



Civil Service Board Regular Meeting

Agenda

January 10, 2023 @ 4:00 pm

City Hall | Commission Chambers

401 S. Park Avenue | Winter Park, Florida

welcome

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assistance & appeals

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please note

Times are projected and subject to change.

-
- 1. Call to Order**
 - a. Election of Chairman, Vice-Chairman and Chief Examiner 5 minutes
 - 2. Consent Agenda**
 - a. Minutes for December 6, 2022 1 minute
 - 3. Public Comments (for items not on the agenda): Three minutes allowed for each speaker**
 - 4. Action Items**
 - a. Fire Department SOG's 5 minutes

SOG 231 Operational Procedures for use of AC Hotstick
SOG 237 Hazardous Materials Response
SOG 501 Dispatching - Communications Center Procedures
SOG 505 Quality Control Program - Emergency Communications
 - b. Approval of Outside Employment-Fire Department 1 minute
 - c. Police Department SOP's 5 minutes

SOP 141 Corrective Action Policy
SOP 260 Agency Owned Vehicular Utilization
 - d. Request to hold Civil Service Exam-PD 1 minute
 - 5. Non-Action Items**
 - 6. Staff Updates**
 - a. Police Department 5 minutes
 - b. Fire Department 5 minutes
 - 7. Board Comments**
 - 8. Upcoming Agenda Items**
 - 9. Adjournment**



Civil Service Board **agenda item**

item type	Call to Order	meeting date	January 10, 2023
prepared by	Kathleen Reed	approved by	
board approval			
strategic objective			

subject

Election of Chairman, Vice-Chairman and Chief Examiner

motion / recommendation

background

alternatives / other considerations

fiscal impact



Civil Service Board **agenda item**

item type	Consent Agenda	meeting date	January 10, 2023
prepared by	Kathleen Reed	approved by	
board approval			
strategic objective			

subject

Minutes for December 6, 2022

motion / recommendation

background

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[December 6, 2022.pdf](#)



Civil Service Board Regular Meeting Minutes

December 06, 2022 at 4:00 p.m.

Public Safety Bldg. | Ray Beary Room
500 N. Virginia Ave. | Winter Park, Florida

Present

Present in Person: Chairman Kip Marchman, Vice Chairman Steve Stutzer, Chief Examiner Pitt Warner, Board Members: Stockton Reeves, Mary Daniels, Javier Rodriguez and Todd Meadors. Also Present: Police Chief Tim Volkerson, Fire Chief Dan Hagedorn, Deputy Police Chief Pam Marcum, Interim Division Chief Dan Devlin and Recording Secretary Kathy Reed.

(1) Call to Order

Chairman Marchman called the meeting to order at 4:00 p.m.

(2) Consent Agenda

Minutes for November 1, 2022

Mr. Stutzer asked that the following two corrections be made in the November minutes before being approved.

- Firefighter **Anthony DeJesus** started on October 31, 2022 **(added name of FF)**
- We did meet with the principal of WPHS after the incident and discussed what worked, potential issues ~~the~~ that could have come up and we discussed scenarios that could have gone differently and how we would have responded.

Motion made by Mr. Rodriguez and seconded by Mr. Warner to approve the minutes from the November 1, 2022, Regular Meeting. Motion carried unanimously with a 7-0 vote.

(3) Public Comments (for items not on Agenda)

Presentation given by UCF student regarding Dr. Robb Lauzon's current research in seeking behaviors of opinion leaders and how this translates to greater civic engagement. If you are interested in being interviewed please contact Robb Lauzon at robb.lauzon@ucf.edu

(4) Action Items

a. 2023 Police Representative Election

Mr. Rodriguez was unopposed and was re-elected as the Police Representative.

b. 2022 Fire Representative Election

Mr. Meadors was also unopposed and was re-elected as the Fire Representative. Re-election of both the Fire and Police Representative were certified.

c. Fire Department SOG'S

- SOG 215 Foam Operations
- SOG 232 Multi-Gas Detection
- SOG 234 Thermal Imaging Cameras
- SOG 316 Personal Respiratory Protection

Interim Division Chief Dan Devlin presented the above listed SOG's and answered questions from board members. Motion was made by Mr. Reeves and seconded by Mr. Stutzer to approve all modifications to the above SOG's. Motion carried unanimously with a 7-0 vote.

At this time, Mr. Meadors provided a demonstration on the thermal imaging cameras.

(5) Not Action Items

None

(6) Staff Updates

a. Police Department

Chief Volkerson requested that the January 3, 2023 Civil Service Meeting be moved to January 10, 2023. Request to move meeting to January 10, 2023 approved by consensus.

Chief Volkerson also requested to hold a Civil Service Test. Request to hold a Civil Service Test was approved by consensus.

b. Fire Department

Chief Hagedorn provided the following data on calls for service:

2022- 6000 calls for service-as of today.

2021- 5721 call for service.

(4) Board Comments

Chairman Marchman and Mr. Warner both thanked everyone for the great job they have been doing and stated that it has been a pleasure to be a board member.

(5) Upcoming Agenda Items

(6) Adjournment

Minutes approved by the board on

/s/ Recording Secretary Kathleen Reed



Civil Service Board **agenda item**

item type Action Items	meeting date January 10, 2023
prepared by Kathleen Reed	approved by
board approval	
strategic objective	

subject

Fire Department SOG's

item list

SOG 231 Operational Procedures for use of AC Hotstick
SOG 237 Hazardous Materials Response
SOG 501 Dispatching - Communications Center Procedures
SOG 505 Quality Control Program - Emergency Communications

motion / recommendation

background

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[WPFD SOG 231 Operational Procedures for the use of the AC Hotstick.pdf](#)

ATTACHMENTS:

[WPFD SOG 237 Hazardous Materials Response.pdf](#)

ATTACHMENTS:

[WPFD SOG 501 Dispatching - Communications Center Procedures.pdf](#)

ATTACHMENTS:

[WPFD SOG 505 Quality Control Program – Emergency Communications.pdf](#)



Winter Park Fire-Rescue department

WPFD.SOG
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STANDARD OPERATING GUIDELINE

Operational Procedures for the use of the "A/C Hot Stick"

Date Issued	December 6 th , 2005	Revision No.	IV
Last Revision	January 3 rd , 2023	Total Pages	2

Purpose: To establish a standard procedure for the use of the A/C Hot Stick. The A/C Hot Stick is a commercially produced device designed to assist emergency scene personnel with the location of A/C current.

Scope: The intent of this procedure to instruct Winter Park Fire Department (WPFD) personnel in the use of a specific piece of equipment. It is expected that all personnel train with, and become familiar with the operation of this device. Authority to deviate from this procedure rests with the Incident Commander (IC).

General: Initiation of the following safety procedures is required when a potential electrical hazard exists for personnel, or if the need to determine the location of live electrical current exists.

231.01 Personnel Considerations

Personnel should consider **ALL** electrical wires to be **LIVE**, until determined otherwise by the appropriate power company ~~Florida Power~~.

Request a response from the appropriate Power Company.

The A/C Hot Stick is designed for use whenever possible to detect unshielded A/C voltage either inside or outside of structures.

231.02 Operational Considerations

Turn A/C Hot Stick on to the high sensitivity mode and let unit go through self-test.

Do not use the device if it fails to "beep" or omit a flashing light after being turned- on. If the device is ready for normal operation it will display a steady, audible tone, or it will chirp and or go through the self-test when tapped.



Operational Procedures for the use of "A/C Hot Stick"

WPFD.SOG
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After a successful self-test of the device, the operator should move the A/C Hot Stick around slowly. The operator should continue the use the **high-sensitivity mode** until the general location and direction of the unshielded A/C voltage is determined.

Turn the A/C Hot Stick to the **low sensitivity mode**, and then **front focused mode** to pinpoint the location of the unshielded A/C Voltage.

231.03 Special Considerations

When NO life or property hazard exists:

If no life hazard or property conservation concerns exist, establishment of a safe zone of 15 feet around the voltage source is acceptable. WPFD personnel should consider safety zones with distances greater than 15 feet during inclement weather (rain).

When obvious electrical hazards to human life exist:

Personnel who must enter an area where the potential for an electrical hazard exist shall:

1. Receive a NEGATIVE reading on the A/C Hot Stick, in the **low sensitivity mode** for a minimum of one minute.
2. If personnel are to enter a potentially hazardous hot-zone, the establishment of a Rapid Intervention Team (RIT) is required. The RIT and the entry team shall monitor the device, continuously during the operation.
3. The operator shall order an immediate evacuation of the hot-zone anytime the device detects live-voltage, or anytime personnel are in imminent danger.

This procedure would not be required for entry during structural fire fighting procedures. However, it is recommended that the RIT team have an A/C hot stick detection device ready for use by the entry team.

Dan Hagedorn
Fire Chief



Winter Park Fire-Rescue department

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STANDARD OPERATING GUIDELINE

Hazardous Materials Response

Date Issued	December 6 th , 2005	Revision No.	IV
Last Revision	January 3 rd , 2023	Total Pages	7

Purpose: To establish the Winter Park Fire Department's (WPFD) response, control, and abatement procedures for any hazardous material release. In addition, the procedure will describe the policy for handling all hazardous material information collected for emergency response.

Scope: This policy ~~will outline the "Hazardous Material" response of the Fire Department. It will detail~~ the standard first response assignment for a Haz-Mat incident, what procedures are to be followed regarding recognition, notification, and abatement of the exposed material.

General: ~~The Winter Park Fire Rescue Department will consider itself as a "First Response / Operations" level agency. This will encompass all defensive skills such as recognition, notification of individuals, or teams with offensive skills and equipment, containment of certain situations, minimizing harm to citizenry by evacuation, waterfog or protecting in place.~~ WPFD is the First Responder to all Hazardous Materials Incidents within the City of Winter Park (CoWP). This will encompass the coordination of all offensive and defensive skills such as recognition, isolation, and mitigation. When the incident is beyond the means of resources held by WPFD, the Incident Commander (IC) will request assistance from private contractors or a specialized hazardous material team for the purpose of containment and mitigation.

237.01 Level of Response

~~The Department shall be considered to respond at the HAZARDOUS MATERIALS OPERATIONS level.~~ WPFD shall respond to hazardous material incidents at an awareness level. As the hazard is identified and determined it can be mitigated by WPFD personnel, response will adjust appropriately to operate at the hazardous materials awareness/operations/technician level. This ~~degree of expertise~~ allows the ~~Incident Commander~~ IC and those operating at the scene to function in an offensive mode to control and or otherwise mitigate a hazard for which the personnel have adequate equipment and training. In



the absence of adequate equipment and training to mitigate a specific hazard, WPFD personnel ~~of the Department~~ shall function in a defensive mode.

 ~~The Incident Commander shall have the right and duty to call upon whatever means they deem necessary to handle the emergency. Assistance may be requested from any agency or organization that, in the opinion of the IC, may assist them in reducing the loss, or otherwise controlling the situation. Specific consideration shall be given to current interlocal agreements between the agency and neighboring agencies for HazMat responses.~~

Any time the ~~Incident Commander~~ IC deems a situation of a "working nature" either offensive or defensive, the ~~Deputy Fire~~ Operations Chief and Fire Chief shall be notified. ~~Any notification of State or Federal Authorities will be performed by the Deputy Fire Chief or the Incident Commander only in their absence. The exception to this will be for the initial call to either a product manufacturer or to Chem-Trec.~~

~~In addition, the Incident Commander should maintain command of the situation no matter who is requested to assist with the situation.~~

~~It will be vital for the Incident Commander to maintain a level of knowledge of the incident to allow them to notify outside agencies with enough lead time to respond to control the incident. When a question exists over requesting of mutual aid, the request should be made.~~

~~A hazardous materials incident shall be considered completed when the hazard to life and property no longer exists. This may include maintaining command over all abatement and removal operations even if outside contractors are involved or until all hazards are removed.~~

~~All personnel should be aware of, and stay up to date on all D.O.T. requirements and NFPA 704 system for placarding so as to identify a material that will require immediate notification of additional responders.~~

~~In addition, Battalion Chiefs and Lieutenants should remain informed of any significant hazardous materials situations in their response areas and relay this information to all personnel. All MSDS information shall be passed on to the officer designated as the Department Haz-Mat coordinator and placed in the appropriate computer aided dispatching program.~~

At the awareness level, personnel are expected to recognize when a hazardous material may be present and take appropriate protective actions. This will involve protecting in place, evacuation, and safely securing the scene.



At the operations level, personnel are expected to develop defensive operations that will support the protection of life, property, and the environment. This will involve hazard identification, evacuation, establishing control zones, setting up decontamination areas, and eliminating all potential heat/ignition sources.

At the technician level, personnel are expected to develop offensive tactics for the purpose of containment and mitigation of the hazardous incident. This will involve a thorough risk assessment of the scene to analyze the hazard, develop and implement a plan, and continued evaluation of progress until the hazard has been mitigated.

Response: The first response assignment for hazardous materials incidents in the ~~City~~ CoWP ~~determined~~ ~~deemed~~ to be more than ~~can be handled by~~ a single engine ~~can handle~~, will have the following response ~~will be~~:

- 1 Engine Company
- 1 Truck Company
- 1 Rescue Unit
- 1 HazMat unit (as determined by the IC)
- 1 Battalion Chief
- 1 EMS Supervisor

~~The Incident Commander may change the amount of resources dispatched and responding based upon the information received at the time of the call.~~

The IC has the authority to request or change whatever resources they deem necessary to handle the emergency. Specific considerations shall be given to each emergency for determining resource needs. Additional resources may come from other departments within the CoWP, inter-local agreements, and private contractors.

In addition, the IC should maintain command of the situation no matter who is requested to assist with the situation. If an operations/technician level hazardous materials team is required for hazard mitigation, the IC shall consult with the team and adjust the scene for operational needs. When hazardous material teams are requested, WPFD personnel will take a support role in the operations.

A hazardous materials incident shall be considered completed when the hazard to life and property no longer exists. This may include maintaining command over all abatement and removal operations even if outside contractors are involved or until all hazards are removed.



237.02 **Decontamination** Identification and Reference

Battalion Chiefs and Lieutenants should remain informed of any significant hazardous materials in their response areas and relay this information to all personnel. All MSDS information shall be passed on to the officer designated as the Department Haz-Mat coordinator and placed in the appropriate computer aided dispatching program.

