

Field Manual

Effective January 2023

COP: _____ Radio ID: _____

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Introduction

Welcome to the Citizens on Patrol (COP) Program. We are pleased to have you and look forward to working together. As stated in our COP Mission Statement, our purpose is to:

Perform crime watch activities that alert the Police Department of hazards and unlawful behavior, and when requested, assist Police Department personnel in the performance of their duties.

We hope and trust that at the same time you will derive enjoyment and personal satisfaction while contributing to the community in which you live.

Volunteer Program Expectations Citizens on Patrol

As a member of this organization, everyone is expected to provide an exceedingly high level of service to the citizens of the city. We strive to have our programs and services be widely known as proactive, productive, efficient, and professional. You control how effective we are by your participation and response!

Morale is one of the key points to the success of any team. Keeping the morale high is everyone's responsibility! Remember, a **POSITIVE** approach is contagious and essential to making a productive and happy working environment. A positive outlook applies to everything our team does, such as dealing with citizens, peers, outside organizations, etc.

Teamwork is fundamental to our team being successful and productive. **Professionalism, Respect,** and **Courtesy** to each other is paramount. Anything less is counterproductive to our team concept.

All CoP's are also responsible for:

- Reading, understanding, and complying with **General Order 318**.
- Maintaining your minimum donated time of sixteen (16) hours per month.
- Attending monthly area meetings
- Attending quarterly All COP meetings as scheduled.
- Maintaining your certifications as needed (CPR, CJIS, etc.)
- Staying current with all tasks and trainings in Power DMS
- Completing your Field Training within a minimum of six (6) months from your start date with the agency.
- Maintaining a professional appearance. All team members are required to wear the uniform provided and ensure it is always clean, pressed, and with pins and badges affixed correctly
- Dressing for success demands respect and conveys a positive image for our team

In order to provide essential services, the operation of agency vehicles may be necessary. The following will be the minimum guidelines to follow while using any agency vehicle:

- Vehicles will be signed out on a first-come, first-served basis
- Vehicles can be reserved and checked out by using the sign-out sheet (located in Communications)
- Vehicle will be inspected as required by **General Order 318**
- Vehicles are to be filled with gas at the end of your shift
- Vehicles must be void of all personal items or trash at the end of your shift

Our vehicles are a direct representation of our organization. Therefore, if the vehicle becomes excessively dirty during your shift, please have it washed, if possible, prior to the end of your shift.

Police Department
Wash Bay at Police Department - 1300 N. Donnelly St. Mount Dora Florida

These guidelines and practices are set forth for consistency and equality.

Patrol Procedures

One of our responsibilities as a Citizen on Patrol (COP) within Mount Dora is to be the “**eyes and ears**” for our officers. We look and listen for any potential issues and report them to the Communications Center (Comm Center). We do this by patrolling the neighborhoods in which we live and work. **COP SAFETY is our main concern**; therefore, it is critically important that we follow some specific rules/guidelines:

Patrolling

- COP's should exercise caution while patrolling and only patrol in designated areas
- COP's are not sworn Law Enforcement Officers
- At no time shall COP's attempt to take law enforcement action of any type, or become physically involved in any situation. COP's shall not attempt to make any type of citizen's arrest, verbally confront any individual or prevent the movement of another
- COP's witnessing violations of the law should report them immediately to the Police Department sworn personnel for necessary enforcement either by radio, cell phone or in person
- COP's shall **NOT** pick-up or move any weapons or drugs they find during their patrol

Duties & Responsibilities

COP's participate in community patrols, traffic direction or special events authorized by their coordinator only. There are many community events, as well as several large-scale internal events that this team assists with throughout the year (i.e. Art Festival, Blueberry Festival, 4th of July Fireworks to mention a few).

Weapons

COP's shall not carry weapons of any kind in the COP vehicle even if they are authorized to do so by law (ex. if they have a concealed weapons permit). They shall not carry handcuffs, tasers, night sticks, asps or any other type of Police Department equipment or identification (with the exception of assigned Department issued radios, reflective vest, uniforms or ID's). Anyone observed carrying a weapon will be subject to expulsion from the program and face possible criminal prosecution. This paragraph does not preclude a COP from carrying safety tools (pocket knife, window punch, seatbelt cutter, etc.) in their pockets.

