STANDARD OPERATING PROCEDURES

ADMINISTRATION DIVISION

COMMUNICATIONS TECHNICAL SUPPORT DETAIL

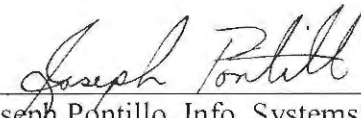# City of Miami

DANIEL J. ALFONSO
City Manager

COMMUNICATIONS TECHNICAL SUPPORT UNIT

STANDARD OPERATING PROCEDURES

MASTER INDEX

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16

Effective Date

City of Miami

DANIEL J. ALFONSO
City Manager

COMMUNICATIONS TECHNICAL SUPPORT UNIT

STANDARD OPERATING PROCEDURES

LETTER OF PROMULGATION

TO: ALL PERSONNEL, COMMUNICATIONS SUPPORT UNIT

The enclosed Standard Operating Procedures are established to provide guidelines for the effective management and efficient operation of the Communications Support Unit of the Miami Police Department.

The procedures set forth here supplement, but do not supersede, the Departmental Orders or other Administrative and Operational Directives, and they are formulated accordingly. Unforeseen conflicts between the Standard Operating Procedures and the already existing Departmental Orders or Directives will be arbitrated and resolved through the Section Commander.

Personnel assigned to the Communications Support Unit will read and follow these procedures, the Departmental Orders and any pertinent Directives; and any conflict between them will be reported to the immediate supervisor. Personnel are responsible for the contents of these Standard Operating Procedures and shall perform their duties in accordance with the guidelines specified herein.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16

Effective Date

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMMUNICATIONS TECHNICAL SUPPORT DETAIL

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

_____
Section Commander

1 / 2 / 19
Date

Second Quarter
Inspection:

_____
Section Commander

9 / 1 / 19
Date

Third Quarter
Inspection:

_____
Section Commander
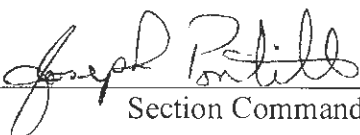
7 / 1 / 19
Date

Fourth Quarter
Inspection:

_____
Section Commander

16 / 1 / 19
Date

Annual
Inspection:

_____
Section Commander

1 / 2 / 20
Date

City of Miami

ARTHUR NORIEGA, V
City Manager

COMMUNICATIONS TECHNICAL SUPPORT DETAIL

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

Joseph Pontett
Section Commander

3/23/2020
Date

Second Quarter
Inspection:

Joseph Pontett
Section Commander

4/8/2020
Date

Third Quarter
Inspection:

Joseph Pontett
Section Commander

7/13/2020
Date

Fourth Quarter
Inspection:

Joseph Pontett
Section Commander

10/1/2020
Date

Annual
Inspection:

Section Commander

Date

City of Miami

DANIEL J. ALFONSO
City Manager

COMMUNICATIONS TECHNICAL SUPPORT UNIT

ORGANIZATIONAL CHART
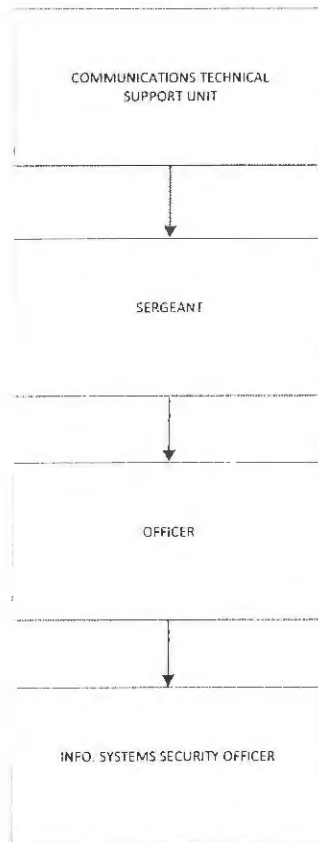
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┌─────────────────────────────┐
│ COMMUNICATIONS TECHNICAL    │
│        SUPPORT UNIT         │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│          SERGEANT           │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│          OFFICER            │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ INFO. SYSTEMS SECURITY OFFICER │
└─────────────────────────────┘
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Joseph Pontillo

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16

Effective Date

City of Miami

DANIEL J. ALFONSO
City Manager

COMMUNICATIONS TECHNICAL SUPPORT UNIT
STANDARD OPERATING PROCEDURES
MISSION, GOALS, AND OBJECTIVES
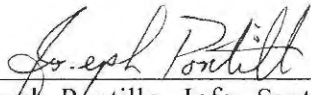
I.   **MISSION**

The mission of the City of Miami Police Department Communications Support Unit is to support all communication systems functions within the Miami Police Department. The Communications Support Unit also directs the communications systems operations within the Miami Police Department.

II.   **GOAL**

The goal of the Communications Support Unit is to facilitate the department's use of communications services. These services include: radio, telephone, IP telephony, and data networks.