All personnel should be aware of all D.O.T. placard requirements, NFPA 704 marking system and how to use the Emergency Response Guidebook. Identification of product and utilizing references will help determine the additional resources that may be needed.

When unable to identify the hazardous material being dealt with, utilize the Emergency Guidebook, guide 111 (Mixed Load/Unidentified Cargo) to develop a plan.

Hazardous Material Categories: Every hazardous material incident presents characteristics that require different types of resources and will be categorized as a single engine response, minor, moderate, or severe. Depending on the size and nature of the release, the area affected and the type of product, Winter Park Fire Department will function appropriately at the awareness / operational / technician level to safely mitigate the incident.

Single Engine Response – very minor in nature and is considered a small hazardous materials incident.

- Very small fuel leak or spill
 - <5 gallons of an automotive fluid
 - Fuel tank easily plugged to control leak
 - Minimal absorbent material needed
- Odor investigations that have been on-going for more than a day.
 - Possible natural gas or propane odor
 - Any other possible fuel odor

Minor – Operating at the operational / technician level and outside resources may be required.

- Minor fuel leaks or spills, <20 gallons of a hydrocarbon and can be handled with absorbent materials.
- Natural Gas leaks, any natural gas leak that is accessible and pipe <2" in diameter.
- Propane Tank leaks, minor leaks that can be controlled by a valve or with minimal tools and do not require to be burned off.
- Small leaks or spills that are non-reactive to water and can be handled with dilution.
- Containers involved in an accident with no visible damage.



- Evacuation limited to a single intersection or building.
- No life threatening situation from materials involved.

Moderate – Operating at the awareness / operations level and a Hazardous Materials team or Contractors will be required.

- Fuel leaks or spills, >20 gallons of a hydrocarbon that require extensive product control (i.e. diking, absorbents, sand, protecting waterways).
- Natural Gas leaks, any natural gas leak that is inaccessible and pipe >2" in diameter.
- Propane tank leaks, leaks that cannot be controlled by a valve or with minimal tools, and will most likely require to be burned off or off loaded.
- Liquefied gas leak due to puncture, crack or crease of a large tank where ignition sources are a real threat.
- Any leaks or spills that will react with water.
- Containers involved in an accident with damage and need overpacking.
- One or more 55-gallon drums, one-ton cylinders or portable containers leaking considerable amounts of a known substance.
- Leaking containers, tank trucks and railroad tanks with structural integrity questions.
- Train derailment with leaking tank cars.
- A vehicle or train fire involving hazardous materials that pose a serious threat of a BLEVE.
- Incidents involving a fatality or serious injury attributed to a hazardous substance.
- Evacuations consisting of an apartment complex or city block.
- Chemical releases that pose a moderate threat to the environment that requires state agency involvement.

Severe – Operating at the awareness level and operational level / multiple outside resources required

- Large releases from tank cars, tank trucks and stationary tanks.
- Large-scale evacuations that may extend beyond response zones.
- Any spill, leak or fire involving hazardous materials that has caused multiple alarms.
- Any incident beyond local capabilities and resources.
- Train derailments involving railroad tank cars containing hazardous materials that require specialized resources.
- Major leaks of compressed or liquefied gas cargo tanks or railroad tank cars caused by puncture or major structural damage.
- Large-scale or catastrophic releases of radiation or biological agents.

237.03 Dispatch Considerations



Hazardous Material incidents will be dispatched based upon information gathered during call handling. The dispatcher will gather information to the best of their ability and respond the appropriate level of resources. When any call is of questionable nature, a full hazardous material response shall be given. The Incident Commander has the authority to request or change whatever resources they deem necessary to handle the emergency.

Evacuation and Control Zones: Hazardous Material Incidents may require evacuation of an area or a plan developed to protect in place. As an area is being evacuated, the Incident Commander has to confine evacuees to a specified area and notate last known location of individuals protecting in place. While evacuating, control zones need to be established for scene safety.

Control Zones:

- The Cold Zone will contain the incident command post and additional resources.
- The Warm Zone will contain the decontamination corridor and the hot zone support.
- The Hot Zone is set to contain the adverse effects of the incident.

237.04 Mitigation

Upon arrival to any hazardous materials scene, all units shall position at a safe distance and size up the situation. When sizing up the scene, consider the location of the incident, the weather, and access. All scenes will require an extremely cautious approach.

After a good size-up and the apparatus is positioned tactically, the hazard needs to be identified to determine if any additional resources will be needed. At anytime there is question about needed resources, the request should be made. Will identifying the hazard, begin evacuation and establishing control zones.

A hose line with a fog shall be deployed and charged as soon as possible to provide emergency decontamination for personnel. Additional hose lines and master streams may need to be considered for cooling containers. When cooling the containers, the goal is to cool and not extinguish any vented fire. Foam lines may need to be considered for fuel spills or leaks for vapor suppression and/or extinguishment.

There are many different types of scenes that can be considered hazardous materials in nature. The many resources available will be used to form a plan for scene safety, containment and mitigation.



237.05 Decontamination

When the incident is outdoors the decontamination site should be accessible from a hard-surfaced road. Consideration when establishing a decontamination site are: environmental sensitive areas (ponds, streams), water supply, access to showers, and runoff potential. The ideal outdoor site is upwind and uphill from the incident and remote drains, manholes, and waterways.

The decontamination area will be set up in the warm zone. The area includes the decontamination corridor. It is also the area which access control points connecting the hot and cold zones are established. The level of protective clothing worn in the warm zone is related to the level of protection the entry team wears when operating in the hot zone. If someone needs assistance in the hot zone, the backup team would assist. This team normally wears the same level of protection as the entry team. The decontamination team is permitted to wear the next lowest level of protection. (If the entry and back up teams have donned level A, the decontamination team can be level B suits.) Access and decontamination corridors are set up adjacent to one another in the warm zone. They are normally a minimum of 25 feet wide. They need only be between 30 and 50 feet in length, depending upon the number of operational steps required and options available.

The two major phases of decontamination are gross and secondary. Gross decontamination involves the removal or chemical alteration of the majority of the contaminant. It must be assumed that some residual contamination will always remain on the host. This contamination can produce cross-contamination. Secondary decontamination is the removal or alteration of most of the residual product contamination. It provides a more thorough decontamination than the gross effort. But some contamination may still remain attached to the host, resulting in permeation and impregnation.

~~Decontamination is the process of removing or neutralizing contaminants that have accumulated on personnel and equipment—is critical to health and safety at emergency response sites. The Decon Officer or responsible person will ensure that all personnel, clothing, and equipment are cleaned prior to their return to service.~~

~~The Decon Officer is responsible for the following activities:~~

- ~~• Determine the appropriate level of Decontamination to be provided.~~
- ~~• Ensure that proper Decon procedures are used by the Decon Team, including Decon area set-up, Decon methods and procedures, staffing, and protective clothing requirements.~~



- Coordinate Decon operations with the Entry Officer and other personnel within the Hazmat Branch.
- Coordinate the transfer of Decontaminated patients requiring medical treatment and transportation with the HAZMAT Medical Group.
- Ensure that the Decon Area is established before any entry personnel are allowed to enter the Hot Zone.
- Monitor the effectiveness of Decon operations.
- Control all personnel entering and operating within the Decon area.

237.03 — Decontamination Selection

When the incident is outdoors the Decon site should be accessible from a hard surfaced road. Consideration when establishing a Decon site are: environmental sensitive areas (ponds, streams), water supply, access to showers, and runoff potential. The ideal outdoor site is upwind and uphill from the incident and remote drains, manholes, and waterways.

237.04 — Warm (Contamination Reduction) Zone

The Decontamination area will be set up in the warm zone. The area includes the Decontamination corridor. It is also the area which access control points connecting the hot and cold zones are established. The level of protective clothing worn in the warm zone is related to the level of protection the entry team wears when operating in the hot zone. If someone needs assistance in the hot zone, the backup team would assist. This team normally wears the same level of protection as the entry team. The Decontamination team is permitted to wear the next lowest level of protection. (If the entry and back up level A, the Decontamination team can be level B suits.)

Access and Decontamination corridors are set up adjacent to one another in the warm zone. They are normally a minimum of 25 feet wide. They need only be between 30 and 50 feet in length, depending upon the number of operational steps required and options available.

The two major phases of Decontamination are gross and secondary. Gross Decontamination involves the removal or chemical alteration of the majority of the contaminant. It must be assumed that some residual contamination will always remain on the host. This contamination can produce cross-contamination. Secondary Decontamination is the removal or alteration of most of the residual product contamination. It provides a more thorough Decontamination than the gross effort. But some contamination may still remain attached to the host, resulting in permeation and impregnation.



~~237.05 — Health and Safety Hazards, Decontamination Solution and Technique Selection~~

~~While Decon is performed to protect health and safety, it can pose hazards under certain circumstances. Decontamination methods may:~~

- ~~• Be incompatible with the hazardous substances being removed (i.e., a Decon method may react with contaminants to produce explosion, heat or toxic products).~~
- ~~• Be incompatible with the clothing or equipment being Decontaminated (some organic solvents can permeate and/or degrade protective clothing).~~
- ~~• Pose a direct health hazard to workers (vapors from chemical Decon solutions may be hazardous if inhaled, or they may be flammable).~~

~~237.06 — Testing for Effectiveness of Decontamination~~

~~The effectiveness of any Decon method should be assessed at the beginning of an operation and periodically throughout the operation. The following methods may be useful in assessing the effectiveness: Visual observation, such as discoloration, stains, corrosive effects, visible waste, alteration in fabric, ultraviolet light, chemical wipe sampling; monitoring devices, testing for permeation, etc.~~

~~All equipment used for Decon must be Decontaminated and /or disposed of properly. Buckets, brushes, clothing, tools, and other contaminated equipment should be collected, placed in containers and labeled. Also all spent solution and wash water should be placed in plastic bags, pending further Decon and / or disposal.~~

237.076 Emergency Decontamination

In an emergency situation the primary concern is to prevent the loss of life or severe injury to operating personnel. If immediate treatment is required to save a life, decontamination can be, in some cases, delayed until the victim is stabilized. If decontamination can be performed without interfering with essential life-saving techniques or first aid, or if a worker has been contaminated with an extremely dangerous material that could cause severe injury or loss of life, emergency decontamination procedures must be performed immediately. Clothing must be removed from the contaminated victims prior to transporting. If this is the case, the patient's dignity should be considered as much as possible.



Precautions should be taken so that any chemical exposure to the emergency workers or the transport vehicle is limited. Upon completion of patient transport, decontamination of all equipment and personnel SHALL NOT BE PERFORMED AT THE HOSPITAL. Special arrangements shall be established for the proper decontamination of all equipment and vehicles.

Emergency workers may need to return to the scene and report to the DECON **SECTOR** **GROUP** for proper decontamination.

237.07 Training

WPFD provides hazardous materials training to all personnel on an annual basis. The training division facilitates various in-house training opportunities from radiation recognition, gas leak control, and fuel leak control. Beyond the training division, an interlocal agreement provides annual training with a focus on identification, isolation, and decontamination.

Company officers are tasked with providing tool familiarization and skill development to all personnel on a monthly basis.

237.08 Required Report Forms for Hazardous Materials Incidents and Exposures

The following forms must be completed as needed for each hazardous materials response for each employee.

Form 237-A: **Individual Record of Hazardous Material Exposure**

To be completed on each employee exposed during a particular incident. This record will be kept on file to establish a particular employees' long-term exposure risk.

Form 237-B: **Hazardous Materials Incident Notification Checklist**

To be used on the scene to assist the **Incident Commander IC** in making the proper notifications during the emergency.

Form 237-C: **Hazardous Materials Incident Action Checklist**

To be used on the scene to assist the **Incident Commander IC**

Form 237-D: **Safety Officer Data Sheet**

To be used on the scene of the emergency by the assigned safety officer.

Form 237-E: **Incident Expense Sheet**



Hazardous Materials Response

WPFD.SOG

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To be completed and forwarded to the carrier or party responsible for the spill for recoupment of the expended cost of the incident.

Form 237-F **Decontamination - Plan of Action Worksheet**

To be completed on-scene by the decontamination officer and turned in to the ~~Incident Commander~~ IC as part of the total incident package.

Form 237-G & H **Medical Status Worksheet for On-Scene Personnel**

To be completed and forwarded with all personnel involved in hazard mitigation or those who have been in any way exposed to the hazards involved. If any individual is in doubt about whether they need to complete this form, it should be completed. A copy of this form shall accompany the employee to the hospital if needed.