Reporting/Responding

At NO time will a COP respond to, remain near or enter any location where Police Department or Fire Department personnel have been dispatched for any crime of violence or any natural disaster without authorization. This includes shots fired, cuttings, person[s] with a gun, assault, domestic violence, explosive device runs, natural disasters, unknown trouble, person[s] down, 911 disconnects or any like situation.

If the COP observes an incident or becomes aware by dispatch, they are in the area of such an incident, they shall immediately leave the area by the safest means available and remain at a safe distance [no less than 1000 feet]. The COP shall not enter the incident area until the incident is

determined to have concluded and the responding units have cleared the area or the COP is asked to assist in the incident by a supervisor of the rank of Sergeant or higher.

First Aid

Nothing in this section shall preclude a COP from rendering first aid to a crime victim if they are at the location of the incident at the time it occurs. At no time will a COP member enter into a location known to be or that is marked as a crime scene.

Uniforms

A COP must dress appropriately. While on patrol all members shall wear Police Department issued pants, shirts and jackets. They shall also wear a black T-shirt, black belt, black socks and appropriate black shoes (not sneakers). Anyone not dressed properly will be sent home.

A COP is not permitted to wear their COP uniform in public unless he/she is en route to or leaving from an organized patrol, attending a COP meeting or COP training, or participating in any event that the COP Coordinator has given approval to attend.

Identification

Police Department ID badges should be worn on the exterior of the COP when he/she is wearing their Uniform Polo.

Alcoholic Beverages

Alcohol may not be consumed while working and any COP reporting to duty that has been drinking, could be subject to expulsion from the program. No member shall consume alcoholic beverages while in a COP uniform.

Special Privileges/Discounts

At no time shall a COP display his/her ID or refer to their membership in a volunteer program with the Mount Dora Police Department in order to achieve special consideration or to avoid citation, arrest or investigation by law enforcement. At no time shall a COP ask for or seek free meals, discounts, or services from restaurants or other business establishments.

Reporting for Duty

COP's are expected to report for their scheduled shift in a timely fashion. If you are scheduled to patrol and learn in advance that you cannot, remove yourself from the calendar as soon as you become aware.

Speaking to the Media

Though you are representing the Mount Dora Police Department, no statements may be given, either orally or in writing, regarding the operations of the Police Department or the COP program without permission of the Chief or the COP Coordinator. Members shall not appear in any publications wearing uniforms without the advance approval of Public Information Officer.

Political Functions & Affiliations

No COP may attend any political event in uniform or identify themselves as a member of the COP Program in support of any political candidate or issue without express approval from the Chief or his designee.

Chain of Command & General Orders

All COP's shall follow their Chain-of-Command. All COP's shall comply with all General Orders and Written Directives. Any violation of the above rules/guidelines can result in suspension or dismissal from the COP program.

MDPD News – Ways to Stay Informed

There are many ways to stay informed about things happening in our agency such as:

- MDPD Annual Report
- Chief's Staff meeting
- Facebook/Nextdoor.com posts

Organization

Command Structure - See Appendix D for an Organizational Chart.

- A. Chief
- B. Deputy Chief
- C. Captain
- D. Patrol Lieutenants
- E. Special Operations Lieutenant
- F. Shift Sergeants
- G. Shift Corporals

Geographical Area - See Appendix B for County and Region Maps

- A. City Limit
- B. MDPD Zones and Limits
- C. Community Service Areas (CSA's)
 - Main Industrial/Business Areas
 - Residential Neighborhoods
 - Shopping Areas
- D. Main Roads/Intersections
- E. School Crossings
- F. Other Specific Patrol Areas

Radio ID Numbers

- A. A/B C/D Shifts (Shift Numbers)
 - Alpha (10's) / Bravo (20's)
 - Charlie (30's) / Delta (40's)
 - CID (50's)
 - School Resource (90's)
 - K-9 (70's)
 - Trainees (100's)
 - Reserves (110's)
 - Animal Control (80's)
- B. Shifts work on a two-week rotation. M/T, W/Th, F/Sa/Sun (i.e. Alpha/Bravo would work M/T, F/Sa/Su, W/Th and Charlie/Delta works the opposite.)

