

**ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE
1103.13, CALL-OUT PROCEDURES**

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POLICY:

It is the policy of this Department to call out detectives, crime scene investigators (CSI), special teams, and other employees of the Department for certain serious crimes and circumstances outside of normal duty hours.

This directive establishes guidelines for call-out procedures. For additional information, refer to the current issue of P&P 1308, Major Incidents.

PROCEDURES:

1. CALL-OUT RESPONSIBILITIES

The following outlines call-out responsibilities for officers, supervisors, and Communications.

1.1 RESPONSIBILITIES OF OFFICERS

Officers encountering a situation that necessitates the call-out of a detective, CSI, special team, or other employee of the Department shall adhere to the following guidelines:

- a. Officers shall only make telephone calls to on-call investigative personnel when authorized to do so by a patrol supervisor, acting patrol supervisor, or watch commander.
- b. If officers have information for investigative personnel and it is after 2100 hours, the officer should only make the phone call if the investigative personnel have specifically requested it.
- c. Calls to on-call investigative personnel (for the purpose of determining response) should not be made until a patrol supervisor, acting patrol supervisor, or watch commander has complete information to appropriately assess the situation and authorizes the call.
- d. In cases involving obvious natural deaths, officers shall not call investigative personnel unless specifically requested to do so by the Medical Examiner's investigator.
- e. If a call-out is warranted according to this policy, suspects/arrestees should only be questioned or advised of constitutional rights by patrol personnel when authorized by the responding detective or investigative supervisor.
- f. The initial responding officers assigned to a major crime scene shall not be released prior to the detective's arrival unless relieved by the detective or a command officer.
- g. Crime scenes shall be secured and cordoned as quickly as possible. In cases involving violent death or injury that is obvious, the information should be conveyed to the responding detective. At no time shall a body be touched or disturbed in any way, except to render first aid, other necessary life-saving techniques, or at the specific direction of the medical examiner.
- h. The initial responding officers shall confer with the assigned detective prior to completion of any incident reports to ensure that sensitive investigative information is protected.

1.2 RESPONSIBILITIES OF FIELD SUPERVISORS

When a request for a detective, technician, or other employee of the Department is made by an officer, the patrol supervisor shall make a full assessment of the situation and determine the need for a call-out. In all cases, as soon as practically possible, the patrol supervisor shall respond to the scene.

The field supervisor shall be responsible for determining if the situation complies with the guidelines established in this directive. The field supervisor shall determine whether the appropriate detective is on duty to respond. If no detective is on duty, the field supervisor shall contact Communications to obtain the name, pager number, and home telephone number of the on-call investigative supervisors, CSIs and Crime Scene supervisors (if one is not working), Traffic Homicide detective, or other on-call employees. It shall be the field supervisor's responsibility to contact the appropriate personnel and provide all the necessary information. Field supervisors will make the notification to the on-call investigative supervisors. Communications will provide the telephone number to provide necessary information for a call-out. Home telephone numbers will not be given out over the radio.

The field supervisor or authorized officer will not request or instruct employees of Communications to make the notifications to on-call investigative supervisors, except in emergency cases.

When a request for a special team is made, the field supervisor shall immediately notify the watch commander and respond to the scene. The watch commander shall respond to the scene and determine if a special team response is necessary. The watch commander will notify Communications to make the proper notifications. Refer to Section 4, Notification of Specialized Units, for additional information.

1.3 RESPONSIBILITIES OF ON-CALL SUPERVISORS, SPECIAL TEAM COMMANDERS, POLICE LEGAL ADVISORS, AND OTHER ON-CALL EMPLOYEES

Investigative supervisors, Traffic Homicide detectives, special team commanders, Police Legal Advisors, and other employees of the Department subject to call-out shall be responsible for providing Communications with an updated roster of individuals accountable for the call-out. This roster shall include the dates each individual is on call and an alternate individual.

The on-call investigative supervisors, traffic homicide detectives, and other on-call personnel will determine if a response will occur and the number of personnel required. Conflicts between patrol supervisors and on-call investigative personnel shall be resolved by the watch commander. The watch commander shall require a response by the appropriate unit if it is deemed necessary or in the best interest of the Department.