Dan Hagedorn

Fire Chief



Hazardous Materials Individual Record of Exposure

FORM 237-A

NAME _____ DATE _____

UNIT ASSIGNMENT _____ INCIDENT # _____

INCIDENT LOCATION _____

MATERIALS INVOLVED:

ITEM #1 TRADE/COMMON NAME _____

U.N.I.D. # _____ CONTAINER / SIZE / QUANTITY _____

FORM: SOLID ☐ LIQUID ☐ GAS ☐ POWDER ☐ MIST ☐
GRANULAR ☐ OTHER ☐

ITEM #2 TRADE/COMMON NAME _____

U.N.I.D. # _____ CONTAINER / SIZE / QUANTITY _____

FORM: SOLID ☐ LIQUID ☐ GAS ☐ POWDER ☐ MIST ☐
GRANULAR ☐ OTHER ☐

CONTAMINATION

INGESTION ☐ INHALATION ☐ ABSORPTION ☐

DURATION OF EXPOSURE - (HOURS - MINUTES - SECONDS)

PATIENT SYMPTOMS

ATTACH COPY OF TRAUMA REPORT

USE OF PROTECTIVE CLOTHING

HAZMAT ☐
SUIT - TYPE ☐ FULL SFF W/SCBA ☐ FULL SFF WO/SCBA ☐ UNIFORM ☐

CAUSE OF EXPOSURE:

PERSON COMPLETING REPORT _____

COMPLETE REPORT FOR EACH INDIVIDUAL EXPOSED. FILE IN EXPOSURE RECORD BOOK, H-M-1



Hazardous Materials Incident Notification Checklist

FORM 237-B

- ☐ LAW ENFORCEMENT (EVACUATION, PERIMETER, CROWD AND TRAFFIC CONTROL)
- ☐ HAZ-MAT RESOURCE LIST / OTHER AGENCIES AND TEAMS
- ☐ HOSPITALS (TREATMENT ON-SCENE, MASS CASUALTY, POISONS)
- ☐ MED-COM (CIVIL EMERGENCY MANAGEMENT NOTIFICATION)
- ☐ CITY STREETS DEPARTMENT
- ☐ CITY LAKES DIVISION (RUN-OFF POTENTIAL)
- ☐ FLORIDA DEPARTMENT OF TRANSPORTATION D.O.T. (BULK SAND DELIVERIES)
- ☐ PEOPLES GAS COMPANY
- ☐ ORANGE COUNTY POLLUTION CONTROL DEPARTMENT
- ☐ FLORIDA DEPARTMENT OF ENVIRONMENTAL REGULATION (NOTIFICATION)
- ☐ SHERIFF'S DEPARTMENT BOMB SQUAD (ORDINANCE REMOVAL)

LOCAL RESOURCES

- ___ UCF/ROLLINS CHEMISTRY DEPARTMENT
- ___ P.B.&S. CHEMICALS
- ___ ASGROW OF FLORIDA
- ___ EARTH RESOURCES
- ___ SEABOARD COASTLINE RAILROAD
- ___ O.H.M. MATERIALS CLEAN-UP
- ___ AIR PRODUCTS
- ___ CHEM CON
- ___ TEXGAS
- ___ U.S. DEPARTMENT OF AGRICULTURE / HORTICULTURE LAB
- ___ LOCKHEED MARTIN

COMMAND



Hazardous Materials Incident Action Checklist

FORM 237-C

☐ IDENTIFY MATERIALS / SITUATION _____

☐ DETERMINE MODE OF ATTACK

☐ OFFENSIVE ATTACK

☐ DEFENSIVE ATTACK

☐ DETERMINE STRATEGY

☐ ESTABLISH HAZARD ZONES

☐ ESTABLISH DECONTAMINATION AREA / GROUP

☐ INITIATE TACTICAL PLAN

☐ NOTIFICATION OF COMMUNICATION CENTER

☐ VAPOR SUPPRESSION

☐ STOP LEAK/ SPILL

☐ CONTAINMENT / NEUTRALIZATION

☐ ABSORPTION

☐ DISPERSAL

☐ REMOVAL OF ALL HAZARDS

☐ EVACUATE WITHDRAW

☐ NOTIFICATION OF RESOURCES / AGENCIES

☐ REQUESTS FOR ADDITIONAL MATERIALS / RESOURCES

☐ DECONTAMINATION

☐ EQUIPMENT

☐ PERSONNEL

☐ DISPOSAL OF CONTAMINATED SUPPLIES / EQUIPMENT



Hazardous Materials Response

WPFD.SOG

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Hazardous Materials Safety Officer Data Sheet

FORM 237-D

DATE _____ INCIDENT NUMBER _____

WEATHER CONDITIONS _____

Wind Speed _____ Temperature _____ Humidity _____

PRODUCT INFORMATION _____

NIOSH _____

UN _____

ERG _____

Chemical Name _____

Chemical Formula _____

Commercial Name _____

Suit Compatibility _____

Suit Type Used _____

Additional Comments:

SAFETY OFFICER



Hazardous Materials Response

WPFD.SOG
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Hazardous Materials Incident Cost Worksheet

FORM 237-E

DATE _____ INCIDENT NUMBER _____

LOCATION _____

TYPE OF INCIDENT _____

INCIDENT COMMANDER _____ SHIFT _____

FIRE - RESCUE MATERIALS USED:

ESTIMATED COST

- | | |
|-----------------------------------|----------|
| 1. Foam _____ Gallons | \$ _____ |
| 2. Absorbent Materials | \$ _____ |
| 3. Sand _____ Yards | \$ _____ |
| 4. Overpack Drums _____ | \$ _____ |
| 5. Absorbent Booms _____ | \$ _____ |
| 6. Disposable Suits _____ | \$ _____ |
| 7. Respiratory Equipment | \$ _____ |
| 8. Testing/Monitoring Equipment | \$ _____ |
| 9. Other Disposable Items / List: | \$ _____ |

Apparatus / Personnel Costs (Per City Fee Schedule)

	Units	Each	Cost
Incident Commander	_____	_____	\$ _____
Engine Companies	_____	_____	\$ _____
Truck Companies	_____	_____	\$ _____
Rescue Companies	_____	_____	\$ _____
Hazardous Materials Unit	_____	_____	\$ _____

OUTSIDE VENDORS (RECOVERY / CLEAN-UP / DISPOSAL)

\$ _____

TOTAL RECOVERABLE COSTS

\$ _____

FINANCE GROUP



Hazardous Materials Decontamination Plan of Action

FORM 237-F

DECON - GROUP Commander _____

1. Location of DECON GROUP Operations

2. Size of DECON GROUP Operations / Personnel / Equipment ETC.

3. Potential chemicals involved in DECON process

4. Specific solutions and procedures required for DECON process

5. Testing Process used to test effectiveness of DECON process

6. Level of protective clothing required for DECON GROUP personnel

7. Process for disposing of RUNOFF / CONTAMINATED EQUIPMENT

DECON GROUP



Hazardous Materials Response

WPFD.SOG

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Entry Member Medical Status Form

FORM 237 G

Incident Location: _____ Incident Number: _____

Chemical(s): _____ DOT#(s): _____

Team Member:

A: _____ B: _____ C: _____ D: _____

ENTRANCE	A	B	C	D
Blood Pressure				
Pulse Rate				
Respirations				
Weight				
Oximetry				
EKG 3L 12L				
Hydration cc				
Temperature				

EXIT (one minute)	A	B	C	D
Blood Pressure				
Pulse Rate				
Respirations				
Weight				
Oximetry				
EKG 3L 12L				
Hydration cc				
Temperature				

EXIT (five minutes)	A	B	C	D
Blood Pressure				
Pulse Rate				
Respirations				
Weight				
Oximetry				
EKG 3L 12L				
Hydration cc				
Temperature				

REHAB GROUP



**Entry Member Medical Status
Assessment Form**

FORM 237-H

Physical Status Exclusion Factors

- General Sensorium : A/O x4** ☐
- Serial 3s to 27** ☐
- Finger to Nose** ☐
- Diastolic below 100mmHg** ☐
- Pulse of Less than 100** ☐
- Respirations of Less than 24** ☐
- Oximetry greater than 94%** ☐
- EKG = NSR** ☐
- Temperature between 97 and 99.5** ☐

**Exclusion Factors MUST be Checked at FIVE
minutes after EXIT.**

**The above are norms . . . Assessments that do
not meet this criteria must be evaluated.**

Name - _____



Winter Park Fire-Rescue department

WPFD.SOG
501

STANDARD OPERATING GUIDELINE

Dispatching - Communications Center Procedures

Date Issued	December 6 th , 2005	Revision No.	IIV
Last Revision	November 2 nd , 2022	Total Pages	!!!!

Purpose: To establish a communications procedure for [Winter Park Fire Department \(WPFD\)](#) ~~/Rescue~~ personnel and for the emergency communications operators that work at the Winter Park Communications Center.

Scope: This procedure is to be followed by all employees. Authority to deviate from this procedure rests with the ~~Deputy Fire~~ [Operations](#) Chief or designee. This guideline was developed with the cooperation of the Communications Center Manager for the City of Winter Park ([CoWP](#)) and directly affects those employees.

General: All personnel should be aware that all communications over the airwaves are governed by the Federal Communication Commission. [CoWP](#) ~~The City of Winter Park~~ maintains a license to operate communication channels for emergency traffic and to conduct the business of the City. Other non-business-related radio traffic is strictly prohibited. Employees found abusing the radio system will be considered in violation of [WPFD](#) policy.

501.01 Operational Considerations - Radio Designations

For security and privacy purposes, at no time should the names of employees be used over the air. If information of a personal nature needs to be transmitted, the use of land-based communications or cellular is encouraged. For this reason, the following radio designation will be used by [WPFD](#) units ~~of the Winter Park Fire Department~~:

"Winter Park"	=	Dispatch Communications Center
"Engine 61"	=	ALS Engine at Station 61
"Engine 62"	=	ALS Engine at Station 62
"Engine 64"	=	ALS Engine at Station 64
"Truck 61"	=	ALS Ladder with Platform Truck at Station 61



"Rescue 61"	=	ALS Rescue
"Rescue 62"	=	ALS Rescue
"Rescue 64"	=	ALS Rescue
"Reserve Rescue 1"	=	ALS Rescue
"Squad 6"	=	Service Squad / Technical Rescue
"Reserve Engine 1"	=	Reserve Engine
"Engine 161"	=	Reserve Engine
"Truck 161"	=	Reserve Ladder Truck
"Battalion 61"	=	Battalion Chief on-duty / Shift Commander
"EMS 61"	=	EMS Supervisor Captain
"Marine Rescue 61"	=	Rescue Boat located at Station 61

STAFF

"Chief 61"	=	Fire Chief
"Chief 62"	=	Deputy Fire Chief
"Chief 63"	=	Officially Retired Division Chief
"Chief 64"	=	Division Chief
"ADMIN 1"	=	Administration/Finance Specialist
"ADMIN 2"	=	Technical Specialist
"Medic 61"	=	Community Paramedicine Specialist Medical Director

OFFICE OF THE FIRE MARSHAL

"FM 61"	=	Captain Chief Fire Marshal
"FM 62"	=	Deputy Fire Marshal
"Inspector 61"	=	Fire Inspector
"Inspector 62"	=	Fire Inspector Vacant
"Inspector 63"	=	Fire Inspector
"Inspector 64"	=	Fire Inspector

In addition to these designations, special incidents may require the use of additional command references. The Incident Commander (IC) will be required to notify the Communications Center of these designations.

All personnel should confirm contact with the unit they are attempting to communicate with, including "Winter Park", prior to ~~the~~ sending ~~of~~ any message. Completing this process will improve the chances that the message is received and will reduce repeat transmissions.



Standard "open" dispatch terminology will be used to avoid any confusion. Examples of this terminology include: "on the air", "available", "on ~~the~~ scene", etc.

501.02 Special Notifications

It is very important to our operation that the communications operators notify the on-duty Battalion Chief when specific changes take place in the fire protection and rescue capabilities of the community. The following are areas of concern to the department and notification is required when their status changes.

To advise personnel of these changes, the communications operator will utilize ONE ALERT TONE followed by the important information. Examples of when this procedure should be used are:

- Apparatus out of service / Back in service
- Street closures / Openings
- Fire alarm systems - In and out of service
- Fire Hydrants - In and out of service
- Important weather statements / [Storm Status](#)
- Disaster Plan Information
- Other Vital Information

The following information should be obtained if a fire alarm system or sprinkler /standpipe system is involved:

- Who is placing the system out of service?
- What is the purpose of the interruption?
- How long will the system be OOS?
- Name of the person calling in the report?
- Name of the person reporting the system back in service?

501.03 Radio Frequencies / Talk Groups

The ~~City of Winter Park~~ [CoWP](#) operates all radio communications through what is known as an "Intel- repeater site" off the ~~Orange County~~ [721 800mhz](#) trunked radio system. Winter Park enjoys the ability to link our 5 stand-alone frequencies with Orange County. This provides all public safety



units the ability to "roam" outside the actual Winter Park coverage area and utilize the Orange County system.

Under normal conditions, ~~Winter Park Fire Department~~ WPFD units will operate on one of the assigned "tactical" talk groups. These "TACS" are designated by the following names:

- | | | |
|---|---|---|
| 1 | = | "WPFD TAC 1" |
| 2 | = | "WPFD TAC 2" |
| 3 | = | "WPFD TAC 3" |
| 4 | = | "WPFD TAC 4" |
| 5 | = | "WPFD TAC 5" |
| 6 | = | "WPFD TAC 6" (formerly designated as "WPFD FLM") |

"WPFD TAC 1" will be monitored by all stations and available units. All emergency calls will be dispatched over Tac 1.

"WPFD TAC 2, 3, and 4" will be utilized for emergency scene operations. Once dispatched, units will be directed to a tactical talk group. The units shall remain on this assigned tactical talk group for the remainder of their alarm unless otherwise directed. ~~Operators should attempt to place all incidents on separate TACs to help avoid overlapping communications.~~

"WPFD TAC 2" will be assigned for all Medical Incidents "WPFD TAC 3" will be assigned for all Fire Incidents "WPFD TAC 4" will be assigned for all Special Events.

"WPFD TAC 5" will be assigned for non-operational talk around transmissions such as training evolutions or non-emergency communications.

"WPFD TAC 6" will be used by the department's Office of the Fire Marshal for all normal operations  ~~and Code Enforcement.~~

"7 Direct" will be used for radio-to-radio transmissions in training evolutions that do not require communication operators. This TAC is not monitored by the Communications Center.

All other talk groups that are available on the Fire Department radios should be used at the operator's discretion.  ~~Employees should be reminded that these other talk groups (TAC 6) are utilized by other City workers and utilization of these talk groups could interrupt their operations.~~



Fire Department employees should first monitor the talk group they wish to call upon for several seconds prior to calling for a particular individual.

501.04 Emergency Alerting System

The alerting system currently in place utilizes a Motorola MCC 7500 Elite Dispatch System Radio Console that is programmed to send a series of tones that activate the Station radios as desired.

Station monitors should remain on the talk group assigned for their particular station, for example; the monitor at Station 62 should read "STA 62" at all times.

IF THIS MONITOR IS NOT IN THE CORRECT POSITION THE ALERTING SYSTEM WILL NOT OPERATE.

In addition, all station radios should remain at a volume level between 8-11 for adequate reception.

501.05 Dispatching Emergency Calls

The following procedures will be followed by the communications operators for the handling and dispatching of all emergency calls in Winter Park.

Once information has been received about an incident that requires ~~the Fire—Rescue~~ WPFD to respond, the operators will process the address in the Computer Aided Dispatch (CAD) system and determine the response assignment utilizing the ~~"Run-Card"~~ "Unit Allocation" feature of the system. If a joint response is required, the appropriate request shall be made after the initial call has been dispatched.