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 1	Alpha/Bravo	Charlie/Delta	Charlie/Delta	Alpha/Bravo	Alpha/Bravo	Charlie/Delta	Charlie/Delta
Week 2	Charlie/Delta	Alpha/Bravo	Alpha/Bravo	Charlie/Delta	Charlie/Delta	Alpha/Bravo	Alpha/Bravo

Administrative

Police Department Headquarters

- A. Records (1st Floor)
 - Phone: 352-735-7130 / Business Hours: Monday thru Friday 0800 – 1700
- B. Mailboxes (1st Floor)

24/7 operation (unstaffed).
- C. Communications (Comm Center 1st Floor)
 - i. Phone: 352-735-7130 / Business Hours: 24/7 operation
- D. Fleet (Office: 1st Floor) Jesse Tallent
 - i. Phone: 352-735-7130 / Business Hours: Monday thru Friday 0700 - 1600

COP Area

- A. Office/Desk
- B. File Cabinet(s)
- C. Equipment Storage
- D. Bulletin Board
- E. Sign-out Logs

Patrol Preparation

Scheduled Patrol Time

- A. Patrol Vehicle Check Out Procedure
 - Sign out vehicle in Communications Window
 - Sign out radio in Communications Window
 - Uniforms – Refer to GO-318
- A. Uniform Polo
 - Agency Issued Short Sleeve Polo Shirt bright yellow/black
 - Agency Issued Black Pants
 - Black Leather Belt (2”) / Duty Belt
 - Black Shoes/Black Tee Shirt/Black Socks
 - Agency Issued Hats
 - Agency I.D. displayed

Personal Appearance (Refer to GO 208)

- A. Hygiene
- B. Haircut/Hairstyle/Facial hair
- C. Jewelry/Make-up

Personal Equipment

- Black Ink Pen/Notebook
- ID Card/Access Card
- Patrol Manual/Guidebook
- 10 Codes/The Comm Center Signals
- PPE (Rubber Gloves, etc.)
- Flashlight

Communications Equipment

Portable Radio - See Appendix C

- A. Check for proper operation before patrol
 - Power turns on, shoulder mic is connected / works (can hear sounds)
 - Turn on as soon as you get it from the charger and listen!
 - B. Department Channels – always verify what channel you are on!
 - 1M – MD1- Main Channel
 - 2M – MD2- SRO, Animal Control, COP
 - 3M – MD3-Talk around
 - C. Proper Microphone Position
 - Talk across the shoulder mic, not directly into it
 - D. Always Inform the Comm Center of Status
 - 10-08 (in-service), 10-51 (location), 10-97 (on scene), 10-98 (clearing scene), 10-07 (out of service), etc.
 - E. Radio Programming
 - See Appendix C
 - F. Emergency Button (orange button)
 - Be very aware of the emergency button location.
 - Alarms all radios on the channel, this should be used only when you cannot call for help verbally.
 - In case of an accidental activation, you will call the comm center and advise "Accidental". You will then press and hold the button to deactivate it, or turn the radio off and back on.
 - G. At the end of your shift, turn off the radio and be sure to place it in the charger properly. You should see a red light on the charger.
-
- A. PowerDMS
 - <https://www.powerdms.com>
 - Site Code: DORA
 - For CoP's Only: User name is first initial, last name.

Patrol Vehicle

A Trainee **is not** authorized to drive a COP vehicle solo or wear a Class A/B uniform until the Field Training Checklist is complete and signed by the COP Coordinator and COP Program Coordinator, unless otherwise authorized.

A vehicle inspection should be conducted at the beginning of every patrol shift. **Any issues discovered during the inspection must be reported to the Area Coordinator in a timely manner.** If you find any safety issues, you should not take the vehicle on patrol. Report any consumables (flares, first aid, fire extinguisher, etc.) used during your shift to your Area Coordinator. The patrol vehicle must include at a minimum the following:

Inspection

Check for proper operational status.