In the case of a call-out for special teams, the incident commander shall personally notify the High Risk Incident Commander (HRIC) to provide an overview of the incident and to determine if a response is necessary. Special team commanders have the authority and responsibility to determine the type and number of special team personnel required to respond to the call out. For additional information, refer to Section 4, Notification of Specialized Units.

1.4 RESPONSIBILITIES OF COMMUNICATIONS

Communications is responsible for maintaining a current list of on-call supervisors, team commanders, Police Legal Advisors, and any other employees of the Department who may be subject to call-out. These lists will be provided by the Criminal Investigations Division, Special Enforcement Division, Special Operations Division, Professional Standards Division, Community Policing Division, special teams commanders, Police Legal Advisor's office, and other employees of the Department subject to call-out. The lists will be kept in a secure manner to protect the privacy of home telephone numbers and disposed of in accordance with State law regarding record retention.

Communications will provide the name, pager number, and phone number of on-call investigative supervisors, traffic homicide detectives, Support Services personnel, and other employees subject to call-out upon request from a field supervisor.

Communications will follow their standard operating procedures for call-out of special teams by group-paging employees and contacting team commanders by telephone.

2. CIRCUMSTANCES WARRANTING NOTIFICATION OF ON-CALL PERSONNEL

Detectives may be consulted any time during their normal duty hours.

This section outlines circumstances that necessitate the notification of on-call investigative supervisors. Field supervisors or the watch commander may notify on-call personnel under circumstances other than those delineated herein.

In cases involving a transient victim or witness (e.g., tourists who may be able to identify the person responsible), on-call personnel shall be contacted for the purposes of special investigative techniques such as the Identi-kit, composite drawings, or polygraph examinations.

The following events and circumstances shall always warrant notification of the on-call supervisor, who will evaluate the known facts and determine if a response by on-call personnel is warranted:

2.1 VIOLENT CRIMES SECTION

2.1.1 HOMICIDE UNIT

- a. Homicides.
- b. Missing adults who have diminished mental or physical abilities, or if they are considered endangered according to FSS 937.0201:
 - i. A missing adult younger than 26 years of age: or
 - ii. A missing adult 26 years of age or older who is suspected by a law enforcement agency of being endangered or the victim of criminal activity.
- c. Suspicious death of an adult or juvenile (other than traffic).
- d. Accidental deaths (other than traffic crashes).
- e. Suicides.
- f. All employee-involved shootings at people, deaths or serious injury likely to cause death, and in-custody deaths. Refer to the current issue of P&P 1309, Officer-Involved Shootings, Deaths (or Life-Threatening Injuries) and In-Custody Deaths.
- g. In the event of a death from a downed aircraft or industrial accident.
- h. In cases involving obvious natural deaths, officers shall not call investigative personnel unless specifically requested to do so by the Medical Examiner's investigator.
- i. Any suspect leads or evidentiary developments on cases where a detective is assigned as primary investigator or where a CID call-out has previously occurred.
- j. Kidnapping (nondomestic) with imminent and well found danger to the victim.

2.1.2 ROBBERY UNIT

- a. Home-invasion robberies.
- b. The subject is known or in custody, or serious injury occurred in carjackings, persons or commercial robberies.
- c. All commercial robberies.
- d. Any suspect leads, negative changes to a victim's medical status, or evidentiary developments on cases where a detective is assigned as primary investigator or where a CID call-out has previously occurred.

2.1.3 ASSAULT AND BATTERY UNIT

- a. Shootings involving injury or shootings into occupied structures.
- b. Serious injury from criminal offenses (other than traffic) where hospitalization is required and death is possible.
- c. Domestic/dating violence cases where Patrol requests CID assistance.
- d. Elderly abuse cases involving serious injury, neglect or endangerment.
- e. Any suspect leads, negative changes to a victim's medical status, or evidentiary developments on cases where a detective is assigned as primary investigator or where a CID callout has previously occurred.