III.   **OBJECTIVES**

A.   To provide 99.9% network operations uptime.

B.   To respond to requests for communications information and assistance from outside criminal justice agencies.

C.   To respond to employee requests for general communications services.

D.   To review official bulletins for personnel transfers effecting password access and make necessary changes within 24 hours. (telephone system)

F.   Attend APCO and NENA conferences as possible.

G.   To evaluate assignments of telephones twice annually (March and September).

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16

Effective Date

MISSION, GOALS, AND OBJECTIVES
(Continuation)

H. To plan and arrange for the installation and moving of communications equipment as needed.

I. To troubleshoot telephone/radio hardware/software malfunctions with appropriate support personnel within 48 hours of notification.

J. To review information systems security on a monthly and annual basis to maintain systems integrity.

City of Miami

DANIEL J. ALFONSO
City Manager

COMMUNICATIONS TECHNICAL SUPPORT UNIT

STANDARD OPERATING PROCEDURES

DUTY HOURS AND DRESS

DUTY HOURS

The Communication Support Unit office, providing sufficient personnel are assigned, will be staffed Monday through Friday from 0730 to 1700 hours daily. Coverage is designed to accommodate contact with Patrol Section roll calls.

Employee days off and working hours may be flexible, but will meet the needs of the detail.

Assignments specified above will be subject to modification at the discretion of the detail supervisor and/or unit commander in accordance with the needs of the unit.

DRESS

Sworn personnel may wear the police uniform or civilian clothing at the discretion of the unit commander. In order to maintain an identity with uniform personnel the police uniform shall be worn when presentation and training are given to line units.

Civilian personnel shall be presentably attired.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16

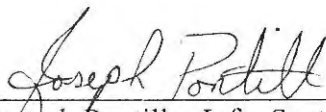Effective Date

City of Miami

DANIEL J. ALFONSO
City Manager

COMMUNICATIONS TECHNICAL SUPPORT UNIT

STANDARD OPERATING PROCEDURES

DUTIES AND RESPONSIBILITIES OF MEMBERS

SERGEANT, UNIT SUPERVISOR

1. Overall management and supervision of the Unit and its personnel.
2. Quality control of all information generated by the detail.
3. Participation in meetings and applicable matters of concern to the Unit.
4. Computer Terminal/Program Troubleshooting
5. Prepare the budget for the Communications Support Unit.
6. Request Prioritization
7. Project Coordinator
8. Conduct timely research in response to assigned information requests, and develop tailored reports for dissemination t requestors.
9. Maintain effective liaison with field operational components, with particular emphasis on operational components within assigned area of responsibility.
10. Maintain effective ongoing interface with the Commander of the Computer Support Unit on all matter relevant to the resources and personnel of the.
11. Maintain effective liaison with field operational components, with particular emphasis on operational components within assigned area of responsibility.
12. Other duties as assigned.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16

Effective Date

DUTIES AND RESPONSIBILITIES OF MEMBERS:
(Continuation)

POLICE OFFICER

1. Completing work orders in a timely and accurate manner.
2. Performing all tasks as requested by unit supervisor.
3. Maintaining an accurate inventory of all radio, telephone, and networking equipment.
4. Supporting the Communications Section with all E911, Dispatch, Radio, and Telephony issues.
5. Assisting with the issuance and maintenance of all Communications Technical Support equipment.
6. Attending monthly Radio Committee Meetings.

City of Miami

DANIEL J. ALFONSO
City Manager

COMMUNICATIONS TECHNICAL SUPPORT UNIT

STANDARD OPERATING PROCEDURES

PROGRAMS, PROJECTS AND FUNCTIONS

I. **PROGRAMS:**
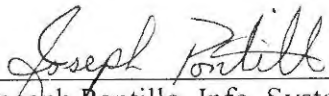
N/A

II. **PROJECTS:**

A. Replacement of existing telephone systems with VOIP.
B. Maintaining data network.
C. Maintaining CAD computer operations
D. Coordination of maintenance all CAD-Positron-BellSouth-Radio electronic equipment in the E911 center.

III. **FUNCTIONS:**

A. Act as departmental communications liaison for all regional communications groups.
B. GSA Communications Liaison

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16

Effective Date

City of Miami

DANIEL J. ALFONSO
City Manager

COMMUNICATIONS TECHNICAL SUPPORT UNIT
STANDARD OPERATING PROCEDURES

S.O.P.   1

SUBJECT: TECHNICAL SUPPORT – PROCEDURES

PURPOSE: To provide detailed accounting of City issued radio equipment, specifically portable radios, lapel mics, chargers and pagers.

SCOPE: It is the function of this unit to maintain a record of the equipment issued to the department's personnel.

I.   Inventory:

The following is a list of equipment issued by the technical support section of the *INFORMATION TECHNOLOGY SUPPORT SECTION* and how these items are maintained and recorded in the computer database: radios, lapel mics, chargers, pagers and miscellaneous equipment.