- A. Lights – Operational (headlights, brakes, turn signals, etc.)/Emergency (light bar, etc.)
 - Position 1 – Rear Emergency Lights Only
 - Position 2 – Front / Rear Amber Emergency Lights
 - Position 3 – Front / Rear Amber w/ white Emergency Lights
 - a. Some vehicles position 3 activates the siren as well. Be aware of your vehicle's configuration. **At no time are you authorized to use the siren for any purpose.**
 - b.
- B. The following options vary in button configuration:
 - a. Take Downs / Alley lights – beam of white light forward and side of vehicle.
 - b. Traffic Advisor – Left Arrow, Right Arrow, Center Out Arrow
 - c. Cruise Lights – soft glow on sides of light bar (not available on all vehicles)
 - d. Spotlight – Adjustable intense white light. Do not shine this on members of the public.
 - e. PA System
 - f. Horn / Air Horn
 - g. Brakes
 - h. Oil Level
 - i. Windshield Wipers/Washers
 - j. Air Conditioner/Heater
 - k. Damage – If discovered, notify your coordinator before going on patrol.
 - l. Tires (Visual Inspection for damage and pressure)

Equipment

- A. Fire Extinguisher – Verify the expiration date and pressure.
- B. Flares – Minimum of 4, notify coordinator if used.
- C. Safety Equipment – Seat belt cutter, window punch, safety blanket

- D. First Aid Kit – Check for freshness.
- E. Latex Gloves – In addition to any personally carried.
- F. PPE Kit(s)
- G. Flashlight
- H. Minimum Inventory List – See Appendix “I”

Safety/Traffic Control

- A. Safety Vest – Minimum of 2, or more as needed based on occupancy.
- B. Traffic Wand – Minimum of 2, or more as needed based on occupancy.
 - Check operational status (i.e. batteries)
- C. Traffic Cones (4+)
- D. Raincoats (in cars or office)

Maintenance

- A. Wright Express Gas Card – Can be used at most fuel stations and Five-Points.
 - Always re-fuel the vehicle at the end of your shift.
 - When swiping, you will need to enter the vehicle mileage and your region code.
 - Only use Regular fuel (87 octane)
- B. 5K/1K Mile Check Up – 500 miles +/- is acceptable.
- C. Tire Repair – Contact Coordinator for assistance.
 - An air compressor is available at Police Headquarters.
 - Emergency repair, disabled on the road contact the Comm Center.
- D. Minor Repairs – Contact Coordinator for assistance.
- E. Interior/Exterior Appearance (**KEEP IT CLEAN**)
 - Vacuum is available in wash bay
 - Return the car as clean as possible!

General Patrol Procedures

Important Reminders

- **Obey** instructions provided by any Sworn Law Enforcement Officer or Public Safety Official (*Police, Deputy, Trooper, Fire Department, etc.*)
- **Do not** transport a stranded motorist unless directed to do so by a supervisor.
- **Do not** push vehicles out of the roadway under any circumstances, including using your patrol vehicle.
- **Do not** stand between vehicles and **DO** stand clear of the roadway.
- **Do not** turn your back to on-coming traffic.
- **Do not** approach any vehicle until you have called it in to the Comm Center.
- **Always** wear a reflective traffic safety vest when out of the vehicle.
- **Always** be aware of your surroundings!
- **Always** position your vehicle appropriately (see below J).