- f. Kidnapping by a suspect with a domestic or dating relationship to the victim and there is imminent and well found danger to the victim.

2.2 PROPERTY SECTION

- a. Burglaries (commercial, residential, and vehicle) with a suspect in custody or where losses exceed \$20,000. If the suspect and victim have had a domestic or dating relationship, CID need not be notified as long as the investigating officer has examined and documented the relevant facts in consideration of appropriate domestic violence, dating violence, and/or stalking-related charges.
- b. Cases where an arrest is made or the suspect is detained in a vehicle stolen from the City of Orlando or from another jurisdiction.
- c. In auto theft cases at the airport, field supervisors will contact the Airport Investigative Supervisor.
- d. Felony property crimes where immediate investigative assistance is needed or suspect is in custody, including recovered stolen firearms that can be directly tied to a suspect AND a recent theft or where the suspect is willing to direct officers to the location of a stolen firearm.
- e. Any significant developments on cases where a detective is assigned as primary investigator or where a CID call-out has previously occurred.

2.2.1 ECONOMIC CRIMES UNIT

- a. Fraud and forgery cases when a suspect has been detained or is in custody.
- b. Scheme to Defraud where money over \$10,000 has been sent through electronic communications (wire fraud) in the past 72 hours.
- c. When a victim of an imposter scam has mailed cash and the item is still in transit to the destination.
- d. Any significant developments on cases where a detective is assigned as primary investigator or where a CID call-out has previously occurred.

2.3 SPECIAL VICTIMS UNIT (Crimes Against Children & Sex Crimes)

- a. Lost or missing children aged 12 and under. Child over 12 years of age where, in the supervisor's judgment, a call-out is needed (e.g., mentally impaired).
- b. Kidnapping/abduction or false imprisonment of juveniles.
- c. Sexual battery on a child or lewd and lascivious cases.
- d. Child abuse or child neglect cases involving serious injury, neglect or endangerment.
- e. Child pornography cases.
- f. Sexual battery cases.
- g. Home intrusions in which a sexual battery occurs or is attempted.
- h. Any suspect leads, negative changes to a victim's medical status, or evidentiary developments on cases where a detective is assigned as primary investigator or where a CID call-out has previously occurred.

2.4 FUGITIVE INVESTIGATIVE UNIT

When an arrest warrant is obtained on a suspect for a violent felony and there are leads indicating that the suspect is likely to kill or injure himself or another AND there is an indication of that suspect's likely location.

2.5 GANG INTERVENTION UNIT (Gang Unit)

- a. Felony crime committed by a criminal street gang member(s), notify the on-duty Gang Unit supervisor or unit member for response, if warranted.
- b. When on-duty Gang Unit personnel are not available, notify Gang Enforcement Team (GET) trained personnel of the encounter for response, if warranted.
- c. At minimum, in the absence of the above two options, complete a Field Interview Report (FIR) and forward it to Gang Unit.

2.6 ORLANDO FIRE DEPARTMENT ARSON/BOMB SQUAD

Call OFD Communications (321.235.5200) to contact the on-call detective in the following situations:

- a. When officers respond to a fire that is overwith and OFD has not responded.
- b. Actual or attempted fire bombings.
- c. Fires where arson is suspected or pertains to real property (structures, dwellings, conveyances). Malicious fires to personal property are considered criminal mischief. Small fires can be handled by the patrol officer unless a professional opinion is necessary to prove that the fire's origin and cause is not accidental.
- d. Any time a suspicious device is located.
- e. Any life-threatening injury caused by fire.

If OFD is on the scene, OFD will be responsible for making the call-out.

2.7 INTELLIGENCE UNIT

- a. Any time there is a need for investigative funds disbursement to any of the patrol divisions.
- b. To interview prisoners, informants, or other sources of information if it is believed the person is involved in or may have information about organized criminal activity, regardless of whether detectives from other units are notified.
- c. Any time a device is located and the OFD Arson/Bomb Unit is responding.
- d. Any suspected terrorist act occurs in the City.
- e. Any unplanned, large demonstration.