Calls will be announced in the following manner:

- Tone out of proper station(s) ~~or Stations~~ over "WPFD TAC 1"
- Manual Emergency Tones / 5
- List all units assigned to respond / Both Winter Park and any other first response units
- Nature of incident
- If medical: Medical Green, Yellow, or Red
- Location
- Assigned Tactical Talk Group



- Time

All dispatched units shall announce their response on the assigned Tactical Talk Group.

Once all units that were dispatched acknowledge their response, dispatch will repeat the above information and add any additional information they have discovered since the initial call was announced if command is established:

- List all units assigned to respond / Both Winter Park and any other fire response units.
- Nature of incident with known details
- Location, to include the business name and cross streets
- Any additional patient information that has just been received
- Time

If the ~~Fire-Department~~ dispatched units do not respond within 90 seconds, they should be re-paged and a phone call should be made to the Station itself.

Once on the scene, it will be necessary that communications to "Winter Park" be relayed through the ~~Incident-Commander~~ IC.

Fire-Rescue units will be dispatched immediately on all calls where there is a potential need for medical treatment. Due to the information received, units dispatched will determine whether an emergency response is required. Units will continue their response once dispatched to secure the scene and determine the actual nature of the incident. In cases where a Fire-Rescue response is not required, the assignment may be aborted by the officer in charge.

If information is received during a response that indicates the call is not in fact an emergency, the unit responding has the option to reduce the response to non-emergency. Units are required to continue their response and evaluate the scene. Once on the scene, the Fire-Rescue units should provide a detailed situation report as soon as possible. This information should be relayed to other responding units.

501.06 Still Alarms

If a Fire-Rescue unit comes upon an emergency and needs to notify the Communications Center of a potential alarm, a "Still Alarm" will be announced.



The unit in the field will announce to "Winter Park" they are on the scene of a "Still Alarm" and are requesting additional assistance. "Winter Park" will in turn announce the "Still Alarm" by activating one (1) alert tone and announcing the still alarm, the location, reference to the call if known, and the assignment of the radio TAC to operate on.

An example of this would be any walk-in patient to a fire station. The units in the station would announce a "Still Alarm" and inform "Winter Park" what equipment will be needed and or committed to the alarm.

501.07 Responses to Automatic / Trouble Fire Alarms

Dispatchers **WILL NOT** activate any response from the Fire Department for **TROUBLE ALARMS** received from any monitoring agency. A call will be made to notify the Battalion Chief of any TROUBLE ALARMS that are received.

Any other calls for a response to an automatic fire alarm will be handled as live fire situations. The Fire Department response assignment to All Automatic Fire Alarms is as follows: 2 Engine Companies, 1 Truck Company, and 1 Battalion Chief. An Engine Company can be substituted for the Truck Company for automatic fire alarms if Truck 61 is not available to respond.

Responses to automatic fire alarms **MAY NOT BE CANCELLED ONCE INITIATED** by the alarm company. The responding Battalion Chief will be made aware of the call to cancel and only then may the assignment be downgraded. "PROPER CODES" do not exist for fire alarms.

501.08 Emergency Response Assignments

The Battalion Chief has the ultimate authority on all responses to all emergencies. He may override the dispatched assignment at any time. They are solely responsible for any deviation of this SOG and are given this authority through the ~~Deputy Fire~~ Operations Chief.

Additional Alarms (Second, Third, ETC.) shall reflect a complete second assignment of the particular incident. An example would be if a "Second Alarm" was requested for a structure fire, two additional engines, one additional truck, one additional rescue, and another chief officer would be dispatched. Additional, specific units may be requested by the ~~Incident Commander~~ IC instead of a full assignment.



Time Marks will be made at 10-minute intervals for all working EMS calls, and 20 minutes for all working FIRE calls. This time mark serves to remind those operating at the scene that time has passed since their arrival and certain benchmarks need to be achieved to move the incident to completion. Additional time marks may be requested at any time during the incident.

If the EMD system suggests a BLS response and the FIRST DUE RESCUE UNIT IS NOT AVAILABLE, THE CLOSEST ENGINE COMPANY SHALL BE DISPATCHED AS PART OF THE ASSIGNMENT. REMEMBER RESCUE 61 is the FIRST DUE RESCUE FOR ALL OF ZONE 61. This means that Engine 61 will not be dispatched to known BLS calls in zone 61. Rescue 61 will handle the calls., If the responding Rescue requests an Engine Company, it is to be dispatched.

The following is a list of the assignments that are required to be dispatched to the types of alarms noted. Communication operators should be familiar with this list. Deviation from this list should be under the control of the Battalion Chief. The dispatcher will call for any additional units as requested by the Incident Commander.

1 Engine Company or Truck Company

- All fires not involving structures including automobiles*
- Trash container fires*
- Brush/Grass fires*
- Power lines
- Elevator rescues
- Non-medically related Public Assists
- Assists back to bed - without injuries

*An Engine Company has priority dispatch due to the limited suppression capabilities of the Truck Company.

1 Engine Company and 1 Rescue

- All potentially ALS medical responses / medical alarms
- All reported falls either known BLS or ALS
- All auto accidents

1 Engine Company, 1 Truck Company, 1 Rescue, and 1 EMS Supervisor

- All auto accidents with entrapment or rollover

2 Engine Companies, 1 Truck Company, and 1 Battalion Chief

- Automatic Fire Alarms



1 Engine Company, 1 Truck Company, 1 Rescue, 1 EMS Supervisor, and 1 Battalion Chief

- All hazardous materials responses/gas leaks, spills, etc.
- All industrial accidents including falls, entrapments, or collapse

1 Rescue

All obvious BLS related medical calls as noted in EMD Protocols

3 Engine Companies, 1 Truck Company, 1 Rescue, 1 EMS Supervisor, and 1 Battalion Chief

- All structural fires
- All fires with any structural exposure
- All smell of smoke or electrical burning odors

501.09 Storm Status

The on-duty Battalion Chief will advise the Communications Center **when** to initiate "Storm Status". Upon this notification, the Communications Center will send an **FD Staff page Notification** with the subject line "Storm Status." The main body of the **page Staff Notification** will advise that **WPFD** is operating under "Storm Status." This will indicate that normal staff notifications will be limited to working incidents. ~~These can be but are not limited to the following; employee injuries, structures fires, trauma alerts or Staff Notification requests made by the Battalion Chief.~~

The **Battalion Chief** has the option to abbreviate the response assignment to automatic fire alarms during periods of heavy weather. A single Engine Company or other Fire-Rescue unit may be substituted for a full-alarm assignment on all automatic fire alarms while this situation exists. The "Storm Status" declaration by the Battalion Chief will initiate this single-unit response to all automatic fire alarms.

While operating under storm status, communications operators are encouraged to put all calls on the same TAC with the exception of full-assignment calls. (This assists the units in knowing what each other are doing and reduces the potential for confusion.)

During storm status, it is not necessary to use the station tone(s) when the responding units are not in quarters.

Upon the Battalion Chief advising the return to normal operation, the Communications Center will send an **FD Staff page Notification** with the subject line "Normal Status." The main body of the page will advise that "**WPFD** has returned to normal status operation." Responses to automatic fire alarms will also return to a normal alarm assignment as outlined in this guideline.



501.0910 Mutual Aid and Joint Response Procedures

Requests for "Mutual Aid" from WPFD are different from those responses made under a "Joint Response" agreement.

Should a request be made from an agency other than Orange or Seminole County, the City of Maitland, or Eatonville, the request is considered Mutual Aid and must be approved by the Battalion Chief prior to dispatching.

In the case of the City of Orlando, any units requested should be dispatched as if they were in the "Joint Response" agreement. Notification of the Battalion Chief is required, but standing approval is maintained.

Under the current ~~Joint~~ Response (~~JR~~) agreements Winter Park has with Orange & Seminole Counties, and the Cities of Maitland and Casselberry, the following procedures shall be followed by the communications operators when a response with these agencies is required.

FOR CALLS THAT ORIGINATE IN WINTER PARK

- Determine from the ~~"Run-Card"~~ Unit Allocation that a joint response is required for the alarm
- Using the Fire Intercom contact the Orange County Fire-Rescue Communications Center for Orange County and Maitland calls, or the Seminole County Communications Center for Seminole, Altamonte Springs, and Casselberry calls
- Request units needed from the ~~Run-Card~~ Unit Allocation and inform them of the Tactical Talk Group that will be utilized for the incident. TAC 2 will be used for all medical incidents

To dispatch Winter Park units:

- Tone out proper Station(s) ~~or Stations~~ over "WPFD Tac 1"
- Manual Emergency Tones (5)
- List all units assigned to respond - Both Winter Park and any other First Response Units (The agency name of any joint response unit should not be used in the dispatch)
- Nature of call
- Location
- Assigned Tactical Talk Group
- Time



Upon completion of the incident, ~~Winter Park~~ units will advise "Winter Park" that they have completed their assignment and are returning to "Winter Park TAC 1".

FOR CALLS THAT ORIGINATE OUTSIDE OF WINTER PARK

If the call originates with the Orange County Fire-Rescue PSAP and Winter Park units are requested to respond into Orange County, the same procedures will take place with the exception that Winter Park units will call "Orange County" over the assigned Orange County "TAC" and answer to their dispatchers.

When the incident is completed, Winter Park units shall notify "Orange County" they have completed their incident and are returning to "Winter Park TAC 1".

To dispatch Winter Park units:

- Tone out proper Station(s) over "WPFD Tac 1."
- Manual Emergency Tones (5)
- List all units assigned to respond / Both Winter Park and First Response units. In the case that Winter Park units are responding with a full assignment from a JR agency, there is no need to list all JR units responding.
- Nature of incident.
- Location
- Assigned Tactical Talk Group (dependent on requesting agency)
- Time



~~**501.10 Mutual Aid Responses**~~

~~Requests for "Mutual Aid" from the WPFD Winter Park Fire Department are different from those responses made under the "Joint Response" agreement.~~

~~Should a request be made from an agency other than Orange or Seminole County, the City of Maitland, or Eatonville, the request is considered "Mutual Aid" and must be approved by the Battalion Chief prior to dispatching.~~

501.11 System Hardware / Operations



All Portable Radios are to be used in the holsters provided.

All personnel should become familiar with the functions of their particular radio. Each radio is designed and programmed to perform different functions.

501.12 Hardware Service and Programming

All Motorola equipment will be serviced through the Winter Park Police and Fire Communications Center Manager.

Any problems with portable or mobile radios should be reported to the Battalion Chief as soon as possible.

Spare portable radios are available in the Battalion Chiefs' office.

501.13 "Emergency" Procedures / Operator Safety

The EMERGENCY button (orange on portables and red on mobiles) shall be activated when an operator has emergency traffic only. If three calls are made to "Winter Park" with no response, the operator may initiate an EMERGENCY call only if the information to be transmitted involves an emergency incident in progress. To reset the EMERGENCY function, the radio must be turned off and back on again. The EMERGENCY button may also be depressed and held for a reset.

When a particular radio alerts "Winter Park" that they have an emergency, "Winter Park" shall respond to the unit with the following transmissions:

EXAMPLE

"Rescue 61" presses their EMERGENCY button . . .

"Winter Park" - "Winter Park . . . Rescue 61"

"Winter Park" - "Winter Park . . . Rescue 61"

"Winter Park" - "Winter Park . . . Rescue 61"

If the unit has accidentally activated the emergency signal, the unit will advise "Winter Park" of the activation.

If the unit is unaware of the activation "Winter Park" should call the unit and ask for their status.



If the unit is in a situation that does not allow them to respond verbally, i.e.: trapped, involved in an auto accident, or if they are being held hostage or are in a hostile environment, "Winter Park" will call three (3) times in sequence. If no response is received the next available police and the next available Engine and Battalion Chief will be dispatched to a staging area near the last known location of the unit involved in the emergency. These units should be instructed to work on a different TAC from the unit in Emergency.

Communications operators **WILL NOT**, under any circumstances, ask any unit if they "have an emergency". If the unit fails to respond after three attempts, the additional fire and police units will be dispatched to an area near the last known location of the unit. The same location should not be responded to until PD can determine if the scene is secured.

501.14 Hostile / Hostage Situation Response

If a fire unit finds themselves in a hostile/hostage situation and they are unable to respond over the radio with normal terminology, the following statement will act as a code to inform the communications operators that the unit is in a hostile environment and needs immediate assistance. **DO NOT USE THIS VERBAL SIGNAL UNLESS YOU ARE IN IMMEDIATE DANGER.**

The Statement -

"NOTIFY MY STATION I AM ON THE SCENE" will act as the key to this emergency, verbal response. If these words are used over the air, the communications operators will only acknowledge the unit and dispatch police and other fire units to the scene. Further contact with the unit should not be attempted until the unit can return to normal communications. The next available Engine, Rescue, and Battalion Chief will be sent to a staging area near the scene to wait for police security of the scene. These additional units should operate on TAC 4 while the Battalion Chief continues to monitor the unit on the Talk Group in emergency.

ALL EMPLOYEES ARE REQUIRED TO KNOW THIS INFORMATION. IT IS DESIGNED TO PROTECT OUR CREWS AND PROVIDE THEM WITH AN ACTION PLAN FOR HOSTILE SCENES AND OTHER EMERGENCIES.

501.15 Response to Open Radio Transmissions



Communications operators do not need to respond to every open mic transmission. Many times, the radios are keyed by accident and the unit has no traffic for the air. Please wait until a unit keys several times or has an extended open mic before responding to them over the air.

Remember, the system is designed only to allow open mics for 30 seconds. After 30 seconds the PTT (push-to-talk) button is deactivated and the user must re-key the radio before additional airtime is allowed.

501.16 Console Talk Group Patch Procedures

Joint Response units working with WPFD Winter Park units who do not have a particular Winter Park Talk Group in their radio should be connected to the operation by way of the Talk Group patch function in the Motorola MCC 7500 Elite Dispatch console. Dispatchers have the ability to “patch” two or more Talk Groups together for the purpose of bringing different agencies into an operation.