Driving Techniques

- A. Proper Driving Habits – Proper speed, safe distance, use turn signals, etc.
- B. Beware of Public Perception – Remember you are operating a marked patrol vehicle, you are very visible and the public will take notice.
- C. Observe ALL Traffic Laws – Refer to the Florida Drivers Handbook! **You are not driving an emergency vehicle**; you cannot disobey any traffic laws!
- D. Defensive Driving – Drive in a safe manner to avoid accidents and/or other traffic hazards.
- E. Driving in Inclement Weather – Use wipers, headlights, slow down, pull over, if necessary, etc.
- F. Proper Parking – Follow all parking regulations and markings.
- G. Remove Keys – Make sure you have a set of keys any time you exit the vehicle.
- H. Locking Vehicle – Always lock the doors any time you exit the vehicle.
- I. Driving & Parking in Emergencies – Always be safe and follow applicable SOPs and traffic laws. Remember, **you are not operating an emergency vehicle** and cannot operate in “Emergency Mode” (lights and/or sirens).
- J. Proper positioning of vehicle – Position your vehicle behind the subject vehicle(s), leaving a safe distance between your vehicle and the subject vehicle(s). The object of this is to be visible to on-coming traffic and to create a barrier between you and the scene. Turn on your overhead lights and use traffic cones/flares as necessary to increase visibility. You should also turn your wheels towards open travel lanes when parking along side or in a closed travel lane. This definition is not all inclusive, there are many situations which may change this.
- K. Do not use a cell phone while driving!

Purposes of Patrol

- A. Observation – Watch, take note of, detect
- B. Deterrence / Presence - Be visible, patrol in public areas. Don't hide!
- C. Detection – This goes in hand with observation, look for something out of the ordinary.
- D. Serving – Help citizens and other members of the Police Department when appropriate.
- E. Documentation – Take note of anything out of the ordinary, as long as it is safe to do so. Tag numbers, vehicle/person descriptions, etc.

Communications: Procedures

- A. Ten Codes / Signals (See appendix A)
 - 10-08 vs 10-98 – 10-08 is to go in-service or clear a call when you are not the primary unit. 10-98 is used only when you are the primary unit and it requires the use of a disposition code.
- B. Use of Normal Voice Tone
 - The radio will pick up your voice, you do not need to yell into the microphone.
- C. Check Radio if Long Period of Silence
 - Make sure your radio is turned on, extended periods of radio silence do occur. This is a best practice to ensure you can call for help if needed.

- D. Conscious Status of Other Units
 - Know what other units are doing, if they are in the middle of a transmission, on a dangerous call, etc.
- DI. Important Transmissions Priority
 - Urgent – imminent threat to life
 - Priority – threats to property and non-life-threatening safety
 - Routine – no threat to life, property or safety
- DII. No Unnecessary Transmissions
 - Keep your transmissions concise, you do not need to narrate your entire call over the radio. If you have a large amount of information that must be transmitted over the radio, switch to MDPD channel 3
- DIII. Meaning of “Mount Dora”
 - Radio ID for the Police Department Comm Center
 - Under some circumstances you may use another agency’s radio channel, you should refer to the Comm Center using the agency name (i.e. Eustis or LCSO, etc.)
- DIV. Contacting another unit
 - Your Radio ID to another Unit’s Radio ID (ex. 201 to 20)
 - Accepted Phonetic Alphabet (See appendix A)
- DV. Procedure for Relaying License Tags
 - Ex. Alpha Bravo Charlie 1 2 3, A B C 1 2 3
 - Out of State – Announce the state name before reading the tag number, do not say “Florida” for in-state tags.
 - Non-Standard Tags (specialty, vanity, special use, etc.)

Common Signal Code Scenarios

The following scenarios are examples of common signal codes, due to the fluid nature of calls for service no written documentation can cover every possible situation.

Please be sure any channel you are using is not on a priority call.

Remember to wear appropriate PPE when necessary.

Please make sure to wear latex gloves if you will be touching anything or anyone.

Remember to use traffic cones and/or traffic flares as necessary.

