

**ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE
1632.0, ORLANDO POLICE WEBSITE**

EFFECTIVE:	03/20/06
RESCINDS:	
DISTRIBUTION:	ALL EMPLOYEES
REVIEW RESPONSIBILITY:	DEPARTMENT SWORN INTERNET MANAGER
ACCREDITATION CHAPTERS:	NONE
CHIEF OF POLICE:	JOHN W. MINA

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POLICY: The Orlando Police Department currently maintains an Internet presence through the City of Orlando. The format and look of the web pages are prescribed by the City of Orlando Office of Communications and Neighborhood Enhancement department and must maintain the visual theme prescribed. The Chief of Police is responsible for the content of the Orlando Police Department's webpage. The Orlando Police Department Sworn Internet Manager is responsible for posting new or updated web pages; and is appointed by the Chief of Police.

PROCEDURES:

1. APPROVED CONTENT

Nothing herein shall be construed to authorize violation of the City of Orlando's policies concerning content on the City's Internet and Intranet websites.

Articles authorized to be posted on the Orlando Police Department website include employment information, knowledge about various units and programs throughout the Agency, and other relevant articles concerning crime prevention or public safety in general.

2. NON-APPROVED CONTENT

Items not authorized to be posted on the Orlando Police website include advertising for private businesses, links to non-governmental websites unless approved by the City of Orlando Office of Communications and Neighborhood Enhancement, or articles considered distasteful, or in the opinion of the Chief of Police or his/her designee, would cast a poor image on the City of Orlando, the Orlando Police Department, or its members.

3. SUBMITTING ARTICLES TO THE POLICE WEBSITE

3.1 NEW ARTICLES

Generally it is best to contact the Department Sworn Internet Manager or designated webmaster directly before developing material to be posted on the Internet.

Articles, more than a few sentences in length, shall be copied to a floppy disk or CD and forwarded, with photos, to the Department Sworn Internet Manager. If possible, photographs should be in digital format. The Department Sworn Internet Manager will have the material placed in the needed format for posting.

Once the material has been formatted, the Department Sworn Internet Manager will return a printed copy of the completed Internet webpage to the person making the request. If acceptable, the printed copy will then be routed through the affected Division Commander for approval. Once approved, the Division Commander will forward the printed copy to the Computer Committee Chairperson to review with the Chief's Staff.

3.2 MAJOR REVISIONS

Major revisions of current Internet pages will be handled in the same manner as new articles.

3.3 MINOR CORRECTIONS

When typographical errors, changes in pay scales, phone numbers, etc., are noted, the affected webpage will be printed and the changes needed written on the printed page (preferably in red ink) and forwarded to the Department Sworn Internet Manager. Minor corrections will be completed without further approval.

4. EMAIL – GENERAL ADDRESS

The email address of the Department Sworn Internet Manager or his/her designee will be posted on the Orlando Police Department's webpage. He/she will respond to questions and comments from the public throughout the week. Citizens shall be put on notice when accessing this email address that it is not prepared to respond to criminal complaints, provide case follow-up information, receive reports of lost or missing persons, or receive complaints about officer conduct. Instructions are provided to assist the citizen with these concerns. Notwithstanding the notice/instructions, should a received email require an immediate response or action by the Police Department, or some other City department or office, the Department Sworn Internet Manager or his/her designee will promptly forward the email to the appropriate contact for immediate follow-up.

5. SPECIAL PROJECTS

To provide the citizens of Orlando timely information through the Internet, special projects may be instituted wherein selected staff may post information to the website without recurring approval. The Chief of Police must approve such special projects. Examples of special projects include the Drug Enforcement's "Busted" page and the "Missing Children" page. These projects have personnel with the capability to post directly to the Internet without going through the Department Sworn Internet Manager. Division Commanders, who have such projects within their command, shall be responsible for the posted content.

6. CRIME ALERT PROGRAM

The Crime Alert Program allows citizens to subscribe to an email list controlled by the Orlando Police Department. Citizens and business owners may subscribe to one or more of the following categories:

- a. Retail Stores
- b. Banks and Financial Institutions
- c. Hotels/Motels
- d. Apartment Complexes
- e. Citizen Crime Alert Program

6.1 EMAIL MAILING LIST

The email mailing list is automated and not controlled. It is understood that information posted in this manner is available to anyone.

6.2 POSTED INFORMATION

Information posted may include crime bulletins, wanted posters, and crime prevention information. Crime Bulletins and wanted posters may include photos and contact information as well as general or specific information about the crime, as determined by the case detective. Any information posted through the Crime Alert Program must comply with the standards set forth in the current issue of P&P 2304, Release of Information to the Media.

6.3 POSTING ITEMS

Persons having access to post items to the Crime Alert Program are:

- a. Department Sworn Internet Manager
- b. Property Sergeants
- c. Economic Crimes Unit Sergeant
- d. Robbery Sergeant
- e. Community Involvement Sergeant
- f. Media Relations
- g. False Alarm Coordinator

All items to be posted to the Crime Alert Program email shall be approved by the Criminal Investigations Division Commander, or his/her designee, or the Community Policing Division Commander.

P&P 1632.0