501.17 Use of the Designated Paging System / Staff Notification:

A **page Staff Notification** shall be sent to all **WPFD Fire-Rescue designated** staff members upon the receipt of all working incidents. Notifications should include but are not limited to:

- A full assignment is dispatched
- Working structure fires
- When an Engine or Engine and Rescue are dispatched on a Joint Response / Mutual Aid on any call type other than EMS. In the case of an EMS response, it should fit the criteria listed below under EMS
- Hazardous Materials Incidents (medium to large when more than one Engine responds).
- Employee Injuries / Serious in Nature (Transported to Hospital)
- Fire-Rescue involved auto accidents
- Terrorist threats to include bomb threats and detonations, as well as any other suspected acts of terrorism
- Any call that deals with the Technical Rescue Team: high angle rescue, confined space rescue, and trench rescue

EMS

- Fatalities by means other than self-inflicted. This would include fatalities by auto crash, train crash, etc



- Trauma calls – shootings, stabbings (of any significance), car crash with entrapment or rollover, vehicle vs. pedestrian (or bicyclist) where the injuries are serious
- ALL trauma alerts
- Any other medical call of major significance – this would be for information only

The following formats will be used for FD **pages notifications**:

Initial **Page Notification**

- 'Location' will go in the subject line, i.e. 120 S Park AV
- Body of email, start with call type, i.e. Car Crash with entrapment
- Units responding, i.e. E62, R62 T61, EMS 61 and B61 responding
- Any extraneous information, i.e. multiple patients

Update **Page Notification**

- 'Status Update' will go in the subject line, i.e. Status Update
- Body of email starts with location, i.e. 120 S. Park AV
- Any updates pertinent for the **page notification**, i.e. working code on patient

Final **Page Notification**

- 'Final **Page Notification**' will go in the subject line, i.e. Final Page
- Body of email start with location, i.e. 120 S Park AV
- Information indicating closing of the call, i.e. patient being transported to WPMH, all other units clearing the scene per B61

There may be occasions where a second or third Update **Page Notification** is necessary. Use the same format for those pages.

501.18 Hospital Status Notification

In order to maintain up-to-minute information concerning the status of local hospitals, the Emergency Communications Center uses the Web-based application, EMSsystem. The EMSsystem is designed to update area providers as to the status of the local emergency departments. Communications operators will log in to the EMSsystem at the start of each shift.

When the communications center is notified **that** a rescue unit is en route to the hospital, they will determine the hospital status and advise the transport unit of status green, yellow or red. ~~rescue of any status other than 'Normal off load.'~~



If necessary, the rescue unit will determine if they need to transport the patient to another hospital.

NOTE: Any hospital showing a "No Status" is not on the EMS system.

501.19 Dispatched Requiring both Fire & Police Response

When the communications center receives a call that requires the response of both the fire and police departments, the communications operator will ensure that the incident is dispatched to both agencies as quickly as possible.

If a delay is occurring in the standard dispatching procedure, priority should be given to the agency with primary responsibility for the incident.

501.20 Medical Transportation

The City of Winter Park Fire-Rescue Department is responsible for all 9-1-1 requested patient transports received at the Winter Park PSAP. We may also be requested to transport patients from areas within Orange and Seminole Counties, Altamonte Springs, or Casselberry. These patients should also have requested service through the 9-1-1 system.

If a call is received requesting patient transport services on other than 9-1-1 lines, and it is determined through normal EMD protocols that the patient is not in any immediate danger, a private ambulance service may be called to provide transport service.

The EMS Supervisor shall be notified of each of these incidents at the time they occur. If any doubt exists as to whether the patient is stable or not, Fire-Rescue units shall be dispatched no matter the origin of the call.

501.21 Emergency Evacuation Signal

While operating at the scene of an emergency the **Incident Commander IC** may request for the evacuation of all personnel in the immediate danger area. Upon receipt of the request, the communication operator shall announce the evacuation and utilize ALERT TONE TWO on the console. This signal and announcement shall be made over the TALK GROUP in use by the units on the scene of the particular emergency. A simulcast of the TONE ALERT and Message may be requested by Command if units remain unaccounted for.



A Personnel Accountability Report (PAR) of the units operating on the scene shall be requested by Command after the evacuation signals are sounded. The communications operator shall then call each unit on scene individually, i.e. Engine 61 PAR, Truck 61 PAR, until all units are accounted for. It is acceptable for Engine 61 to PAR for Truck 61 or any other unit on scene. If a unit gives a PAR for another unit, it is not necessary to call that individual unit. When PAR is completed, the communications operator will advise Command "all units are PAR."

At the scene, an Engine close to the building will be notified to activate its air horns in conjunction with this radio announcement.

501.22 Emergency Radio Traffic

In cases where a unit requires emergency radio traffic, the operator will call to "WINTER PARK" and request emergency traffic. "WINTER PARK" will, in response to the request, sound one single ALERT TONE (alert 1 tone on the console) and advise that the requesting unit has emergency traffic, i.e. "All units standby, Rescue 61 has emergency traffic.". At that point, the individual requesting the emergency traffic will have exclusive rights to the TAC until they indicate the completion of their transmission.

501.23 Mobile Command Post

It will remain the discretion of the ~~Incident Commander~~ IC to summon to a scene the City's Mobile Command Post.

The communications operator will be responsible for alerting the Communications Manager and any dispatch personnel assigned for the operation of the Command Post.

A courtesy notification will be made to either the Police or Fire Department's Command Staff to alert them to the use of the Command Post by the other.

501.24 Media / Citizens Request for Information

During emergency and non-emergency situations, the news media may call requesting information on the incident. All media inquiries shall be referred to the agency's Public Information Officer (PIO). In the event that the PIO cannot be reached by the Communications Center, then media



inquiries shall be referred to the Incident Commander.  Further guidelines pertaining to Public Information are outlined in Standard Operating Guideline 704.

A handwritten signature in black ink, appearing to read "Dan Hagedorn", is written over a horizontal line.

Dan Hagedorn
Fire Chief



Winter Park Fire-Rescue department

WPFD.SOG
505

STANDARD OPERATING GUIDELINE

Quality Control Program – Emergency Communications

Date Issued	November 7 th , 2017	Revision No.	III
Last Revision	January 3 rd , 2023	Total Pages	2

Purpose: To review processes by which actual performance, behavior, and outcomes are compared against established standard operating procedures and call guides to ensure compliance, consistency, and accuracy in the delivery of service.

Scope: Performance level reviews are conducted quarterly and following critical incidents. The process consists of random case reviews evaluating the telecommunicators' strengths and deficiencies in emergency call-taking and dispatch performance. The evaluator provides feedback on protocol compliance, coaching, and retraining as appropriate.

General: The emergency communications center's quality control program shall include prospective, concurrent, and retrospective initiatives designed to improve the service provided by the operators in the emergency communications center.

505.01 Quality Control Review

A performance level review shall be conducted on a quarterly basis for each operator. Reviews may also be performed following critical incidents and/or by the request of supervision.

Performance reviews shall be measured against established policies and procedures most recently published in the emergency communications training manual.

Quarterly performance level reviews shall include but are not limited to the following:

- Call taking
- Operation of radio console
- Fire - EMS dispatching



505.02 Documentation of Review

Documentation of the quality control review or post-incident performance review shall include comments/notes from the supervisor and operator.

If deficiencies are noted, a remedial training plan will be developed to assist the operator.

A remedial training plan will outline the specific category area(s) needing remediation. It will list instructions ~~to~~ for both the shift supervisor and the employee to follow during the remediation plan.

A follow-up evaluation date will be documented on all remedial training plans.

Dan Hagedorn
Fire Chief



Civil Service Board **agenda item**

item type	Action Items	meeting date	January 10, 2023
prepared by	Kathleen Reed	approved by	
board approval			
strategic objective			

subject

Approval of Outside Employment-Fire Department

motion / recommendation

background

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[OUTSIDE EMPLOYMENT 2023 CSB APPROVAL LIST.pdf](#)

WINTER PARK FIRE DEPARTMENT
OUTSIDE EMPLOYMENT 2023 CSB APPROVAL LIST

NAME	COMPANY
BRENDEN ANKENY	VALENCIA COLLEGE
PAUL ASHTON	WINSOR FLOORING
JOHN BONNELL	SOUTHWEST SWIM TEAM
ZACHARY COLLINS	ORLANDO MEDICAL INSTITUTE
WILLIAM CRAVEY	ARMY RESERVE
SCOTT KETCHAM	VENT ENTER SEARCH, LLC
SCOTT KETCHAM	VALENCIA COLLEGE
ANGELA JACKSON	SEMINOLE STATE COLLEGE
TOD MEADORS	CPR & ACLS EDUCATOS, LLC
STUART MERRICK	VALENCIA COLLEGE
ED MITCHELL	INTEGRITY HOUSE INSPECTIONS
BRYAN MOMAN	VALENCIA COLLEGE
NICHOLAS PETRAVICH	VALENCIA COLLEGE
FRANCYS PICARD	RHEUMATOLOGY ASSOC.
DAMIEN PILLAY	RESCUED CPR
KEVIN POWERS	KPT INSTALLATIONS
CALEB RECICAR	CREW PRESSURE WASHING
MICHAEL TEMPLETON	VALENCIA COLLEGE
JACK TIMMES	COX ARBORICULTURE SERVICES
RICHARD WALES	GLOBAL MEDICAL RESPONSE



Civil Service Board **agenda item**

item type	Action Items	meeting date	January 10, 2023
prepared by	Kathleen Reed	approved by	
board approval			
strategic objective			

subject

Police Department SOP's

item list

SOP 141 Corrective Action Policy

SOP 260 Agency Owned Vehicular Utilization

motion / recommendation

background

alternatives / other considerations

fiscal impact

ATTACHMENTS:

[WPPD SOG 141 Corrective Action Policy.pdf](#)

ATTACHMENTS:

[WPPD SOG 260 Agency Owned Vehicle Utilization.pdf](#)

WINTER PARK POLICE DEPARTMENT STANDARD OPERATING PROCEDURE

Title:	Corrective Action Policy	SOP #: 141
Rescinds:		Amends:
Effective:	January 10, 2023	
Attachments:	"A" Informal Personnel Action	Pages: (20)

141-1 PURPOSE:

The intent of the corrective action policy is to establish a process to educate, teach and coach, and if necessary discipline members to comply with, follow and practice established policies and procedures.

141-2 POLICY:

Supervisors will view the corrective action process as an opportunity to develop members and not as a method for punitive measures or retaliation. Corrective Action will also be used to ensure consistency, fairness and accountability for policy and procedure violations.

Under no circumstances will corrective action be taken against a member because the person is a member of a protected class (e.g. based on race, gender, physical disability or national origin).

141-3 DISCIPLINARY PREVENTION:

It shall be the policy of the Winter Park Police Department to utilize the following preventative plan in order to afford members the best opportunity to be successful and avoid any policy or procedural violations.

- A. Clear standards will be explained to and reviewed with members through PowerDMS, block training, shift training and supervisory review.
- B. Recognition of members that do a good job which shall be accomplished through peer and supervisory submissions to the awards committee and the Chief of Police.
- C. All levels of supervision will practice communication with members that is open to hear their suggestions and provide an environment where they feel comfortable coming forward with problems.

- D. All levels of supervision will set a good example, one that exhibits acceptable work performance and conduct.
- E. All levels of supervision will be fair and impartial with members regardless of time or experience.
- F. The department will make training available to the members to ensure that they are able to perform at an expected level.
- G. Each supervisor has an obligation to monitor the behavior and performances of **their** ~~his/her~~ subordinates and provide appropriate counseling or retraining when the situation dictates. Effective counseling, provided in a timely manner, can possibly avert the need for future disciplinary action.

141-4 LEVELS OF CORRECTIVE ACTION:

A. VERBAL COUNSELING AND RETRAINING

Verbal Counseling and Retraining is a counseling session between a supervisor and subordinate discussing a minor policy or procedural violation. This is an opportunity to identify possible causes for the violation and remove any obstacles that are contributing to the violation.

1. A Verbal Counseling shall not be maintained or documented in Professional Standards records. A supervisor may, at their discretion, place notes in the affected member's Trakstar to support additional counseling or discipline if necessary.
2. If a member transfers to a new division, the member's former supervisor is responsible for informing the new supervisor of prior Verbal Counseling that was issued to the member within the past three years.

B. INFORMAL PERSONNEL ACTION **Retained for three years**

Informal Personnel Action (IPA) should be considered educational in nature and not disciplinary action. Informal Personnel Action shall be documented on an IPA form (Attachment A). All sworn supervisors and civilian managers have the authority to generate IPAs as part of a corrective action.

1. **Written Counseling and Retraining** – Written counseling and retraining will be documented in an IPA form from the supervisor to the effected member. The IPA form should include a corrective action plan to be reviewed with the member at the time the written counseling is issued and signed by the member. A copy of the IPA form shall go to the member and another copy will be maintained in an Informal Personnel Action file independent of the discipline file.

2. **Notice of Caution** – A Notice of Caution will be documented on an IPA form and maintained in the member's Informal Personnel Action file. The Notice of Caution should serve as notification to the member that any other similar incidents may result in formal discipline action. A notice of caution may be combined with other corrective action to help the member avert the need for formal discipline.

C. **FORMAL DISCIPLINE**

Retained according to State of Florida, General Records Schedule

Supervisors shall follow the procedures outlined in SOP #: 140, Professional Standards and Compliance for any alleged violation or complaint that, if sustained, may result in formal discipline. Formal Discipline is defined as any of the below listed corrective actions.

1. **Suspension without Pay** – (Not to exceed 30 days)
2. ~~**Disciplinary removal from specialized unit**~~
3. **Demotion**
4. **Termination**

All Formal Discipline shall be approved by the Chief of Police. Only the Chief of Police or **their** ~~his/her~~ designee has the authority to issue disciplinary action to a member.

141-5 PROCEDURE:

- A. Investigation and Corrective Action using an IPA will be completed as soon as possible and not longer than twenty-one (21) calendar days following the discovery of the violation, unless an extension is granted by the **Deputy Chief** ~~Division Chief~~.
- B. Prior to awarding or recommending any type of corrective action to a member, the supervisor should review the member's Trakstar notes, IPA file, and disciplinary history file. The supervisor shall make a determination as to the level of corrective action for each violation based upon the following:
 1. Corrective action guidelines within this policy.
 2. Corrective action history of the member, to determine progressive corrective action.
 3. Any aggravating or mitigating circumstances directly related to the violation.
- C. Informal Personnel Actions (IPA) are not considered discipline and as such a Notice of Intent to Discipline is not required. Supervisors should discuss the level of Informal

Personnel Action with their immediate supervisors if there are any questions or concerns regarding whether or not the action taken is appropriate.