A. Traffic Accidents: S-04

- Responding to a dispatched S-04

- a. When responding to a S-04, inform the Comm Center that you are 10-51 from whatever location you are coming from (ex. **201, Mount Dora, 10-51 from Donnelly and US 441**).
- b. When arriving on scene, inform the Comm Center that you are 10-97 (ex. **201, Mount Dora, 10-97**). The Comm Center will reply 10-04 and time arrived.
- c. Assess the situation and advise whether there are injuries, road blockage or hazardous material(s) (i.e. fluid leak, etc.), airbag deployment, etc. examples: **"Negative S-16", "S-16 to the right lane of Lincoln Eastbound.", "S-92, male approximately 35 years old complaining of back pain.", "Airbag deployment, "Hazardous materials present, 10-72"** then continue transmission giving tag number(s) phonetically first then read as written. (ex. **Alpha, Bravo, Charlie 123 - ABC123**), **color, and make of vehicle.**

Note: If more than one vehicle is involved say **"so-far"** after giving the information about the first vehicle. The Comm Center will reply, **"So far"**, then you can give the second vehicle's information. Repeat as necessary for additional vehicles.

- d. When assistance arrives (a Deputy, a Police Officer, FHP or a tow truck) and you are no longer needed, call the Comm Center on your assigned channel and say:
 1. **If Clearing to MDPD: "201 to Mount Dora 10-08";**
 2. **if Clearing to another agency (FHP, LCSO, etc.): "201 to Mount Dora 10-98"**

- ii. Notifying the Comm Center of a New S-04 (Including if you are involved)

- a. Inform the Comm Center that you found a vehicle crash (ex. **201, Mount Dora, 10-65, S-04 Not Involved**). The Comm Center will reply Go Ahead. **(US 441 and Donnelly, # of vehicles involved, Standby for additional.)**
NOTE: If you are involved in the crash advise "S-04 Involved" above. DO NOT MOVE any vehicles when a COP vehicle is involved. DO NOT PROVIDE any statements regarding the crash except to the Law Enforcement Officer working the crash or a MDPD Supervisor.
- b. Assess the situation and advise whether there are injuries, road blockage or hazardous material(s) (i.e. fluid leak, etc.), airbag deployment, etc. examples: **"Negative S-16 and S-92.", "S-16 to the right lane of SR 441 Eastbound.", "S-92male approximately 35 years old complaining of back pain.", "Airbag deployment, 10-92", "Hazardous materials present,"** then continue transmission giving tag number(s) phonetically first then read as written. (ex. **Alpha, Bravo**)

Charlie 123 - ABC123), color, and make of vehicle.

Note: If more than one vehicle is involved say “**so-far**” after giving the information about the first vehicle. The Comm Center will reply, “So far”, then you can give the second vehicle’s information.

- c. When assistance arrives (a Deputy, a Police Officer, FHP or a tow truck) and you are no longer needed, call the Comm Center on your assigned channel and say:

1. ***If Clearing to MDPD: “201 to Mount Dora, 10-08”;***
2. ***if Clearing to another agency (FHP, PD, Road Rangers, etc.): “201 to Mount Dora 10-98”***

B. Missing Person: S-08

COPs should respond to any missing person with exigent circumstances (Juvenile under 12, any person with a diminished mental capacity or elderly). Take note of the details (physical description, clothing, height, weight, hair, etc.) before responding, and any updates as you drive towards the scene.

- When responding to a S-08, inform the Comm Center that you are 10-51 from whatever location you are coming from (ex. 201, Mount Dora, 10-51 from US 441 and Eudora Road).
- When you arrive in the area, advise you are 10-97 in the area and ask the primary unit where they would like you to assist.
- Patrol the area requested, advise the Comm Center if you find any subjects matching the description and the location. **DO NOT APPROACH** a possible S-08 subject unless instructed to do so by an Officer.
- When the call is complete, notify the Comm Center you are 10-08.

C. Reckless/Erratic Driver: S-12

*There is no perfect definition that can describe a Reckless or Erratic driver. In order for an Officer to take action on a S-12, they must witness the action(s) of the vehicle for themselves. There needs to be a reasonable belief that an Officer should be able to respond to the area and observe the vehicle. **Under no circumstances are you to respond to, attempt to stop, or follow a S-12 vehicle, unless directed by a Supervisor.***

- Notify the Comm Center of the vehicle description, location, direction of travel and reckless/erratic behavior. **(ex. 201 Mount Dora, 10-65 a S-12)**
- The Comm Center will respond with go ahead. (S-12 is <description> traveling <direction/location> and is <describe action>.)
- Turn around or pull off to the side of the road. **DO NOT FOLLOW.**

Suspicious Vehicle/Persons: S-13

*There is no perfect definition that can describe a suspicious event/person. **Under no circumstances are you to respond to, attempt to stop, or follow a S-13 person/ vehicle, unless directed by a Supervisor.***

- Comm Center will respond with go ahead. (S-13 is <description> traveling <direction and/or location> and is <describe action>.)