2.8 SPECIAL ENFORCEMENT DIVISION

- a. Any suspected drug overdose death.
- b. Whenever an officer makes an arrest for trafficking in a controlled substance or recovers a trafficking amount of a controlled substance with a known suspect.
- c. Whenever \$5,000 or more in U.S. currency is found, or recovered pursuant to a drug arrest.
- d. Whenever a vehicle with secret compartments is discovered.
- e. Whenever at least five pounds of cannabis is recovered with a known suspect.
- f. Whenever someone is detained for shoplifting any amount of pseudoephedrine or other cold medicine; in possession of a combination of iodine, multiple matchbooks, acetone (paint thinner), red devil lye (or any lye product), plastic or rubber tubing, and different types of glassware such as beakers, single or double necked flasks.
- g. When any detainee/arrestee indicates his or her willingness to assist in any drug investigation.
- h. Any home-invasion robbery involving controlled substances.
- i. Immediately following anytime Narcan is deployed to save a citizen, to include a deployment by OFD.
- j. When an officer seizes or recovers bulk cash which appears to be in excess of \$25,000 OR an amount not feasible for the officer to count before placing into Property and Evidence (in accordance with Policy 1123, Property and Evidence).

If a suspect/arrestee has invoked his or her Miranda Rights, or advises they have no interest in speaking with a detective, the above notifications should be made via email to the on-call SED Sergeant.

2.9 TRAFFIC HOMICIDE UNIT

The on-call Traffic Homicide detective shall respond to the scene under the following circumstances:

- a. Traffic fatalities.
- b. Traffic crashes with serious bodily injuries where there is a substantial risk of death occurring as a result of those injuries.
- c. Traffic crashes involving City vehicles where fault cannot be determined and there is significant damage to either vehicle or serious personal injury to any occupant is reported.
- d. Traffic crashes occurring while a vehicle was fleeing from or being pursued by an OPD officer. If the crash occurs outside the City limits, then the detective will respond and act as a liaison with the investigating agency.

The on-call Traffic Homicide detective must be informed of the victim's current medical status, as stated by the attending emergency room physician, before a response decision can be made.

2.10 INTERNAL AFFAIRS SECTION

- a. All officer-involved shootings at people; deaths, or serious injury likely to cause death; or in-custody deaths. Refer to the current issue of P&P 1309, Officer-Involved Shootings, Deaths (or Life-Threatening Injuries) and In-Custody Deaths.
- b. All incidents involving alleged serious criminal acts on the part of a Department employee. (A serious act would require the employee to be immediately relieved of duty pending investigation.)
- c. Traffic crashes with injuries requiring hospitalization, occurring while a vehicle was alleged to have been fleeing from or being pursued by an OPD officer. If the accident occurs outside the City limits, then an Internal Affairs investigator will respond and act as a liaison with the investigating agency.
- d. Any time the on-duty supervisor or manager determines it is necessary to have an Internal Affairs investigator on the scene.

2.11 TRAFFIC ENFORCEMENT SECTION

The Traffic Enforcement Section shall be activated any time an incident occurs at or near a major traffic thoroughfare, intersection or roadway and the scene may not be opened by the morning. rush-hour times during normal business days (Monday-Friday).

2.12 TECHNOLOGY AND FORENSICS

Crime Scene Investigators (CSIs), Forensic Photographers, Forensic Video Analysts, and Latent Print Examiners are not generally on call. All requests for these personnel shall be handled during normal duty hours.

Attempts to recall these personnel, in rare circumstances (below), will be made by the on-call CID supervisor, the Property Crimes Section commander, or the watch commander. Any after-hours questions related to these personnel shall be directed to the Technology and Forensics Unit supervisor by email for later follow-up.

2.12.1 CRIME SCENE INVESTIGATORS

- a. Major crime or incident for which on-duty personnel will require assistance.
- b. When on-duty CSIs are unable to respond to a call within a reasonable time frame.
- c. Any officer-involved shootings.