141-6 PROGRESSIVE CORRECTIVE ACTION:

- A. Progressive correction action shall be implemented in instances where members continue to commit the same or similar violations of agency policies and procedures. Progressive action allows a supervisor to elevate the corrective action in order to gain compliance with a particular policy or standard. In some instances, a member may have multiple unrelated violations within the established time that could also require progressive action.
- B. Progressive corrective action shall apply if a member violates a department policy or standard and they previously received corrective action for violating the same policy within the past three (3) years. Absent mitigating or aggravating circumstances, the member should be awarded corrective action at the next level up.
- C. If a member commits a violation of a policy then commits a second violation of the same policy prior to receiving corrective action, the second violation may not be addressed through progressive action. However, if the policy violation is egregious in nature progressive discipline may apply.
- D. Members can also receive other types of corrective action to include but not limited to the following:
 - 1. Suspension/ limitations for working details;
 - 2. Training or Retraining assignments;
 - 3. Limitation or suspension of use of agency vehicle;
 - 4. Corrective Action Plan;
 - 5. Written Contract Agreement

141-7 CORRECTIVE ACTION GUIDELINES:

Corrective Action Guidelines are established for each standard of conduct violation. Minor violations typically begin with Verbal Counseling or Informal Personnel Action (Written Counseling/Retraining, Notice of Caution) whereas, more serious violations will begin at Disciplinary Action (Suspension to Termination). These guidelines should be used as a guide in determining fair, consistent and progressive corrective action. The level of corrective action can be increased or decreased depending upon the history of the affected member as well as any mitigating and aggravating circumstances surrounding the violation.

A. JOB PERFORMANCE/VIOLATIONS OF LAW:

1. **Unsatisfactory Performance** – *Cite: City manual 8.02-I-5*

Members shall maintain sufficient competency to properly perform their duties and assume the responsibilities of their positions. Members shall perform their duties in a manner which will maintain the highest standards of professionalism and efficiency in carrying out the functions and objectives of the Police Department. Unsatisfactory performance may be demonstrated by a lack of knowledge of the application of laws required to be enforced; an unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for the person's rank, grade, or position; the failure to take appropriate action on the occasion of a crime, disorder, or other condition deserving police action; or absence without leave. In addition to other indications of unsatisfactory performance the following will be considered prima facie evidence of unsatisfactory performance: repeated poor evaluations, or a written record of repeated infractions of policies, procedures, directives, or orders of the Police Department.

1st Offense: Written Counseling/Retraining

2nd Offense: Notice of Caution

3rd Offense: Suspension – Termination

2. **Leaving Duty Post** – *Cite: City manual 8:02-I-3, 7*

Members shall not leave their assigned duty posts or assignment during a tour of duty except as authorized by proper authority.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

3. **Neglect of Duty** – *Cite: City manual 8:02-I-6*

Members shall not engage in any activities or personal business which would cause them to be inattentive to duty or neglectful in their assigned duties.

1st Offense: Written Counseling/Retraining

2nd Offense: Notice of Caution

3rd Offense: Suspension – Termination

4. **Cowardice** – *Cite: Ordinance 74-64(a)(1); City manual 8:02-III-1*

Officers are expected to perform their duties as law enforcement officers even at times where they may be in grave danger. It is incumbent that other law enforcement officers have the commitment that they will not be abandoned in the face of danger or eminent peril. Any officer who knowingly and willfully fails to respond to or abandons their duty or fellow law enforcement officers during a time of peril shall be deemed to commit an act of cowardice.

1st Offense: Termination

5. **Conformance to Laws** – *Cite: (Sworn only) Ordinance 74-64(a)(5). (All Members) City manual 8.02-III-18; SOP 104-7*

Members will comply with laws, ordinances, rules, and the Constitution of the United States and of the State of Florida, or any of their subdivisions.

- a. Felony or 1st degree Misdemeanor violation/conviction:

1st Offense: Termination

- b. 2nd degree Misdemeanor or Ordinance violation/conviction:

1st Offense: Notice of Caution – Termination

2nd Offense: Suspension – Termination

6. **Sexual/Racial Harassment** – *Cite: City manual 1.05, 8.02-III-21*

Unwelcome sexual advances, request for sexual favors, or other verbal or physical conduct of a sexual nature when:

- a. Submission to such conduct is made, either explicitly or implicitly, a term or condition of someone's employment;
- b. Submission to or rejection of such conduct by a person is used as a basis for employment decisions affecting that person; or
- c. Such conduct has the purpose or effect of unreasonably interfering with a person's work performance or of creating an intimidating, hostile, or offensive working environment.

Sexual harassment may occur between members of the opposite or same sex.

Engaging in any conduct constituting a material violation of the City's Policy on sexual, racial or other workplace harassment, including engaging in such harassment, retaliating against one who reports harassment, or intentional or negligent failure to report conduct prohibited by the policy.

~~Violation of any part of this section:~~

1st Offense: Notice of Caution – Termination

2nd Offense: Suspension – Termination

3rd Offense: Termination

7. **Domestic/Dating Violence (and Related Offenses)** – *Cite: Ordinance 74-64(a)(5); SOP 235-4G*

All members are expected to maintain their personal conduct in the same manner as their professional conduct when on duty. This conduct applies to matters of restraint during times a member is involved in any type of personal relationship

with another. Members shall refrain from violating any domestic violence injunctions or other acts of violence in the course of their personal relationships.

1st Offense: Termination

B. CONDUCT/ETHICS:

1. **Untruthfulness** – *Cite: (Sworn Only) Ordinance 74-64(a)(2). (All Members) City Manual 1.03*

Members shall not deliberately use deception, make false statements, mislead, or intentionally omit information unless conducted in the capacity of an investigatory tool.

1st Offense: Termination

2. **Courtesy and Respect** – *Cite: City manual 8.02-II-10, 11*

Members will be courteous and respectful to their superiors, fellow members, and members of the general public.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

3. **Behavior and Language** – *Cite: City manual 8.02-II-11*

In the performance of their duties, all members will maintain command of temper, patience, and discretion. They shall refrain from using improper, obscene, profane, or insolent language in public or in an open forum.

1st Offense: Written Counseling/Retraining – Termination

2nd Offense: Notice of Caution – Termination

3rd Offense: Suspension – Termination

4. **Moral Character** – *Cite: (Sworn only) Ordinance 74-64(a)(2), (5); SOP 103. (All Members) City Manual 8.02-III-12; SOP 104*

Members shall maintain a level of moral conduct in their personal and business affairs which is of the highest standards of the law enforcement profession. Members shall not participate in any incident involving moral character which causes the Police Department to be brought into disrepute.

The moral character offense list is established by the Criminal Justice Standards and Training Commission and provides the guide for employment and certification of law enforcement officers in the State. Officers shall also abide by SOP 103 and all agency members shall abide by SOP 104.

1st Offense: Suspension – Termination

2nd Offense: Termination

5. **Gifts, Gratuities** – *Cite: (Sworn only) SOP 104-10. (All Members) City manual 1.03*

Members will not solicit or accept gifts, presents, or other gratuities in return for favor(s) or requested official act(s).

1st Offense: Suspension – Termination

2nd Offense: Termination

6. **Abuse of Position** – *Cite: SOP 104-13*

Members shall not abuse their official position, power, authority, or identification; nor shall they use their official position, official cards or badges for:

a. Personal or financial gain.

b. Obtaining privileges not otherwise available to them except in the performance of duty.

c. Avoiding consequences of illegal acts.

Members shall not lend to another person their identification cards or badges, or permit them to be photographed or reproduced without the approval of the Chief of Police.

Members shall not authorize the use of their names, photographs, or official titles, which identify them as members of the Police Department, without the approval of the Chief of Police.

~~Violation of any part of this section:~~

1st Offense: Notice of Caution – Termination

2nd Offense: Suspension – Termination

3rd Offense: Termination

7. **Conduct Unbecoming a Member** – *Cite: (Sworn only) Ordinance 74-64(a)(2). (All Members) SOP 104-7, 8*

Any conduct which adversely affects the moral, operations, or efficiency of the agency or any conduct which has a tendency to adversely affect, lower, or destroy public respect and confidence in the Office of the Chief of Police, or any officer or member. Unbecoming conduct also includes any conduct which brings the agency or any officer or member into disrepute or brings discredit upon the agency, or any officer or member. All members shall conduct themselves in such a manner so as to reflect most favorably upon the Office of the Chief of Police at all times, both on and off duty.

1st Offense: Notice of Caution – Termination

2nd Offense: Suspension – Termination

C. ALCOHOL/DRUGS/TOBACCO:

1. **Use of Alcohol and Illegal Drugs** – *Cite: City manual 7.03, 8.02-III-13, 14; SOP 260-5*

No member shall at any time, possess, use, sell or distribute any drug or controlled substance, the possession, use, sale or distribution of which is illegal under any law of any state or any law of the United States of America, except while in the member's lawful performance of duty. This rule will be enforced regardless of whether the acts or events giving rise to its enforcement result in arrest, prosecution or conviction.

No member shall at any time be in possession of opened containers of alcohol while on duty. No alcohol shall be transported in a city vehicle, while operating a city vehicle or equipment, except as provided in SOP #: 260, Agency Owned Vehicle Utilization.

No member will report for work or will engage in any work while under the influence of any drug, illegal or legal, including alcohol, to the extent that their normal faculties are impaired.

Nothing in this regulation should be construed as prohibiting on-duty drinking when necessary to maintain cover or further an investigation when authorized to do so by the Chief of Police or his designee. Members are also prohibited from consuming any substance to the extent the on-duty performance is impaired.

1st Offense: Suspension – Termination

2nd Offense: Termination

2. **Use of Alcohol Off Duty** – *Cite: SOP 104-7, 140-19, 260-5*

Members, while off duty, shall refrain from consuming intoxicating beverages to the extent that it results in impairment or intoxication which results in obnoxious or offensive behavior which discredits the Police Department, or which renders one unfit to report for their next regular tour of duty.

1st Offense: Suspension – Termination

2nd Offense: Termination

3. **Violation of City Smoking or Tobacco Policy** – *Cite: SOP 130-9*

Members may not smoke, vape, or use any other tobacco products on city property at any time, including city buildings or while operating city vehicles or other city equipment, or on any city grounds, such as parking lots, parks, golf course or otherwise. Similarly, members are not allowed to smoke or use any tobacco products at any time while acting within the scope of city employment.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

4. **Medical Examinations/Testing** – *Cite: City manual 2.07, 7.03*

Members shall submit to any legally permissible and reasonable physical, psychiatric, breath test, chemical or laboratory tests or examinations, if ordered by the Chief of Police or his designee to determine fitness for duty or during the course of an internal investigation.

1st Offense: Suspension – Termination

2nd Offense: Termination

D. TIME MANAGEMENT/REPORTING FOR WORK:

1. **Failure to Review Directives** – *Cite: SOP 110-10*

All members shall acknowledge receipt and understanding of newly issued or revised standards/directives by electronically signing each document in PowerDMS. Such acknowledgement shall be done no later than the due date listed for each standard and/or directive.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Verbal Counseling/Retraining

3rd Offense: Written Counseling/Retraining

2. **Failure to Honor Subpoena** – *Cite: SOP 154*

Each member is responsible for signing acceptance for and answering each subpoena, and appearing at the designated place at the designated time prepared to testify according to SOP #: 154, Subpoena Procedures. Each member who has been served with a subpoena must comply with the instructions on the subpoena. The member must contact Witness Management as required on the subpoena for the purpose of being placed on standby if necessary. In the event a member is placed on court standby, he or she must be available to respond as needed.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

3. **Missed Extra Duty Detail** – *Cite: SOP 180*

Members are required to work or cover an extra-duty detail approved for or which they agreed to work for another member. Any missed details will be documented on an IPA form and the following sanctions will apply:

1st Offense: One month suspension from working all details

2nd Offense: (within one year of first offense) Two month suspension from working all details

3rd Offense: (within one year of second offense) Three month suspension from working all details

4th Offense: (within one year of third offense) One year suspension from working all details

NOTE: Suspension from working details shall begin the first day of the month following the missed detail.

4. **Reporting for Duty** – *Cite: City manual 2.10, 3.04, 8.02-I-5, 9, 10; SOP 131*

Members shall report for duty at the time and place required by assignment. They shall be properly equipped and cognizant of information required for the proper performance of duty so that they may immediately assume their duties. This shall include prompt communication while in an on-call status and response while being compensated for being on call.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

5. **Availability by Telephone** – *Cite: City manual 2.23*

All members shall have an operational telephone at their residences, and shall within 48 hours report any change of telephone numbers or addresses to their supervisors and to such other persons as may be appropriate.

NOTE: Cellular telephone service will satisfy this requirement as long as reception of the service is available at the residence.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

6. **Malingering** – *Cite: City manual 8.02-III-7*

Members shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive any official of the Police Department as to the condition of their health.

1st Offense: Suspension – Termination

2nd Offense: Termination

7. **Misuse of Work Breaks/M meal Periods** – *City manual 8.02-I-4*

Members are not permitted to take excessive time for work breaks and/or meal periods.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

8. **Chronic Absenteeism or Excessive Use of Unscheduled Leave** – *Cite: City manual 8.02-II-8*

Members who use more than three unscheduled sick events in a three month period or more than a total of six unscheduled sick events over the course of a twelve month period will be considered chronically absent and committing an excessive use of sick time. (Unscheduled sick day will be the first day that an employee calls in sick and subsequent days will be included as the same event)

1st Offense: Written Counseling/Retraining

2nd Offense: Notice of Caution

3rd Offense: Suspension – Termination

E. APPEARANCE/UNIFORMS AND EQUIPMENT:

1. **Personal Appearance** – *Cite: SOP 130, 131*

Members on duty shall wear uniforms or other clothing in accordance with established agency procedures, except when acting under proper and specific orders from superior. Members on duty shall maintain a neat, well-groomed appearance.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

2. **Use of Uniform and Equipment** – *Cite: SOP 131*

Members will not use their uniform or Police Department equipment in any manner other than authorized by the Chief of Police.

