

STANDARD OPERATING PROCEDURES



ADMINISTRATION DIVISION

24-HOUR DESK DETAIL

City of Miami



DANIEL J. ALFONSO
City Manager

INVESTIGATIONS SUPPORT UNIT
STANDARD OPERATING PROCEDURES
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CIS 24 HOUR DESK DETAIL



STANDARD OPERATING PROCEDURES

City of Miami



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INVESTIGATIVE SUPPORT UNIT

STANDARD OPERATING PROCEDURES

LETTER OF PROMULGATION

These procedures are established to provide consistency, uniformity, efficiency and effectiveness to the administration and operation of the CIS 24 Hour Desk of the City of 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 conflict between the Standard Operating Procedures and the Departmental Orders or Directives will be arbitrated and resolved through the Detail Commander.

Personnel assigned to the 24 Hour Desk shall become familiar with these procedures.

Lieutenant Ramon Carr
Commander
Investigative Support Unit

1/3/17

Effective Date



City of Miami



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City Manager

CIS 24 HOUR DESK DETAIL

STANDARD OPERATING PROCEDURES

MISSION, GOALS AND OBJECTIVES

I. MISSION

Our mission is to collect, maintain and enter records accurately in FCIC/NCIC in a timely manner, according to Florida Statute 943.

II. GOALS

To enter 100% of all missing persons, juveniles, stolen vehicles, recovered vehicles, license tags, decals, guns, boats, trailers, construction equipment and articles with serial numbers in a timely manner.

III. OBJECTIVES

To ensure accurate information is entered into the different databases. To respond to all teletypes received within the mandated time frame.

Lieutenant Ramon Carr
Commander
Investigative Support Unit

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CIS 24 HOUR DESK DETAIL

STANDARD OPERATING PROCEDURES

UNIT POLICIES

I. UNIT POLICIES

Our policy is to provide complete, accurate, and timely information to the Criminal Justice Agencies as statutorily defined by FDLE and FBI. Data obtained from FCIC/NCIC may be released to authorized criminal justice agencies or non-criminal justice agencies for specific and limited purposes as defined by Florida Statute and their CJIS User Agreement.

There are policies and procedures that govern all agencies and personnel using the FCIC/NCIC Systems provided by FDLE. These policies clearly spell out requirements for using CJNET, FCIC/NCIC and NLETS. An unauthorized request, receipt or release of FCIC/NCIC material could result in criminal proceedings.

Policy questions regarding proper use of the FCIC/NCIC systems should be directed to the IDT Region Representatives.

Any information obtained from these systems that is accessed and disseminated for non-criminal justice purposes is considered a misuse of the system.

Lieutenant Ramon Carr
Commander
Investigative Support Unit

1/3/17
Effective Date



STANDARD OPERATING PROCEDURES UNIT POLICIES:

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Our mission is to collect, maintain and provide criminal justice information in a complete and accurate manner as mandated by Florida Statute 943 for local, state and federal agencies. Criminal Justice information is defined as “information collected by criminal justice an agency that is needed for the performance of their legally authorized, required functions.”

Our mission is to follow all procedures and guidelines in the performances of our duties. The statute authorizes termination of services to user agencies in cases of misuse or violation of law.

Our mission is to enter with accuracy, collect and maintain our records with superior rating in order to successfully pass our audits with the highest rating as possible. The FDLE Audit Staff conducts biennial audits in compliance with Florida State Statute 943 on every agency that has access to CJNET and FCIC/NCIC. The objective of the audit is to verify adherence to CJIS policies and procedures.

City of Miami



DANIEL J. ALFONSO
City Manager

CIS 24 HOUR DESK DETAIL

STANDARD OPERATING PROCEDURES

DUTIES AND RESPONSIBILITIES OF MEMBERS

I. SUPERVISOR

- A. To insure that the Detail follows Departmental Rules and Regulations and Standard Operating Procedures.