- Remain at a safe distance to maintain a visual unless the subject leaves the immediate scene.

D. Road Obstruction: S-16

- When responding to a S-16, inform the Comm Center that you are 10-51 from whatever location you are coming from (ex. **201, Mount Dora, 10-51 from US 441 and Eudora**).
- When arriving on scene, assess the situation and inform the Comm Center that you are 10-97. (ex. **"201, Mount Dora, 10-97"**)
- The Comm Center will reply 10-04
- When radio traffic is clear, call the Comm Center via radio on MDPD channel and say "201 to Mount Dora, copy S-16."
- The Comm Center will reply, "Go ahead".
- If the object is a vehicle, "(give State id and tag #, phonetically first then read as written ex. Alpha, Bravo, Charlie 123 - ABC123), location, color, make of vehicle". If it is not a vehicle, describe the object causing the obstruction as well as the location of the object (ex. Right lane, turn lane, etc.)
- When you clear the call, call the Comm Center on the radio on MDPD channel 2 "201 to Mount Dora S-16 Clear 10-98"

DI. Area Patrol: S-99

DII. Disabled/Abandoned Vehicles: S-11

- When responding to a S-94, inform the Comm Center that you are 10-51 from whatever location you are coming from (ex. 201, Mount Dora, 10-51 from Lincoln and 441)
- When arriving on scene, assess the situation and inform the Comm Center that you are 10-97. (ex. "201, Mount Dora, 10-97, copy tag")
- The Comm Center will reply 10-04
- Continue transmission giving tag number phonetically first then read as written. Also, add color and make of vehicle and how many occupants. If there is S-16, add that information as well. If there is S-16 AND assistance is needed, please advise the Comm Center. (ex. Alpha, Bravo, Charlie 123 - ABC123 on a silver Ford Edge with 2. Positive Signal 16. Please send a marked vehicle).
- The Comm Center will reply 10-04 and time arrived.
- When clearing the call, call the Comm Center on your assigned channel and say your ID number, Mount Dora, 10-98 (ex, 201 Mount Dora, 10-98).
- If the vehicle is blocking the roadway and needs to be towed:
 - a. Keep your COP vehicle behind the disabled vehicle with your emergency overhead lights on. (Stay 15-20 ft back with your wheels turned facing the roadway). Remember to use traffic cones and/or traffic flares as necessary.
 - b. Ask the driver if he or she has a preference on a tow service.
 1. If there are no occupants (i.e. S-11) then request a marked unit respond.

- c. If the driver has no preference, call the Comm Center on the radio and request the next rotation.
 - d. If the driver has a preference on a tow service and the company is within 20 minutes of your location, have the driver call to request the tow service. The driver can use the Police Department issued cell phone if they do not have a cell phone. If the driver does not know the tow company phone number, ask the Comm Center to call and request service. If the tow service is more than 20 minutes away, tell the driver that you cannot have traffic blocked for that long due to safety reasons and that you will have to request a tow.
2. If vehicle **is not** blocking the roadway, regardless of whether it needs to be towed or not:
 - Ask the driver if they require any assistance and/or if they have help on the way.
 - If they require assistance, assist as needed (see information above)
 - If they require no assistance, clear 10-98 on the main channel.