1st Offense: Written Counseling/Retraining

2nd Offense: Notice of Caution

3rd Offense: Suspension – Termination

3. **Carrying of Police Identification** – *Cite: (Sworn only) SOP 131-4*

Officers shall carry their badges and identification cards on their persons at all times on duty, except when impractical or dangerous to their safety or to an investigation. They shall furnish their name to any person requesting that information, when they are on duty or while holding themselves out as having official capacity, except when withholding of such information is necessary for the performance of police duties or is authorized by proper authority.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

4. **Damage or Loss of Property** – *Cite: City manual 8.02-III-2; SOP 136*

Members shall utilize Police Department equipment only for its intended purpose, in accordance with established agency procedures, and shall not abuse, damage or lose Police Department equipment. All Police Department equipment issued to members shall be maintained in proper order. Members shall not inappropriately abuse or damage property belonging to another party.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

5. **Vehicle Maintenance and Care**– *Cite: SOP 260*

Members shall be responsible for the general maintenance, care, cleanliness and condition of their assigned vehicle.

1st Offense: Verbal Counseling

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution/loss of use of take home vehicle(30 days)

F. **RECORDS/EVIDENCE/COMPUTER USE:**

1. **Destruction/Alteration of Records** – *Cite: SOP 108, 317, 370*

No member will intentionally alter, dispose of, destroy, or remove Police Department files, documents, or records, except as provided for by law or by an authorized superior. This also applies to removing computer software and the deletion/alteration of official computerized records/entries.

1st Offense: Notice of Caution – Termination

2nd Offense: Suspension – Termination

3rd Offense: Termination

2. **Falsification of Records** – *Cite: City manual 8.02-III-3*

Members shall not falsify any document, record, statements, report, or communication.

1st Offense: Termination

3. **Processing Evidence** – *Cite: SOP 390, 392*

Property or evidence which has been discovered, gathered, or received in connection with agency responsibilities shall be processed in accordance with established agency procedures.

1st Offense: Written Counseling/Retraining

2nd Offense: Notice of Caution

3rd Offense: Suspension – Termination

4. **Property & Evidence** – *Cite: (Sworn only) Ordinance 74-64(a)(2). (All Members) SOP 390-5, 14*

Members shall not convert to their own use, manufacture, conceal, falsify, destroy, remove, tamper with, or intentionally withhold any property or evidence in connection with an investigation or other police action, except under established agency procedures. This ruling also applies to found, abandoned, surplus, and agency property.

1st Offense: Suspension – Termination

2nd Offense: Termination

5. **Dissemination of Information** – *Cite: FSS 119; SOP 317, 370*

Members shall treat the official business of the Police Department as confidential. Information regarding official business shall be disseminated only to those for whom it is intended, in accordance with established agency procedures or state statute. Members may remove or copy official records or reports from the Police Department only in accordance with established agency procedures or state statute. Members shall not divulge the identity of persons giving confidential information, except as authorized by proper authority.

1st Offense: Notice of Caution – Termination

2nd Offense: Termination

6. **Violation of Computer Policy** – *Cite: SOP 108*

Except as authorized by policy, in the lawful performance of their duty, members, shall not access, review, upload, download, store, print, post, or distribute the following on any city electronic device:

- a. Pornographic, obscene, or sexually explicit material
- b. Abusive, profane, lewd, vulgar, rude, inflammatory, threatening, disrespectful, or sexually explicit language or images
- c. Materials using language or images inappropriate to a business setting
- d. Materials that use language or images advocating violence or discrimination toward other people
- e. False or defamatory information about a person or organization, or harass another person, or engage in personal attacks, including prejudicial or discriminatory attacks
- f. Any other violation listed in SOP#: 108-4B, Computer Access.

~~Violation of any part of this section:~~

1st Offense: Notice of Caution – Termination

2nd Offense: Suspension – Termination

3rd Offense: Termination

G. USE OF FORCE/WEAPONS PROCEDURES/VEHICLE OPERATION:

1. Unnecessary Use of Force – Cite: SOP 222-7

Officers shall not use force which has no lawful justification for any use of force or force utilized as punishment or for vengeance, in making an arrest or in dealing with a prisoner or any person. All prisoners and suspects will be treated in a fair and humane manner.

1st Offense: Suspension – Termination

2nd Offense: Termination

2. Excessive Use of Force – Cite: SOP 222-8

Officers shall not initiate or utilize any excessive levels of control of resistance directed against them other than that control which is reasonable and necessary under the circumstances. Officers shall control resistance against themselves in accordance with statutes, agency directives/policy and current judicial precedent.

1st Offense: Notice of Caution – Termination

2nd Offense: Suspension – Termination

3rd Offense: Termination

3. Weapons – Use or Display – Cite: SOP 166, 214, 216, 222

Officers shall not use or handle weapons, including chemical agents, in a careless or imprudent manner. Officers shall use weapons in accordance with law and Police Department procedures and guidelines.

1st Offense: Written Counseling/Retraining

2nd Offense: Notice of Caution

3rd Offense: Termination

4. ~~Carrying Off Duty Firearms~~ – Cite: SOP 166-7

~~All officers must have access to a firearm while in the City of Winter Park.~~ Officers must meet firearms and weapons qualification standards set forth by the Police Department. All weapons shall be used in accordance with departmental training for said weapon. The off-duty firearm and caliber shall be authorized and approved by the Chief of Police. Off duty weapons shall be concealed at all times. An authorized department badge and identification shall be carried at all times when carrying an off duty weapon.

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling

3rd Offense: Notice of Caution

5. Unsafe Vehicle Operation – Cite: FSS 316, 322; SOP 286

Members shall operate vehicles in a careful and prudent manner, and shall obey all laws and all agency orders pertaining to such operation. ~~Loss or suspension of any driving license shall be reported to the Police Department immediately. Members with assigned vehicles are responsible for the maintenance and cleanliness of such vehicles.~~

~~Violation of any part of this section or when a member is found at fault for a crash involving injury or damage to any property related to the crash:~~

1st Offense: Verbal Counseling/~~Retraining~~

2nd Offense: Written Counseling/Retraining/Drive Cameras (36 months)

3rd Offense: Notice of Caution/Permanent Drive Cameras

6. At Fault Vehicle Crashes(minor)- Cite: SOP 286

Members found at fault for a minor crash (less than \$1,500 to an agency vehicle):

1st Offense: Verbal Counseling

2nd Offense: Written Counseling/Progressive Retraining/Drive cam (12 months)

3rd Offense: Notice of Caution /Drive Cam (24 months)

7. At Fault Vehicle Crashes(major)- Cite: SOP 286

Members found at fault for a crash involving injury or property damage to an agency vehicle in excess of \$1,500:

1st Offense: Verbal Counseling/Retraining/Drive Cam (36 months)

2nd Offense: Written Counseling/Progressive Retraining/Re-start the Drive Cam for 36 months

3rd Offense: Notice of Caution/Progressive Retraining/Permanent Drive Cam

Note: At-fault vehicle crashes will be counted consecutively not concurrently.

8. Violation of Pursuit Policy – Cite: SOP 285

Pursuits of individuals reasonably suspected of committing non-forcible felonies are prohibited. Pursuits of individual(s) for misdemeanors, traffic infractions, or eluding the police solely from a traffic infraction are prohibited.

1st Offense: Written Counseling/Retraining

2nd Offense: Notice of Caution

3rd Offense: Suspension – Termination

H. CHAIN OF COMMAND/UNLAWFUL ACTIVITY:

1. **Violating Chain of Command** – *Cite: SOP #: 101-14*

The Chain of Command designates the accepted line of authority as established from top to bottom, by which all organizational commands are transmitted. The chain of command **should** ~~must~~ be followed, ~~unless as specified exceptions.~~

1st Offense: Verbal Counseling/Retraining

2nd Offense: Written Counseling/Retraining

3rd Offense: Notice of Caution

2. **Insubordination** – *Cite: City manual 8.02-III-8; SOP 101-15*

Any member who deliberately refuses or fails to obey any lawful or reasonable order given by a supervisor or who engages in mutinous conduct such as showing gross and direct disrespect to a supervisor.

1st Offense: Suspension – Termination

2nd Offense: Termination

3. **Illegal Orders** – *Cite: (Sworn only) Ordinance 74-64(a)(3). (All Members) SOP 101-17*

Members shall neither give, nor obey any order which they know, or should know, would require them to commit an illegal act. If in doubt as to the legality of an order, members shall request the issuing person to clarify the order or confer with higher authority. Members must refer to SOP #: 101-17, Authority for procedures.

1st Offense: Suspension – Demotion

2nd Offense: Termination

4. **Unlawful Intervention** – *Cite: (Sworn only) Ordinance 74-64(a)(1). (All Members) City manual 8.02-III-12*

Members shall not interfere with cases being handled by other members of the Police Department or by any other governmental agency unless:

a. Ordered to intervene by a superior officer; or

b. The intervening member believes, beyond a reasonable doubt, that a manifest injustice would result from failure to take immediate action.

Members shall not undertake any investigation or other official action not part of their regular duties without obtaining permission from their supervisor, unless the situation requires immediate action.

~~Violation of any part of this section:~~

1st Offense: Notice of Caution – Termination

2nd Offense: Suspension – Termination

3rd Offense: Termination

5. **Labor Activity** – *Cite: City manual 8.02-III-19*

Members shall not engage in any strike. “Strike” includes the concerted failure to report for duty, willful absence from one’s position, unauthorized holidays, sickness unsubstantiated by a physician’s statement, the stoppage of work, work speed-ups, or the abstinence in whole or in part from the full, faithful and proper performance of the duties of employment; for the purpose of inducing, influencing or coercing a change in conditions, compensation, rights, privileges, or obligations of employment.

1st Offense: Suspension – Termination

2nd Offense: Termination

6. **Endorsements and Referrals** – *Cite: SOP 104*

Members shall not recommend or suggest in any manner, except in the transaction of personal business, the employment or procurement of a specific product, professional service, or commercial service (such as an attorney, towing service, bondsman, mortician, etc.). This policy does not prohibit members from helping citizens, when asked, by providing information on multiple resources in the area, such as restaurants and hotels. In the case of a towing service, when such service is necessary and the person needing the service is unable or unwilling to procure it or requests assistance, members shall proceed in accordance with established agency procedures.

1st Offense: Notice of Caution

2nd Offense: Suspension – Termination

3rd Offense: Termination

7. **Unlawful Political Activity** – *Cite: City manual 1.03; SOP 104*

On-duty members may not use their official authority to:

- a. Solicit or receive funds, assessments, subscriptions, or contributions for a political office.
- b. Participate in political activity on behalf of, or in opposition to any candidate for political office.
- c. Interfere with any election.
- d. Interfere with any person’s vote for a political party or candidate.

Personnel shall not:

- a. Display election campaign materials on Police Department vehicles or issued equipment.

- b. Wear or display election campaign articles on uniforms while on or off duty, or on civilian clothing while on duty ("I Voted" sticker is not a violation of this section).

~~Violation of any part of this section:~~

1st Offense: Notice of Caution

2nd Offense: Suspension – Termination

3rd Offense: Termination

8. **Discriminatory Profiling** – *Cite: (Sworn only) SOP 105*

Neither race, nor color, nor ethnicity, nor national origin shall be a factor in determining the existence of probable cause to place an individual in custody, or to arrest an individual. Neither race, nor color, nor ethnicity, nor national origin will be the only factor in determining a reasonable and articulable suspicion that an offense has been or is being committed to justify the detention of an individual or the investigatory stop of a motor vehicle.

The detention of any individual which is not based on factors related to violation of federal law, Florida Statutes, City Ordinances, or court order is prohibited.

1st Offense: Termination

9. **Failure to Cooperate with Inquiry/Investigation** – *Cite: SOP 140-14*

All members shall truthfully answer all questions related to the scope of employment and operations of the Police Department which may be asked of them by a superior officer, the Chief of Police or his or her designee, or any member assigned to conduct an administrative or internal investigation.

1st Offense: Termination

141-8 CHIEF OF POLICE AUTHORITY:

- A. No set of procedures can cover every situation which may occur in administering discipline; therefore, any situation not covered by these guidelines shall be determined by the Chief of Police, or his/her designee, on a case-by-case basis.
- B. The Chief of Police reserves the unilateral right to promulgate, amend, or delete policies and procedures.

141-9 CIVIL SERVICE CODE:

Note: Non-sworn members are not covered under this section and shall refer to the City of Winter Park's employee manual Section 1.06 – Grievance Procedure for procedures on any appeal process.

A. Civil Service Board – All sworn Police Department members, including the Chief of Police, shall be employed, retained, governed, directed and discharged as provided in the civil service code, as outlined in City of Winter Park Ordinance Chapter 74, Article III, unless otherwise specifically provided in the Charter.

B. Appeals Process

1. INFORMAL PERSONNEL ACTION: Sworn members of the Police Department who wish to appeal any Informal Personnel Action must do so within 48 hours by submitting a written request through their chain of command to their assigned **Captain** ~~Division Chief~~. The aggrieved sworn shall have be afforded the opportunity to meet with their **Captain** ~~Division Chief~~ and discuss the Informal Personnel Action and present any evidence or testimony in determining if such corrective action should be upheld or modified. The **Captain** ~~Division Chief~~ will make a final decision regarding the award of Informal Personnel Action. The sworn member shall be advised of the decision in writing.
2. FORMAL DISCIPLINE: Any permanent sworn member who has been served a notice of disciplinary action shall have the right to appeal to the civil service board, as provided in City of Winter Park Ordinance Chapter 74-66 Appeals and Hearings. The member must file a written notice of appeal with the chairman or chief examiner of the civil service board within ten days of the day he/she was served with notice of suspension, discharge, or charges. Such appeal or request for hearing shall be deemed perfected when a notice thereof is filed in the office of the city clerk or with the chairman of the civil service board or with the chief examiner of the civil service board.

Drafted: TV10-17/ filed: 11-17/ revised: KWR04-18/revised: PM12-22



Timothy Volkerson
Chief of Police

**WINTER PARK POLICE DEPARTMENT
STANDARD OPERATING PROCEDURE**

Title:	Agency Owned Vehicle Utilization	SOP #: 260
Rescinds:	SOP #: 278, Dated 01-01-2000	Amends:
Effective:	January 10 th , 2023	Pages: (06)
Attachments:	"A" Quarterly Inspection Checklist "B" Off Duty Incident Report	

260-1 PURPOSE:

To provide this agency with a mechanism to regulate assigned and/or agency owned vehicles and their utilization. This policy sets guidelines for such utilization and ensures that agency owned vehicles are used with the Department's mission in mind.