2.12.2 FORENSIC PHOTOGRAPHER OR FORENSIC VIDEO ANALYST

- a. Video reenactments of unattended deaths or officer-involved shootings.
- b. Technical assistance with the CSI digital download computer.
- c. Video recording of complex homicide or other violent crime scenes that exceed the capabilities of the on-duty CSIs.
- d. Recovery of digital video evidence if it is in jeopardy of being erased or the evidence is needed for immediate distribution.

2.12.3 LATENT PRINT EXAMINER

Any case where an investigative supervisor or manager feels a latent fingerprint comparison is crucial to an investigation and cannot wait for normal duty hours.

2.12.4 DIGITAL FORENSIC LAB

All requests for a Digital Forensic Examiner shall be handled as per the current issue of P&P 1630, Computer/Digital Evidence and the Digital Forensic Lab.

2.13 METROPOLITAN BUREAU OF INVESTIGATION HUMAN TRAFFICKING/VICE UNIT

- a. If you are with a victim or suspect where there are indications of Human Trafficking occurring.
- b. If you are with a juvenile, who you suspect is involved in commercial sex.
- c. If you receive substantiated intel where victims of Human Trafficking are being held, and are unsuccessful in making contact with anyone at said location.

3. REQUESTS FOR SUPPORT SERVICES DIVISION PERSONNEL

3.1 POLYGRAPHER

Any case where an investigative supervisor or manager feels a call out is necessary.

3.2 PROPERTY AND EVIDENCE UNIT

The Watch Commander or designee should refer to the posted after-hour list of available Property and Evidence staff located in the Quartermaster Unit or contact the Communications Division in the event that there is a need to draw something for Property and Evidence when the section is closed.

3.3 DRUG RECOGNITION EXPERT (DRE)

The on-call Drug Recognition Expert shall respond to the DUI Testing Center/Scene for impaired driving cases where the subject's Breath Alcohol Content is not consistent with their field sobriety exercises, or drugs are the suspected cause of impairment.

4. NOTIFICATION OF SPECIALIZED UNITS

The incident commander shall personally notify the HRIC to provide an overview of the incident. Once it is determined that special teams are needed, the HRIC will then instruct the incident commander to notify the Communications supervisor for activation. Next, the Communications supervisor will notify commanders of the following specialized units and will coordinate with the specialized unit commanders to ensure safe, orderly transitions of personnel.

After being notified by Communications Division personnel, the special teams' commanders will determine the type and number of their respective special team personnel needed for the call-out. Prior to this activation, the field supervisor should respond to the scene to take command and to provide updated information to the responding watch commander. The watch commander shall have Communications send a Group email to operationalnotifications@cityoforlando.net, to include the watch commander's telephone number. The following events and circumstances shall always warrant the notification of the special team's commander.

4.1 SPECIAL WEAPONS AND TACTICS TEAM (SWAT)

The SWAT team shall be activated in the following circumstances:

- a. A contained person is holding others against their will and is threatening the lives or safety of others.
- b. A contained person is believed to be or claims to be armed and refuses to surrender.
- c. A contained person is armed and is threatening to take his or her own life, and has the apparent ability to do so, and refuses to surrender.
- d. A sniper or terrorist is involved in any incident.
- e. Any time a command officer believes a SWAT or crisis negotiation response is in the public's or the Department's best interest.

4.2 CRISIS NEGOTIATION TEAM (CNT)

The CNT shall be activated in situations that cannot be immediately resolved involving the following circumstances:

- a. A contained person is holding others against their will and is threatening the lives or safety of others.
- b. A contained person is believed to be or claims to be armed and refuses to surrender.
- c. A contained person is armed and is threatening to take his or her own life, and has the apparent ability to do so, and refuses to surrender.
- d. A sniper or terrorist is involved in any incident.
- e. Any time a command officer believes a crisis negotiation response is in the public's or the Department's best interest.