II. DUTIES AND RESPONSIBILITIES OF THE SUPERVISOR

- A. The supervisor is responsible for direct supervision of employees assigned to the 24 Hour Desk.
- B. The supervisor is also responsible for maintaining attendance and payroll records for employees assigned to the 24 Hour Desk.
- C. The supervisor is to oversee and direct all training of personnel assigned to the 24 Hour Desk and training and testing of all police personnel for FCIC/NCIC.
- D. The supervisor is the Terminal Agency Coordinator for FDLE, FBI and the CJIS Coordinator for Miami Dade County Police.

 #0855

Lieutenant Ramon Carr
Commander
Investigative Support Unit

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STANDARD OPERATING PROCEDURES DUTIES AND RESPONSIBILITIES:
(Continuations)

III. DUTIES AND RESPONSIBILITIES OF THE 24 HOUR DESK OPERATORS

- A. The duties are to operate the FCIC/NCIC, Premier CAD System, David System, Vin Assist System, and LRMS System, and Miami-Dade County Systems as they pertain to entries, cancellations, and modifications, sending and acknowledging teletype messages from other agencies.
- B. To successfully utilize the E-Agent System, Main Log System, LRMS System and the Premier CAD System in confirming Hit requests and entering the hot files entries
- C.. To be proficient in handling the telephone reports from police officers and public service aides reporting stolen vehicles, licenses, boats, decals, guns, construction equipment and any other serialized items. Missing persons and runaway juvenile reports are also taken over the telephone and by faxes. Personnel must also handle requests from the public, insurance companies, car rental companies and private towing companies.
- D. To provide authorized police personnel with criminal history information according to dissemination policy.
- E. To follow and adhere to all FCIC/NCIC Rules and Regulations as outlined in the Criminal Justice Information Service Manual and Criminal Justice Network updates.

City of Miami



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City Manager

CIS 24 HOUR DESK DETAIL

STANDARD OPERATING PROCEDURES

DUTY HOURS AND DRESS CODE

I. DUTY HOURS

The following are duty hours of each shift:

A Shift - 0700-1500 hours

B Shift - 1500-2300 hours

C Shift - 2300-0700 hours

II. DRESS CODE

A neat and well-groomed appearance will be adhered to by all those assigned to the 24 Hour Desk in accordance to Departmental Rules and Regulations. Approved city issued uniforms must be worn at all times.

 #0855

Lieutenant Ramon Carr
Commander
Investigative Support Unit

1/3/17

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City of Miami



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CIS 24 HOUR DESK DETAIL

STANDARD OPERATING PROCEDURES

SOP: 1-1

SUBJECT: CIS 24 HOUR DESK

PURPOSE: To provide for efficient collection and dissemination of information through use of various departmental, local, state and national systems.

SCOPE: The 24 Hour Desk performs the necessary functions listed below to assist in comprehensive and thorough case investigations.

- A. FCIC/NCIC E- AGENT
- B. PREMIER CAD SYSTEM
- C. DADE COUNTY SYSTEM
- D. DAVID SYSTEM
- E. VIN ASSIST SYSTEM
- F. LRMS SYSTEM

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Investigative Support Unit

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

- G. Stolen Guns
- H. Stolen Articles
- I. Confirmation of Positive Responses (HITS)
- J. Request for Criminal Histories information by Outside Agencies
- K. Procedures for towed, repossessions and scofflaw vehicles.

City of Miami



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City Manager

CIS 24 HOUR DESK DETAIL

STANDARD OPERATING PROCEDURES

S.O.P. 1-2

SUBJECT: CRIMINAL JUSTICE INFORMATION SERVICE (CJIS)

PURPOSE: The FCIC/NCIC System is assigned an Original Agency Identifier number (ORI) , which is a nine character identifier number (FL0130600), assigned by the Florida Department of Law Enforcement (FDLE) staff to an agency, which has met the established qualifying criteria for ORI assignment, to identify the agency in transactions on the FCIC/NCIC System.

Every FCIC/NCIC device in Florida has a unique, nine character identifier called the mnemonic (P130600). Mnemonics are issued by FDLE to identify all agency devices.

It is a direct communication to Tallahassee and relays to NCIC, Washington, D.C., where missing person/juveniles, stolen vehicles, guns, license plates, decal, boat, trailers, construction equipment and articles are entered.