A.   Radios:

1.   Radio Inventory:

Radios are recorded in the computer database via a serial number, city inventory number, radio identification number, radio model and the actual radio number itself. The city inventory number, identification number and the radio number are manually engraved upon receipt by the technical support staff. General Services Administration (G.S.A.) provides all the aforementioned numbers except for the radio serial number.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/36/16

Effective Date

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

    A.   Radios:

        a.   Assigned city radios:

        Assigned city radios are maintained in the database via the following categories: officer's IBM number, officer's name, officer's assigned section, serial number, city inventory number, identification number and the radio number.

        b.   Unassigned city radios:

        Unassigned city radios are maintained in the database via the serial number, city inventory number, identification number and the radio number (0000).

        c.   Radios are also inventoried and may be searched in the database via the Motorola Radio Model (e.g., ASTRO, STX-3000, XTS-3000R, and STX-821.

    1.   Radio maintenance/repair:

        a.   During normal business hours:

        Police personnel may exchange malfunctioning radios at the Communications Technical Support Detail. These malfunctioning radios are inventoried under General Services Administration (G.S.A.) IBM. In turn, these radios are then forwarded to G.S.A. for repairs.

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

A. Radios:

b. After hours:

Police personnel may exchange malfunctioning radios at the Property Unit counter. The radios are then picked up the following morning by a technical support staff member, inventoried and forwarded to G.S.A. for repairs.

B. Lapel Mics:

Lapel Mics are recorded via the city inventory number and also engraved by the technical support staff.

1. Assigned lapel mics:

Assigned lapel mics are maintained in the database via the following categories: officer's IBM number, officer's name, officer's assigned section, and city inventory number.

2. Unassigned lapel mics:

Unassigned lapel mics are maintained in the database via the city inventory number (0000).

3. Lapel mics maintenance/repair:

Police personnel may exchange malfunctioning lapel mics at the Communications Technical Support Detail during normal business hours only.

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

C. Radio Chargers:

Radio Chargers are recorded via the city inventory number and also engraved by the technical support staff. There are two types of radio chargers: The single unit charger is assigned to police officers and the multi-charger is assigned to a section of the department.

1. Assigned radio chargers:

Assigned radio chargers are maintained in the database via the following categories: officer's IBM number, officer's name, officer's assigned section, and city inventory number.

2. Unassigned radio chargers:

Unassigned radio chargers are maintained in the database via the city inventory number (0000).

3. Radio chargers' maintenance/repair:

Police personnel may exchange malfunctioning radio chargers at the Communications Technical Support Detail during normal business hours only. (The radio chargers are then inventoried and forwarded to G.S.A. for repair).

A. Radio batteries:

Radio batteries are issued as needed by the technical support staff to an officer or individual section within the Department during normal work hours. After hours, batteries may be obtained via the Property Unit. Radio batteries are engraved by the technical support staff with the month and the day it is issued out for warranty purposes. Radio batteries maintenance/repairs:

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

    A.   Radio batteries:

        1.   May be exchanged at the technical support unit during normal business hours.

        2.   May be exchanged at the Property Unit counter twenty-four (24) hours a day, seven (7) days a week.

        3.   Malfunctioning radio batteries are sent to G.S.A. for recycling.

    B.   Pagers:

        Pagers are issued to sworn and civilian personnel by the technical support staff on an individual basis and based on the unit they work out of.

        Pagers are recorded and tracked in the computer database via the serial number (cap code), employee's IBM number, employee number, and department section.

        1.   Pager maintenance/repairs:

            Police personnel may exchange malfunctioning pagers at the Communications Technical Support Detail during normal business hours only.

II.   Lost/damaged equipment:

    A.   The employee must complete a "Request for Replacement of Lost or Damaged Equipment" form (RF #66) when an item is lost or damaged. A police report is required and the case number must be included in the form. Once the form is forwarded and signed through the chain-of-command, the item is then replaced by the Technical Support Staff.

    B.   When a police radio is reported lost or stolen, it is the responsibility of the Technical Support Staff or Bridge personnel to inhibit the radio to prevent usage by non-police personnel. (Once the radio is found, it may be reactivated).

STANDARD OPERATING PROCEDURES: S.O.P. 1
(Continuation)

II.   Lost/damaged equipment:

        C.   Lost/stolen radios, lapel mics and radio chargers are recorded in the
                database with the letters, LSD (Lost, Stolen or Damaged) for
                identification.

III.   Miscellaneous Communications Equipment:

        The Technical Support Unit also maintains and issues miscellaneous
        Communications equipment on a needed basis or when the item is damaged or
        lost. Such items include, telephone/dispatch headsets (which also include mute
        switches, ear pads, etc.), the Merlin telephone sets and the Spirit telephone sets.

IV.   Equipment security:

        All equipment issued is stored in the Technical Support Unit, which is a secured
        area only accessible to designated Technical Support staff.

        Only the Technical Support staff has the ability to add or delete information from
        the computer database where all equipment information is stored. Bridge
        personnel have a limited access, which allows them to read the data only.