy 603.00 – 911 Call Procedure;
4. Aircraft: The Communications Section shall maintain a list of area agencies that may be contacted for aircraft support;
5. Wreckers: The procedure for procuring towing services is outlined in Punta Gorda Police Department policy 1102.00 - Towing of Vehicles, Storage;
6. Taxis: Taxi services shall be obtained from the Vesta phone system based on available services, unless the requestor specifies a particular taxi service; and
7. Other Services: Information relating to the procurement of other services such as Animal Control, Fish and Wildlife Commission, and the Coast Guard will be maintained in the reference section of the Vesta phone system.
8. Office of Compassionate Use: Upon request from an officer, Communications Section personnel shall access the Office of Compassionate Use Registry to validate marijuana possession with a medical prescription.
9. FL See/Say Tips: Tips and information may be submitted by the public to the Punta Gorda Police Department via the FL See Something Say Something app.
 - a. Tips submitted through the app will be emailed to the Punta Gorda Police Department's dispatch email group and will originate from the DSTForce Mailer (See Appendix Section VI (A)(4)).
 - b. Tips must be acknowledged by Public Safety Dispatchers within 2 hours of receipt to prevent it from being forwarded to the Florida Fusion Center. This will be done by clicking the appropriate link within the email.
 - c. The second link in the email must be clicked after acknowledging the tip. This link will allow Public Safety Dispatchers to view the tip submission. Public Safety Dispatchers will be directed to login to view the tip.
 - d. Once logged in, Public Safety Dispatchers shall view the tip details and forward all information to the Police Administration email group and to the on duty Watch Commander.
 - e. If the received tip is for a location outside the Police Department's jurisdiction the Public Safety Dispatcher shall forward the tip to the appropriate agency.

10. The following reference material shall be available to communications personnel:

- a. Punta Gorda Police Department Standard Operating Procedures (SOP);
- b. Criminal History Dissemination Log;
- c. Wrecker Reports;
- d. FCIC/NCIC Entry Log;
- e. FCIC/NCIC Cancellation Log;
- f. FCIC Information/Operational Manuals;
- g. Geo verified mapping system;
- h. City Directory;
- i. Telephone List; and
- j. Call-Out List.

V. ALERTS AND BOLOS

A. Amber, Silver and Purple Alerts - When an Amber, Silver or Purple Alert is received via FCIC from anywhere in the state of Florida, the Public Safety Dispatcher will broadcast the BOLO following normal BOLO procedures and make a copy of the Alert for the Watch Commander. For Amber Alerts, if the alert is within Region 06, the Public Safety Dispatcher shall attempt to acquire a photo of the child from the originating agency. Further information pertaining to Amber, Purple, and Silver Plans, such as steps for activation, can be obtained through the Criminal Justice Network at [\(See Appendix Section \(A\)\(3\)\)](#) and [SOP 1100. 00 - Missing Persons](#).

B. BOLOs

- 1. Public Safety Dispatchers are required to set their computer settings to be alerted to incoming BOLOs by a tone from the computer.
- 2. All incoming BOLOs will be checked by both Public Safety Dispatchers to see if they meet the broadcast criteria.
- 3. Public Safety Dispatchers shall broadcast the following types of BOLOs when they are issued by agencies in Charlotte, DeSoto, Lee, or Sarasota counties:

- a. Crimes in progress;
 - b. Life-threatening; or
 - c. Officer safety with the exception of past stolen guns with no suspect information.
4. All BOLOs received from, or referring to, Charlotte County or Punta Gorda that do not meet the above criteria shall be sent to the officer's Mobile Data Terminal (MCT) via a Public Safety Dispatcher report. The Public Safety Dispatcher will announce, "Punta Gorda all units read message sent to you MCT for a (type) BOLO." The Watch Commander will then determine whether the BOLO should be broadcast via radio.
 5. If the Public Safety Dispatcher is unsure whether to broadcast a BOLO, they shall broadcast the BOLO or contact the Watch Commander for a determination.
 6. Disseminated BOLOs shall be generated as a BOLO event in the CAD system.
 7. The police Public Safety Dispatcher shall be responsible for broadcasting BOLOs via both radio and Mobile Data Terminal (MCT).
 8. Upon dispatching a BOLO, Public Safety Dispatchers shall broadcast the crime and location as the first part of the BOLO content.
 9. Radio BOLOs shall be broadcast in the following manner: "Punta Gorda All Units, prepare to copy (Crime) BOLO (state originating agency, i.e., from Charlotte County SO), supervisor acknowledge," and then state the content of the BOLO. Only the Watch Commander is required to acknowledge a BOLO.
 10. Public Safety Dispatchers shall be brief when broadcasting pertinent information while specific information that is considered momentarily irrelevant is sent to the MCTs. Pertinent information includes, but is not limited to location, nature of crime, time lapse, direction of travel, description of vehicle (CYMBAL); description of suspect (name, race, sex, year of birth or approximate age, height, weight, clothing), weapon types. Specific information that may be omitted from the broadcast, but included in the BOLO report could include VINs, serial numbers, reporting person names, county address numbers (broadcast street name), and instructions from agency if located.
 11. Use of FDLE Computer Terminal: Operation of the terminal will be conducted in accordance with Florida Department of Law Enforcement guidelines.

APPROVED



PAMELA R. SMITH, CHIEF OF POLICE

STAFF REVIEW DATES: 03-28-1994, 02-01-1995, 03-01-1996, 05-13-1996, 03-01-1997, 02-05-1998, 03-22-2000, 01-03-2003, 03-22-2005, 09-12-2008, 11-01-2009, 05-07-2010, 11-01-2011, 02-01-2012, 12-20-2013, 10-28-2015, 01-10-2016, 12-07-2017, 09-04-2019, 09-10-2021, 02-24-2023, 02-20-2025

REVISION DATES: 03-28-1994, 02-01-1995, 03-01-1996, 03-05-1996, 03-28-1996, 05-13-1996, 03-01-1997, 02-05-1998, 03-18-1998, 03-18-1998, 07-07-1998 03-22-2000, 01-03-2003, 01-16-2003, 06-06-2003, 10-01-2003, 03-22-2005, 09-30-2005, 11-04-2005, 09-12-2008, 11-01-2009, 05-07-2010, 11-01-2011, 02-01-2012, 03-01-2012, 12-20-2013, 10-28-2015, 01-10-2016, 12-16-2016, 12-07-2017, 09-04-2019, 01-10-2020, 02-05-2020, 10-21-2020, 07-08-2021, 09-10-2021, 11-16-2021, 04-14-2022, 07-27-2022, 08-19-2022, 02-24-2023, 04-28-2023, 07-10-2023, 02-20-2025