SCOPE:

- I. To ensure that FCIC/NCIC records are complete, accurate and entered in a timely manner.
- II. All FCIC/NCIC inquiries are automatically routed to FDLE and FBI agency terminals.

Lieutenant Ramon Carr
Commander
Investigative Support

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STANDARD OPERATING PROCEDURES: S.O.P. 1-2

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- A. The entering agency is responsible for the accuracy of records entered into FCIC/NCIC system. All information in the agency report /case file must be entered and all entries must have supporting documents to be queried online.
 - B. A Florida Registration Query (FRQ) check by FCIC will result in the ownership information, tag information and vehicle descriptions, such as year, make, color and style. If the vehicle is registered out of state, NLETS will furnish the information through the Registration Query (RQ) format.
 - C. A Query Vehicle (QV) must then be run on the Vehicle Identification Number (VIN) to check it stolen status. If complete registration is returned a QV must be run on the tag to check it for stolen status.
- III. Drivers licenses issued in Florida can be obtained through the FCIC/System. This is obtained using Operators License Number (OLN) or the Name (NAM) using name as is appears on driver's license and exact Date of Birth (DOB). The David System can also be used to ascertain driver license information.
- IV. Boat – Entries – Stolen boats may be entered providing the vessel is registered or documented, permanent identifying serial number affixed, and the boat length, hull material, propulsion (inboard or outboard motor color, make are known).
- A. If the boat has a trailer entry is made in the same format as a stolen vehicle.
- V. Articles – Articles that have a value in excess of three hundred dollars and a unique serial number can be entered in FCIC/NCIC.
- VI. Bolos for Missing Person/juveniles – BOLOS are issued on missing persons and juveniles through the Communications Unit. These BOLOS can be issued not only in the jurisdiction of the Miami Police Department, but countywide, statewide, or nationwide, depending on the circumstances.

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STANDARD OPERATING PROCEDURES: S.O.P. 1-2

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1. Upon the filing of a police report that a child missing by the parent or guardian, the law enforcement agency receiving the report shall immediately inform all on-duty law enforcement officers of the existence of the missing child report, communicate the report to every other law enforcement agency having jurisdiction in the county, and transmit the report for inclusion within the Florida Crime Information Center computer within 2 hours.
 2. Upon filing a police report that a person under the age of 26 is missing, the law enforcement agency receiving the report shall transmit the report for entry into the Florida and National Crime Information Center computers within 2 hours after the agency receives the missing person information.
 3. A police report that a child or person under the age of 26 is missing shall be filed with the law enforcement agency having jurisdiction in the county or municipality in which the child or person was last seen prior to the filing of the report, without regard to whether the child or person resides in a or has any significant contacts with that county or municipality. The filing of such a report shall impose the duties specified in subsections (1) and (2) upon that law enforcement agency.
 4. When an officer in the filed makes a report of a missing person or runaway juvenile they fax the report, to the 24 Hour Desk. The officer must also call the 24 Hour Desk and furnishes all the information along with the case number. The operator enters the information into FCIC/NCIC and Main Log System
- VII. Vehicles- Stolen, recovered, towed vehicles and repossessed vehicle are reported to the 24 Hour desk.
- A. Stolen, Recovered, Repossessed, and Towed Vehicles – when a call is received from a P.S.A. or an officer regarding a stolen vehicle, recovered, repossessed or towed vehicle, and the operator will complete an entry into the Main Log system, a (FQR) or (QR) must be run on all vehicle entries to

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STANDARD OPERATING PROCEDURES: S.O.P. 1-2

(Continuation)

verify the validity of the information prior to entering into FCIC/NCIC.

