
	Florida State University Police Department	
Communication Facilities and Equipment		
Revision Effective Date: 09/05/17	General Order 1102	Attachments:
Rescinds/Amends: 33A (5/30/17), 14-33A	Distribution: Department-Wide	CFA Reference: 25.01; 25.03; 25.04; 25.07; 25.13; 25.15.
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Policy

It is essential for the FSU Police Department (FSU PD) to provide and operate equipment and facilities for prompt and effective law enforcement communications. Hence, it is the explicit policy of the FSU PD to provide and utilize such facilities and equipment, e.g., Communications Section, two-way radios and telephone, in to facilitate the accomplishment of its mission and enhance public safety throughout the community.

Procedure

A. Hours of Operation

The Communications Section operates twenty-four hours a day to receive telephone calls for service, communicate with the public; radio dispatch communications with personnel in the field; and to provide telecommunication services with other agencies, services, and the public.

1. Every attempt shall be made to staff the Communications Section with two Police Communications Officers (PCOs) each shift. One PCO shall report for duty one hour prior to the beginning of each shift for briefing. PCO's work twelve (12) hour shifts. Shift hours of operation are as follows:
 - a. Shift A - 0630 to 1830;
 - b. Shift B - 0630 to 1830 when shift A is on days off;
 - c. Shift C - 1830 to 0630.
 - d. Shift D - 1830 to 0630 when shift C is on days off.

2. Method and Frequency of Shift Rotations:
 - a. Shift rotations occur every four months on or about the last Thursday of the fourth month.
 - b. In assigning personnel to a patrol shift, the purpose is to provide the maximum services possible through the most efficient use of available personnel. To this end, the following criteria will be considered:
 - c. The needs of the Department. The Department will consider specialized training, experience, talents, skills, and knowledge, as well as special circumstances, when assigning personnel.
 - d. Seniority.
 - e. Employee preference for shift assignment.

3. For civilian employees subject to the collective bargaining agreement of AFSCME and sworn employees subject to the Florida Police Benevolent Association, changes in shift assignment shall comply with the terms of the contracts.
4. The Communications Section is supervised by the on-duty Shift Supervisor.

B. Training and Certification of PCOs [CFA 25.15]

1. As of October 1, 2012, all PCOs (911 Public Safety Telecommunicators) must be certified/re-certified by the Florida Department of Health (DOH). (Refer to FS 401.465)
 - a. The certification is valid for two years, after which every PCO is required to be recertified.
 - b. A minimum of twenty (20) hours of training is required for the biennial (every two years) renewal certification.
2. PCO trainees will begin an in-house Field Training Program consisting of approximately 16 weeks of training.
 - a. During their training period, PCO trainees will work under the direct supervision of an PCO FTO who is a trained 911 Public Safety Telecommunicator certified by the DOH. [25.15 A, 25.13 A]
 - b. The curriculum taught to PCO trainees in training will be a curriculum which has been approved by the agencies Training Department and the Department of Health. [25.15 B, 25.13 B]
 - c. The PCO trainee must complete the DOH approved training program and achieve certification within twelve (12) months of their employment. [25.15 C]

C. Communications Section Security Areas

The Communications Section is on the first floor of the Police Department in a restricted and secured area [CFA 25.01]. The uninterrupted power supply room (UPS) is located across the hall from the Communications entrance, and the emergency power generator room is located through a door on the North East corner of the Police Department [CFA 25.01 C].

1. Other than entry and exit of authorized personnel, the door into the Communications Section shall be locked at all times. On-duty Communications Section personnel shall be responsible for ensuring compliance with security procedures. Violations shall be immediately reported to the violator's supervisor. The senior Communications Section person on duty shall report the incident and action taken to the Shift Supervisor in writing [CFA 25.01 A].
2. Persons authorized access includes [CFA 25.01 A]:
 - a. Personnel assigned to the Communications Section as normal or temporary duty;
 - b. Patrol Division Shift Supervisor or acting supervisor;
 - c. Department members assigned to provide relief for Communications Section personnel on break. Only those officers that have been certified as 911 Public Safety Telecommunicators (PST) may provide temporary relief or be assigned in the communication section per Florida Statute 401.465;
 - d. Persons of command rank and those persons authorized by the Chief or designee;
 - e. Department personnel when on official business.
 - f. Janitorial and other maintenance personnel while in performance of their duties.
 - g. Radio maintenance/repair personnel while on official business.