260-2 POLICY AND PROCEDURE:

It shall be the policy of the Winter Park Police Department that vehicles will be assigned according to the needs of the agency and vehicle availability.

260-3 VEHICLE UTILIZATION:

Operators of agency owned vehicles shall conform to all federal, state, county and municipal motor vehicle laws.

Operators of agency vehicles shall possess a valid Florida driver license.

Members shall exercise good judgment while operating assigned vehicles. Vehicles will not be operated in such a manner that will cause embarrassment or reflect discredit upon the agency.

Assigned vehicles are a privilege not a right. Chief reserves the right to revoke this privilege at their discretion.

All agency members issued a take home vehicle after January 10th, 2023, will have a drive camera installed in their assigned vehicle.

Drive camera incidents will be reviewed by agency driving instructors who will determine appropriate coaching measures. Drive camera coaching is not discipline and serves to improve the member's driving behaviors.

Personnel assigned an agency vehicle may use their vehicle to drive to and from work if their residence is within thirty (30) miles of the city limits. Members hired prior to October 1, 2014 who reside outside the 30 mile limit are exempt from the residency restrictions.

Take-Home Vehicle Cost: Personnel residing within Winter Park city limits will not be required to pay a fee for fuel costs. Personnel whose residence is not located within the city limits, but not greater than ten (10) ~~fifteen (15)~~ miles from the closest city limit will be required to pay a fee of \$10 ~~\$25.00~~ each pay period to offset fuel costs. Personnel whose residence is greater than ~~ten (10)~~ ~~fifteen (15)~~ miles, but less than ~~twenty (20)~~ ~~thirty (30)~~ miles from the closest city limit will be required to pay a fee of \$20.00 ~~\$50.00~~ each pay period to offset fuel costs. Personnel whose residence is greater than twenty (20) miles but less than thirty (30) miles from the closet city limit will be required to pay a fee of \$30.00 each pay period to offset fuel costs. If a member was hired before October 1, 2014 and resides outside the 30 mile limit, the member will pay \$30.00 ~~\$50.00~~ each pay period.

It will be the responsibility of each supervisor to verify residency of the members under his or her command who are eligible to use a take-home vehicle. If there is a question as to the eligibility of a member to participate in the take home vehicle program, the responsible supervisor shall personally drive the distance to verify the mileage and residency requirements.

When an employee, who is assigned an agency vehicle, submits a change of address memorandum, it shall be the responsibility of the supervisor to verify if the new address is within Winter Park city limits or if the distance of the new address from the closest city limit meets the 30 mile limit requirement. If there is a question as to the eligibility of the member to participate in the take home vehicle program, the responsible supervisor shall personally drive the distance to verify the mileage and residency.

260-4 CLASSIFICATIONS OF VEHICLE USE:

A. Full use vehicles – These vehicles may be used to transport an employee to and from work and off duty within those counties contiguous to Orange County. Dependents may be transported in these vehicles. Full use vehicles are restricted to:

1. The administrative staff of the rank Lieutenant or above.
2. Those personnel who are on-call during any period when they are subject to callback (i.e., on-call detective).

NOTE: Full use vehicles are restricted to unmarked cars.

B. City limit vehicles – These vehicles may be used to transport an employee to and from work and in addition, during off duty hours for personal use within the city limits of Winter Park. The use of city limit vehicles is restricted to those who reside within the city limits of Winter Park and include both marked and unmarked vehicles. Dependents may be carried in these vehicles.

- C. Point to point vehicles – These vehicles may be used off duty only to transport the employee from home to work and back, or to and from a private or public gym facility. The point to point vehicles will include take home marked cars and those unmarked cars issued to non-on-call personnel who reside outside the City of Winter Park. Dependents may be transported in a car on a case-by-case basis with the permission of the **Captain** ~~Division Chief~~, should a need be demonstrated. It remains the prerogative of the Chief of Police to assign vehicles and their use status as he/she finds necessary.

260-5 RESTRICTIONS ON USE:

Members whose driving privileges have been suspended or revoked or who are under disciplinary suspension or disciplinary probation will not participate in the individually assigned vehicle program. Supervisors have the authority to terminate members from the program for specified periods of time for just cause. Actions of this nature must be reported in writing to the Operations **Captain** ~~Division Chief~~.

During periods of leave exceeding five scheduled work days, personnel shall park their agency vehicle at the City garage if it is due for service, or in the secure parking lot at the Police Department.

Members on light duty will not be permitted to participate in the program. If it is deemed to be in the best interest of the agency, the Chief of Police or his/her designee is authorized to make exceptions to this provision.

Members may be permitted to carry dependents in their assigned vehicle. All dependents must be in either a seat belt or child safety seat at all times while riding in the assigned vehicle. No law enforcement action shall be taken with a dependent in the vehicle, except in exigent circumstances involving a life or death situation.

Agency vehicles shall not be used for pushing or towing any other vehicle, unless authorized to do so by the on-duty supervisor.

Agency vehicles shall not be used for transporting heavy, inappropriate, or excessive loads.

Members operating a department vehicle (whether in an on duty or off duty status) shall not utilize the texting function of any cell phone or electronic device when the vehicle is in motion. If members use the texting function while at a red light, they shall remain aware of the traffic flow and will not let texting interfere with the safe and responsible operation of the vehicle.

Except as otherwise authorized by the Chief of Police, only approved attire will be worn while operating marked agency vehicles. Agency issued shirts are authorized (to include Departmental t-shirt). ~~If shorts are worn, they must be hemmed.~~ A shirt may be untucked if it is done so for the purpose of concealing a weapon. ~~No bib overalls, cut-offs, bathing~~

~~suits, etc. will be worn.~~ Appropriate shoes shall be worn and sandals or open shoes of any type (including flip-flops) are not authorized.

No clothing which would be considered offensive is authorized. Sworn members must be dressed and armed with a department-approved handgun in the event that he/she must take enforcement action while operating an agency vehicle.

Members driving to and from a physical workout program may wear appropriate physical fitness attire.

Members shall not permit unauthorized persons to operate a city owned vehicle.

Personnel who are taking prescription or non-prescription drugs that may affect their ability to safely operate a motor vehicle shall not drive a department owned vehicle either on duty or off duty. They shall notify their immediate supervisor if unable to work or continue their shift.

If alcohol is purchased and transported in an unmarked agency vehicle, the member must not be wearing an agency uniform or displaying any article that expressly identifies them as a law enforcement officer or public safety employee, and the purchase and transport must be done while in an off duty status. The alcohol shall remain unopened and transported in the trunk/cargo area. No alcohol, other than evidence, is permitted inside a marked vehicle or the passenger compartment area of any vehicle.

Off duty members who intend to consume, or who have consumed, alcoholic beverages or other intoxicants shall not **operate** ~~use their assigned city vehicles. Members participating in the program and operating marked vehicles are prohibited from patronizing drive in theaters, establishments whose primary business is the serving of alcoholic beverages, package stores, or any other establishment that may result in public criticism while using a Department owned vehicle as transportation. This prohibition does not apply to undercover officers patronizing these businesses during a lawful, agency approved investigation.~~

260-6 USE OF SEAT BELTS:

Only authorized seat belts will be installed in agency owned vehicles. No employee has the authority to modify the safety belt system or any other part of the agency owned vehicle. Personnel shall utilize the installed seat belt while operating or riding as a passenger in any agency owned vehicle. Additionally, employees shall ensure that all non-detained passengers are wearing their seatbelt while the vehicle is in motion.

260-7 CARE AND MAINTENANCE OF AGENCY VEHICLES:

Members shall be responsible for the general maintenance, care, cleanliness and condition of their assigned vehicle.

All operators of agency owned vehicles shall routinely complete the following tasks:

- A. Check all fluid levels. If fluids need to be adjusted, is shall be done by the City fleet maintenance personnel.
- B. Check and maintain proper tire pressure.
- C. Check and maintain sufficient fuel supply.
- D. Check fire extinguisher (date recharged).
- E. Check and maintain battery levels (if battery is so equipped).
- F. Check first-aid kit.
- G. Verify any other equipment is properly maintained and operable.

Members are prohibited from making any mechanical adjustments, alterations or repairs to vehicle. Should fluid levels need to be adjusted; the vehicle shall be serviced at the City garage.

Any damage to an agency owned vehicle due to improper fluid or air pressure levels may be the responsibility of the operator if it is determined the damage was caused by failure to have the vehicle levels checked and maintained by City fleet maintenance personnel. The responsible employee may be subject to corrective action/discipline.

In the event any defect, damage, or missing equipment is noted; the inspecting member shall complete a City Incident Report Form identifying the condition. Failure to inspect a vehicle prior to assuming control or failing to identify any such existing condition may result in the assignment of responsibility for such defect, damage, or missing equipment to the member neglecting to adhere to this policy.

All vehicles shall be serviced according to the fleet maintenance facility schedule. The affected member may drive a pool car during the time ~~their~~ his or her vehicle is being serviced. It is the responsibility of the officer to coordinate the maintenance with the supervisor of Fleet Management.

City of Winter Park fleet maintenance personnel shall have absolute authority to hold deadlined vehicles (vehicles that have been removed from service for repair) in order to repair any safety related defects. Under no circumstance will vehicles that are deadlined for safety reasons be permitted to be driven away without repair.

In the event any damage is incurred, the operator must immediately advise ~~their~~ his/her supervisor who will then, within 24 hours, complete a City Incident Report Form.

When there is a major breakdown of a vehicle while outside the limits of the City of Winter Park, the operator shall notify the City fleet maintenance facility for further instructions on

“how” and “where” to take the vehicle. After hours, the patrol shift supervisor will be contacted. The City fleet maintenance facility or its designee shall approve out-of-City repairs. Repair invoices shall be forwarded to the fleet maintenance facility.

Only the member's **Captain** ~~Division Chief~~ shall approve additional vehicle equipment that does not require modifying or altering the vehicle or associated equipment, such as CB radios or scanners. All installations shall be either made or inspected by the City fleet maintenance facility supervisor or **their** ~~his/her~~ designee. No equipment (such as radar or deck lights) shall be placed or installed on the dashboard of any vehicle when it would affect the safe operation of air bags or other safety equipment.

260-8 RESPONSIBILITIES WHEN USING CITY VEHICLE:

When using the assigned vehicle during off duty periods, the following shall apply:

- A. Radio contact with Communications shall be available at all times to ensure availability for response to any emergency. Vehicle operators need not report in or out of service with the Communications Center when operating the vehicle off duty.
- B. Response to a call during off duty hours shall be consistent with the City of Winter Park's vehicle operational procedures and properly documented.
- C. Officers operating a vehicle off duty are expected to take appropriate police action when warranted. Any action taken outside of Winter Park's jurisdiction must be in conjunction with the Mutual Aid agreements in effect and consistent with applicable written directives.
 - 1. If an officer takes enforcement action in an approved jurisdiction, **they** ~~he/she~~ shall notify the Winter Park on duty supervisor and assure that the jurisdiction within which he/she has taken enforcement action is notified. Notification should be made prior to the enforcement action whenever possible. However, subsequent notice is acceptable if exigencies necessitate immediate action.
 - 2. Off duty officers shall refrain from using their police powers in the approved jurisdictions unless the incident is life threatening or of an emergency nature. Traffic violations and misdemeanors are normally not emergency situations.
 - 3. In the event enforcement action is taken in an approved jurisdiction by an off-duty officer, the on-duty supervisor shall coordinate a command staff member's response to the scene of the action.
- D. When responding to an incident or when taking enforcement action, members are required to assume full responsibility for the situation until relieved by on duty personnel.
- E. While off duty and wearing civilian attire, members are encouraged not to take traffic enforcement action unless it is necessary to protect life and/or property.

260-9 GENERAL PROVISIONS:

- A. Vehicles shall be secured and the keys removed when a vehicle is parked and unattended. When the vehicle is not in use during an off-duty period, all removable items (i.e. weapons, radios, etc.) shall be secured in the vehicle's trunk, operator's office, or residence.
- ~~B. When two or more members are assigned to attend the same school, conference, or meeting, a minimum number of vehicles will be used.~~
- C. Any defect or damage of assigned or pool vehicles shall be reported by the operator to **their** ~~his/her~~ supervisor.
- D. Vehicle inspections will be conducted **on a quarterly basis**. ~~on a Quarterly Inspection Checklist (Attachment "A") by the shift supervisor.~~ Vehicles will be checked for the following:
 - 1. Overall cleanliness.
 - 2. Condition of body paint, body damage, tires.
 - ~~3. Fluid levels: oil, transmission, radiator, and power steering.~~
 - 4. Operational equipment: all lights, mobile and portable radios, siren, video camera, and MDT's.
 - 5. Mandatory equipment:
 - a. properly charged and current fire extinguisher
 - b. box of flares
 - c. An issued first aid kit, containing current medical supplies/equipment and related supplies to include:
 - 1. Bandages
 - 2. Gauze wrap or squares
 - d. jack and handle
 - e. ~~spare tire~~
 - f. personal protective equipment
 - g. vehicle registration
 - h. current city-issued vehicle insurance card.

Drafted: ASK06-97/ filed: 278.doc/ revised: EDB12-99/ revised: MD10-03/ revised: BCR08-05/
revised: TP05-07/ revised: AK10-11/ revised: AK08-14/ revised: KG01-15/ revised: KG,KWR05-
18/revised PM 12-22



Timothy Volkerson
Chief of Police



Civil Service Board agenda item

item type	Action Items	meeting date	January 10, 2023
prepared by	Kathleen Reed	approved by	
board approval			
strategic objective			

subject

Request to hold Civil Service Exam-PD

motion / recommendation

background

alternatives / other considerations

fiscal impact



Civil Service Board **agenda item**

item type	Staff Updates	meeting date	January 10, 2023
prepared by	Kathleen Reed	approved by	
board approval			
strategic objective			

subject

Police Department

motion / recommendation

background

alternatives / other considerations

fiscal impact



Civil Service Board **agenda item**

item type	Staff Updates	meeting date	January 10, 2023
prepared by	Kathleen Reed	approved by	
board approval			
strategic objective			

subject

Fire Department

motion / recommendation

background

alternatives / other considerations

fiscal impact