- B. A (QV) must be run on the tag and VIN to check if the vehicle was previously reported stolen. If the vehicle has not been towed, impounded or stolen, it is entered in FCIC/NCIC as a stolen vehicle entry.
- C. The original entry message along with the stolen vehicle entry is routed to the Auto Theft Detail. The Auto Theft Detail is responsible for notifying the owner of all recovery information and the status of the investigation.
- D. The above procedure is done if all information is accurate. If a discrepancy is found the operator must use all available resources such as the David system, Miami-Dade County system and VIN assist system and/or call the owner to get the correct registration information. The operator must exhaust all options prior to classifying a vehicle as a pending case.
- E. If the officer or operator is unable to obtain accurate information, the incident number is indicated on the log as a pending case number and is forwarded to the supervisor and the Auto Theft Detail for follow-up.
- F. Recovery of Stolen Vehicles and Boats – When a call is received from a PSA or Officer regarding the recovery of a stolen vehicle or boat, the entry will be cleared and entered in the Main Log System.
- G. The tag or VIN is queried to ascertain if the vehicle or tag is entered in FCIC/NCIC as stolen. If the vehicle or tag is in the system as stolen, it is then cleared and forwarded to the Auto Theft Detail to notify the owner of the recovery information.
- H. If possible, on weekends and holidays the 24 Hour Desk personnel will contact the owner and advise of the recovery. The time of contact and any attempts will be noted in the remarks segments

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STANDARD OPERATING PROCEDURES: S.O.P. 1-2

(Continuation)

- I. Out of Town recovery – A Query Vehicle (QV) will be entered on the VIN to determine if a message actually exists. If a HIT is received, a Located Vehicle (LV) is entered.
- J. The operator will send a plain text Florida Administrative Message (FAM) to the originating agency, advising the complete recovery information. Recovery information consists of city case number, the other agency case number, the location of recovery, condition, disposition of vehicle, arrest information and officer name, IBM number and operator name.
- K. The QV, LV and Administrative Message along with the out of town police department's acknowledgement of receiving the information are forwarded to the Auto Theft Detail.
- L. Towed Vehicle – When a call is received from a police officer, a PSA or a private towing company regarding a towed vehicle, the information is entered on the 24 Hour Desk Main Log system and Premier CAD system. The vehicle towed by the officer, PSA or a private property towed is then queried and information entered in FCIC under status abandoned impounded or recovered vehicle.

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CIS 24 HOUR DESK DETAIL

STANDARD OPERATING PROCEDURES

S.O.P. 1-3

SUBJECT: CONFIRMATION OF POSITIVE RESPONSE (HITS)

PURPOSE: To verify with the Originator Agency Identifiers (ORI) of the record that the property is still stolen and the person inquired upon or property in question is identical with the subjects of the record.

SCOPE To check the original report and respond within the appropriate time period with confirmation or the exact amount of time necessary to furnish s substantive response.

- A. When an agency receives a positive hit response from FCIC/NCIC, an immediate follow-up with the agency that originated the record in the system is necessary for effective operation. Likewise, the originating agency has an obligation to reply within the required time to the inquiring agency with confirmation and other pertinent information that was requested.

Lieutenant Ramon Carr
Commander
Investigative Support Unit

1/3/17
Effective Date



City of Miami



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CIS 24 HOUR DESK DETAIL

STANDARD OPERATING PROCEDURES

S.O.P. 1-4

SUBJECT: CRIMINAL HISTORY TO OUTSIDE AGENCIES

PURPOSE: To set guidelines for disseminating criminal history data to outside agencies.

SCOPE: To ensure the guidelines set are followed in disseminating criminal history data to outside agencies.

- A. Requests for Criminal History Data by Outside Agencies – Criminal History Data may not be disseminated, be it written, type copy, or verbal to an outside agency unless certain guidelines are adhered to.
- B. Access to data will be permitted only to criminal justice agencies in the discharge of their official duties and mandated responsibilities. To qualify, an agency must meet one of the guidelines as outlined below.

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STANDARD OPERATING PROCEDURES: S.O.P. 1-4
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1. Police forces and departments at all governmental levels, that are responsible for enforcement of general criminal laws. This should be understood to include highway patrols and similar agencies.
2. Prospective agencies and departments at all governmental levels.
3. Courts at all governmental levels with a criminal or equivalent jurisdiction.
4. Corrections departments at all government levels, including correctional institutions and probations.
5. Parole commissions and agencies at all governmental levels.
6. Agencies at all governmental levels which have, as a principal function, the collection and provision of fingerprint identification information.
7. State control terminal agencies which have a sole function, by statute, the development and operation of a criminal justice information system.
8. Regional or local governmental organizations established pursuant to statute that collect and process criminal justice information and whose police and governing boards have, as a minimum, a majority composition of members representing criminal justice agencies.
9. As a result of the Anti-Drug Abuse Act of 1988, private railroad police are allowed full access to all NCIC files, including Criminal History III. Florida East Coast Railroad Police are now qualified to receive full and complete information as contained in the FCIC/NCIC system files.