- h. Authorized visitors for the purpose of viewing or touring the Communications Section. Visitors shall be escorted by a sworn officer or communications personnel at all times. Non-law enforcement visitors shall neither be permitted to view any confidential record nor listen to any confidential information.
 - i. Per FDLE, a visitor's log has to be kept to log all unescorted visitors i.e.; radio repairmen, personnel working on server are telecommunications equipment.
3. Personnel assigned duties in the Communications Section shall not leave their duty area except when relief is authorized or arranged by the Patrol Shift Supervisor.
 4. The doors to the server and telecommunications rooms remain secured and locked for other than authorized access. Personnel authorized access include: [CFA 25.01 B]
 - a. Computer Support personnel in the performance of official duties.
 - b. Radio maintenance and telecommunications/repair personnel in the performance of official duties.
 - c. Janitorial and maintenance personnel in the performance of official duties.
 5. The security for the radio transmitter towers is maintained by the Tallahassee Police Department, an accredited agency. The area is off limits to other than authorized personnel and the gates into the fenced areas shall remain closed and locked for other than authorized access [CFA 25.01 C].
 6. A key to the emergency power generator room is maintained by the Florida State University Physical Plant Division. A key shall be securely maintained in the Communications Section and shall not be released to unauthorized persons [CFA 25.01 C]. Persons authorized access shall include:
 - a. Physical Plant Department personnel in the performance of official duty of conducting a weekly operations check and a quarterly operations test.
 - b. Members of FSUPD Command Staff.

D. Police Radio System

The Department's police radio system is a multi-channel 800 MHz system operated under license of the Federal Communications Commission (FCC) and maintained by the Tallahassee Police Department. The system operates on FCC assigned frequencies in compliance with FCC Rules and Regulations. The system is capable of accessing frequencies assigned to other law enforcement agencies and a common frequency for emergency radio communications with area public safety agencies.

1. The Department's radio frequencies are not assigned by the FCC for use elsewhere within a seventy-five mile radius.
2. The FCC assigned radio frequencies and the Department's communications functions are unique to the Department and are not shared with any other agency. Radio Channels are assigned as follows:
 - a. Channel #1(FSUPD-1) is the primary channel used for day to day operations by the Patrol and Investigations Divisions.
 - b. Channel #2(FSUPD-2) is the "secondary" channel. It is to be used for radio traffic that does not need to occur on the primary channel. Channel #2 is also utilized for special details (underage drinking details, surveillance, etc.)
 - c. Channel #3 is the FSU OPS channel. This channel is used for special events (football games etc).

3. If the main radio console fails, or an employee is unable to contact communications via the primary channel and suspects radio console failure, the employee shall try to contact on another channel. If contact still cannot be made, the employee shall contact communications by telephone. The emergency blue light phones may be utilized for this contact. Communications personnel, upon learning of the radio console failure, shall contact the radio maintenance service. After contact with radio maintenance, the on duty shift supervisor shall be notified.
4. All sworn personnel are issued Motorola XTS-2500 radios that enable officers to radio communications with the Communications Section whether on or off-duty. These radios, when transmitting, will visual display at the Communications Section radio console identifying the officer to whom the radio is issued.
5. Hand held radios are equipped with an orange "alert" button located on the top right front of the radio.
 - a. Depressing the alert button instantaneously activates continuous visual and audible notification in Communications that the officer has an emergency and needs assistance. The name of the officer to whom the radio is issued is visually displayed on the radio console. The Communications Officer must acknowledge the alert status by following the prompts on the emergency display screen.
 - b. Once activated, the alert notification must be reset by depressing the alert notification button on the handheld radio for approximately 3 to 5 seconds until a continuous tone is heard. Subsequently, the Communications must follow the prompts within the emergency display screen to "knock down" the emergency display screen.
 - c. Department employees shall not repair or attempt to repair any radio equipment owned by the Department. Adjustments or repairs shall be made by authorized service technicians. All radio repair requests shall be submitted along with the radio to the Operations Lieutenant.