4.3 EMERGENCY RESPONSE TEAM (ERT)

4.3.1 ERT ACTIVATION

The ERT shall be activated in the following circumstances:

- a. Large demonstrations.
- b. Riots.
- c. Union disorders.
- d. Mass arrest situations.
- e. Pre-planned events that would tax on-duty resources beyond acceptable limits.
- f. To support Patrol Services Division mobile field force operations already in progress.

4.3.2 ERT AND HAZMAT ACTIVATION

The ERT should include the HAZMAT Team when called out for:

- a. Intentional release of hazardous materials or WMD.
- b. Suspected hazardous materials associated with an identified or potential criminal intent.

4.4 CRITICAL INCIDENT STRESS MANAGEMENT TEAM (CISM)

The CISM Team shall be activated in the following circumstances:

- a. Death or serious injury to any Orlando Police Department employee, occurring on or off duty.
- b. Death or serious injury to another, at the hands of an Orlando Police Department employee, on or off duty.
- c. Officers involved in shootings, on or off duty.
- d. Mass casualty situations.
- e. Any other incidents where the CISM Team could be needed.

4.5 EMERGENCY SERVICES UNIT (ESU)

The ESU shall be activated in the following circumstances:

- a. Any and all "call outs" of the SWAT, CNT, and/or ERT.
- b. When any special team commander or operational commander requires the support capabilities of the ESU.
- c. Natural and man-made disasters.

5. OTHERS WHO MAY NEED TO BE ACTIVATED

Others who may need to be activated for response to an incident include, but may not be limited to, the Police Legal Advisor (PLA), Media Relations and the Police Chaplain. These members may be activated by the watch commander.

The following events and circumstances always warrant the notification of the PLA, Media Relations, and Police Chaplain:

5.1 POLICE LEGAL ADVISOR

- a. Any officer-involved shootings resulting in injury.
- b. Any situation where the Police Legal Advisor may be needed.

Upon request from a Department member, Communications will provide the name and Department cell and home phone numbers of the on-call OPD Legal Advisor. Communications staff may contact the on-call advisor on behalf of the member if requested to do so. The preferred method of contact is to call the Department cell phone AND send an email, calling the home phone if no response is received. In the event the on-call Police Legal Advisor cannot be reached, efforts will be made to reach another advisor via cell phone and email.

- c. OPD personnel will consult with their supervisors in an effort to resolve issues prior to contacting the on-call Legal Advisor. This step is not necessary in situations requiring immediate legal assistance.

5.2 MEDIA RELATIONS

- a. Any situation involving heavy media exposure.
- b. Any other situation in which assistance is needed in handling the media (e.g., hostage situations, major incidents or disasters, and homicides).
- c. Any situation where the presence of the Media Relations would be in the public's or the Department's best interest.

5.3 POLICE CHAPLAIN

- a. The Police Chaplain may be notified with the approval of any supervisor.
- b. Any situation where a chaplain could assist with consultation or notification.

5.4 QUARTERMASTER UNIT

The on-duty Watch Commander can activate the Quartermaster Unit if necessary for support of on duty officers and staff. The Police Property Supervisor should be contacted if this unit is needed.

6. CHIEF'S SENIOR STAFF RECALL

The purpose of this section is to establish a procedure whereby the Chief of Police may have his senior staff recalled.

6.1 NOTIFICATION

When the Chief of Police or his acting designee determines the need to assemble the senior staff, he will notify the Communications Division to recall the senior staff and give the location they are to assemble. Communications personnel will then activate the recall procedure.

6.2 COMMUNICATIONS DIVISION'S RESPONSIBILITIES

The Communications Division will maintain a list of the office, home, cell phone and pager numbers of the senior staff, which is comprised of the following:

- a. Four Bureau Commanders
- b. Professional Standards Division Commander
- c. Police Legal Advisor
- d. Staff Director to the Chief
- e. Media Relations

When directed, the Communications Division will notify the senior staff that there has been a recall and give them the location they are to assemble.

6.3 SENIOR STAFF'S RESPONSIBILITY

Members of the Chief's senior staff are directed to apprise the Communications Division of occasions when they will have an acting designee and provide them with the necessary numbers.