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STANDARD OPERATING PROCEDURES: S.O.P. 1-4

(Continuation)

- C. Information may be disseminated to outside agencies only by prior approval of a police supervisor or designee.
- D. Anytime outside agency dissemination has been authorized, certain information must be logged in the Second Party Dissemination Log kept at the 24 Hour Desk.
- E. The Second Party Dissemination Log requires four separate entries per request. The mandatory entry information is listed as follows.
 - 1. Officer disseminating criminal history
 - 2. IBM number
 - 3. Subject and identifiers (Name, DOB, Race/Sex, etc...)
 - 4. Requesting law enforcement representative's name and agency represented.

City of Miami



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City Manager

CIS 24 HOUR DESK DETAIL

STANDARD OPERATING PROCEDURES

S.O.P. 1-5

SUBJECT: PROCEDURES FOR TOWING, REPOSSESSIONS AND SCOFFLAW VEHICLES

PURPOSE: To provide for an efficient procedure for towing/impounding, repossessions and scofflaw vehicles.

SCOPE: To insure that procedures are maintained in towing/impounding, repossession and scofflaw vehicles.

- I. These are vehicles towed within the City of Miami jurisdiction by officers or private towing companies. These vehicles must be reported to the 24 Hour desk within two hours of removal to prevent the owners from reporting these vehicles as stolen.

- A. Scofflaw violators are cited and towed by Off Street Parking. These vehicles are towed to Molina Towing and stored at their impound lot, located at 2150 North Miami Avenue. Molina Towing is responsible for notifying the 24 Hour Desk.

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STANDARD OPERATING PROCEDURES: S.O.P. 1-5

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- B. Vehicles are to be towed to wrecker company facility accompanied by the pound slip which will indicate "Hold Reference Scofflaw Violator".
- C. Inquiries in reference to scofflaw vehicles will be directed to the Miami-Dade County Clerk's Office, 24 Hour Traffic Citation Information Office for information on the release of their vehicle. The violator will have to go to 22 NW 1 Street where the violations will be paid. They will be given a Certificate of Compliance authorizing Molina Towing permission for release of the vehicle.
- D. Repossessed vehicles - The repossession company must notify the police department within two hours of removal of the vehicle and provide all pertinent information.

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S.O.P. 1-6

SUBJECT: MISUSE OF FCIC/NCIC SYTEM

PURPOSE: Use of the System; Information obtained from FCIC/NCIC files, or computer interface to other state or federal system, by means of access granted through CJNET can only be used for criminal justice purposes in compliance with FCIC/NCIC and III rules regulations and operating manuals, state and federal law. It is the responsibility of the agency to insure access to CJNET is for authorized criminal justice purposes only, and to regulate proper use of the network and information at all times. Agencies accessing the FCIC/NCIC systems must establish appropriate written standards which may be incorporated with existing codes of conduct for discipline violators of FCIC and NCIC policy.

SCOPE Agencies that interface between FDLE and other criminal justice agencies must abide by all of the provisions of this agreement. Agencies that access FDLE systems by interfacing through other agencies must likewise, abide by all provisions of this agreement.

A. MESSAGES: Send only law enforcement and other criminal justice messages over and through the CJNET. All messages will be treated as privileged, unless otherwise indicated. User should make prudent use of regional and statewide broadcast message requests. All messages must use plain text in the message.



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STANDARD OPERATING PROCEDURES: S.O.P. 1-6

(Continuation)

- B. COMPLIANCE: Operate the workstation in strict compliance with applicable FCIC, NCIC and NLETS policies including, but not limited to, policies, practices and procedures relating to:
 - 1. TIMELINESS: FCIC/NCIC records must be entered, modified, cleared, and canceled promptly in order to ensure system effectiveness. Agencies that perform FCIC/NCIC updates for other agencies must comply with timeliness requirements for the records entered for other agencies as well.