E. Computer Aided Dispatch (CAD) System

A Computer Aided Dispatch System is utilized for acquiring and recording information on requests for services and self-initiated activity. The system has the capability of prioritizing calls and allows for the rapid entry of data affecting calls. The system allows for the tracking of personnel and their assignments. It also allows for the recording, storage, and rapid retrieval of information relating to calls for service. The system is capable of recording the status of all officers whether on or off-duty.

In the event of system failure, the information normally recorded in the CAD system shall be manually recorded on a dispatch control card (White Card). Communications shall make an announcement on all three channels. Employees shall limit radio traffic to essential transmissions during the CAD system failure. A roll call of employees may be necessary to verify unit location and status. Communications will announce on all three channels when the system has been restored.

F. Telephone System

The Communications Section telephone system is attended 24-hours a day by Communications Section personnel.

1. Emergency **911/toll-free** telephone calls to the Department are routed through the Consolidated Dispatch Agency (CDA). This number is conspicuously displayed on the Department's marked police

vehicles; prominently displayed in campus telephone directories; and conspicuously displayed at various locations on campus.

2. The Department can be reached from campus phones for calls that are urgent but not emergencies by dialing **311**.
3. An additional number, **644-1234**, is available for non-emergency calls by persons on or off the Florida State University campus.
4. Non-emergency calls received on the emergency line can be transferred to other lines.
5. There are over 482 emergency telephones conspicuously and strategically located throughout the campus. These telephones activate by either lifting the receiver or by depressing a button. In either instance, the caller is connected directly with the Communications Section.
6. The Department has Touch Activated Telephones (TDD) to allow communication with the hearing impaired. The device is located in the Communications Section adjacent to the POD 2 radio console.
7. Communications Section has a direct tie line with the Consolidated Dispatch Agency (CDA). The CDA operates 24/7 and will dispatch for key public safety agencies including the Leon County Sheriff's Office, the Tallahassee Police Department, the Tallahassee Fire Department and Leon County Emergency Medical Services.
8. Communications Section personnel have immediate access to phone lists for procuring external services, to include [CFA 25.07]:
 - a. Fire suppression equipment (TFD) [CFA 25.07 A];
 - b. Environmental and human services (Department of Environmental Health and Safety) [CFA 25.07 B];
 - c. Ambulances (EMS) [CFA 25.07 C];
 - d. Aircraft (LSCO Aviation) [CFA 25.07 D];
 - e. Wreckers (Wrecker Rotation List) [CFA 25.07 E];
 - f. Taxis, (Telephone List attached to this general order) [CFA 25.07 F];
 - g. Other services which are not a component of the agency (Telephone List is attached to this general order) [CFA 25.07 G].

G. NCIC/FCIC Teletype System

The Department has access to the NCIC/FCIC criminal justice information system through an NCIC/FCIC terminal in the Communications Section.

1. The terminal is restricted to official business. The NCIC/FCIC Rules and Regulations shall be strictly adhered to. **Violators of NCIC/FCIC rules and regulations are subject to disciplinary actions established by the guidelines of the University Personnel Rules and Regulations; Unauthorized Use of State Property, Equipment, or Personnel. A first occurrence disciplinary action ranges from written reprimand to dismissal.**
2. Only those Department members certified by NCIC/FCIC regulations shall use the terminal.
3. Information which is available from and or entered into the system includes accessing FCIC data banks in Florida, NCIC data banks, and through NCIC, the data banks of the other 49 states, District

of Columbia, Puerto Rico, U.S. Possessions and Territories, and Canada. Data banks information includes:

- a. Computerized criminal history records;
 - b. Wanted, missing, and unidentified persons;
 - c. U.S. Secret Service Protective File;
 - d. Reported stolen motor vehicles, boats, and parts, boat trailers, airplanes, and other serialized felony-theft items, and securities, including currency;
 - e. Driver license records;
 - f. Motor vehicle registration and lien information by VIN or tag number. Stolen vehicle parts by serial number or owner-applied number;
 - g. Gun file.
4. In-state administrative messages may be sent to and received from other Florida criminal justice agencies with an FCIC terminal.
 5. Administrative NLETS messages may be sent to and received from any criminal justice agency with an NCIC terminal.
 6. Hard copies of NCIC/FCIC information, whether in message form or data bank information form, is for official Department law enforcement use only. Pertinent security measures include [CFA 34.06 C.]
 - a. NCIC/FCIC information shall not be divulged to persons who are not authorized access to the information, nor shall hard copies be left laying about to enable unauthorized access to the information.
 - b. Hard copies shall be shredded after use by the officer requesting the information.
 7. Computerized Criminal History (CCH) information is confidential and shall not be divulged to other than criminal justice agencies or law enforcement officers with a need-to-know.
 - a. Criminal history information may not be up-to-date. An NCIC/FCIC inquiry shall be made on the day the information is to be used.
 - b. Information and copies of information shall be handled in a secure fashion to prohibit unauthorized access to or use of the information or data.
 - c. Hard copies of criminal history information and data not provided to the officer who requested the inquiry shall be shredded.
 - d. The Communications Section shall maintain a criminal history log. Each time a criminal history is run through NCIC/FCIC, and given to any law enforcement person, whether FSUPD employee or not, the following information shall be recorded in the Criminal History Log:
 - 1) Date of inquiry;
 - 2) Operator's last name and first initial;
 - 3) Name queried, race, sex, and date of birth;
 - 4) Purpose of inquiry;
 - 5) SID and/or FBI number.
 - e. The officer requesting a hard copy of the inquiry shall sign and date received.
 - f. Hard copies of criminal history information shall not be retained by the officer who obtained it for a period of time any longer than needed for official use, or reproduced by copying, or

attached to an incident report. Following the use for which it was obtained, the hard copy shall be shredded.

H. **Recording System**

In addition to the recorded previous 10 minutes of radio transmissions and emergency telephone conversations instantaneously available for playback at the radio console [CFA 25.04], all radio and telephone communications originated by or received in the Communications Section are recorded on a **Revcord** recording system. This device is capable of continuous recording during playback.

1. Recordings of incoming/outgoing, radio and telephone line transmissions are retained on a Revcord Internal Hard drive for a period of 120 days [CFA 25.03 A].
2. Backups of incoming/outgoing, radio and telephone line transmissions are stored on an external & removable hard drive for storage and retrieval as needed.
3. Recording system and backup hard drives are secured in a designated server rack located in the File Server Room. The Revcord System maintains the order in which the audio files are used and stored under a retention schedule in compliance with state law [CFA 25.03 B].
4. Other law enforcement agencies' review of recorded audio files must be approved by command staff personnel or the Shift Supervisor. Unless exempt from the public records law, public access to the tapes for review and copying shall only be by approval of the Chief or designee. Access to the audio files as public records shall be between the hours of 9:00 A.M. and 4:00 P.M., Monday through Friday, unless an exception is approved by the Chief or designee [CFA 25.03 C].

I. **Emergency Electrical Power Generator**

An emergency power generator automatically starts to provide electrical power to the Communications Section and other areas of the Department in the event of failure of the primary power source. A UPS, uninterruptible power supply provides uninterruptible power to critical computer outlets until the Emergency Generator has reached maximum RPMs and is able to deliver necessary current to power outlets.

1. The emergency power generator shall be tested monthly by Florida State University Facilities Department personnel.
2. The test shall consist of starting and operating the generator for not less than five minutes.
3. A log of the test shall be maintained. The log shall periodically be submitted to the Compliance Coordinator.

Glossary

FCIC - Florida Crime Information Center
NCIC - National Crime Information Center
Revcord –

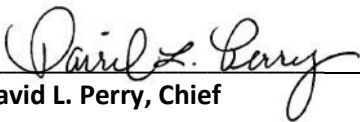
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MTC 09/05/17 Filed: General Order 1102

Title: **Communications Facilities and Equipment**

Approved: 
David L. Perry, Chief

Date: 09/05/17