Obtaining Support Services

- A. Tow Truck (Owner Request or Rotation)
 - Please refer to the appropriate call section (S-94, etc.) above.
 - When requesting a tow truck, you must specify whether the tow truck is an Owner Request or Rotation.
- B. Fire Department/Ambulances
 - When requesting FD use the primary channel and advise the Comm Center as to the situation and any appropriate details related to the request (i.e. injuries, fire(s), hazardous materials, etc.) The Comm Center will ask for any additional appropriate information.
- C. Other Services (Animal Control/Utilities/etc.)
 - There are other services which can be requested using Channel 2 such as Animal Control.
 - Provide the Comm Center with any important information related to your request.
 - As a reminder, do not approach wildlife. They are fearful and may react in an unpredictable manner which could result in injury to you or another person.

Office Location

Main Office

1300 N. Donnelly Street
Mount Dora, Florida 32757
352-735-7130

10-CODES			
10-1	Receiving poorly	10-43	Any message for
10-2	Receiving well	10-45	Give _____ a call
10-3	Stop transmitting	10-48	Did you copy?
10-4	O.K.	10-49	Wanted person
10-5	Relay to _____	10-49A	Civil papers
10-6	Busy	10-50	Traffic stop
10-7	Out of service	10-50B	Criminal investigation
10-8	In service	10-50F	Attempted trff stop w/flee
10-9	Repeat	10-51	Enroute
10-10	Out of service, subj to call	10-52	ETA
10-12	Visitor/Out with	10-53	Coming to office
10-13	Weather conditions	10-54	Negative
10-14	Escort	10-55	Car calling car
10-14B	Baker act	10-56	Meet with _____
10-15	Arrest/Prisoner in custody	10-58	Scramble
10-16	Pick up prisoner	10-60	Tower check
10-17	Conduct Ivestigation	10-61	Change to CW1/intercity
10-19	Return to station	10-62	Change to channel _____
10-19A	Gas car	10-65	Can you copy?
10-19B	Court	10-66	Cancel
10-20	Your location	10-68	Advise
10-21	Phone station	10-71	Send ambulane
10-22	Disregard	10-72	ON foot
10-23	Stand by	10-75	Off duty in dept veh
10-24	Trouble - send help	10-81	Send wrecker
10-25	Make contact with	10-88	What PX can you be reach at?
10-26	Message received	10-96	Unable to locate
10-27	Drivers license	10-97	Arrived
10-28	Registration- tag	10-98	Completed
10-29	Check for wanted	10-99	Unable to read
10-29A	FCIC/NCIC check	10-100	Alert keep in touch by phone
10-29P	Person check		
10-30	Against the rules		
10-31	Inpursuit		
10-32	Breathalyzer		
10-33	Emergency message		
10-34	Jail break		
10-34A	Problem in jail	CODE 1	ROUTINE
10-36	Correct times	CODE 2	EXPIDITE
10-37	Operator on duty	CODE 3	RESPOND LIGHTS & SIREN
10-38	Block the road at _____	CODE 4	CANCEL RESPONDING UNITS
10-39	Message received		
10-40	Case number		

SIGNALS

S0	Armed/ use caution	S25C	Car Fire
S0A	Firearm	S25F	Multiple dwelling fire
S0B	Other/Armed	S25H	House Fire
S1	Drunk driver	S25X	Explosives Fire
S10	Stolen vehicle	S26	Drowning
S100	Radio test	S27	Prowler
S10IP	Stolen vehicle in progress	S27A	Trespasser
S10R	Stolen vehicle recovery	S28	Riot
S11	Abandoned vehicle	S28A	Civil Disturbance
S11P	Private tow	S29	Reckless Boat
S12	Reckless driver	S30	Bomb threat or attack
S13	Suspicious vehicle	S31	Narcotics
S13A	Suspicious Incident	S32	Fraud
S13P	Suspicious Person	S32A	Insuffecient funds check
S13X	Suspicious Package	S32B	Fraud other
S14	Information	S33	Assault
S15	Special Detail	S33IP	Assault in progress
S16	Obstruction of the roadway	S33S0	Assault with a weapon
S17	Attempt to contact/Locate	S34	Rape
S17A	wellbeing check	S34A	Sex Offense
S18	Felony	S34B	Verify sex offener/predator
S19	Misdameanor	S34BAV	Sex off/pred address verification
S2	Intoxicated Person	S35	Car burglary
S20	Mentally Ill Person	S35IP	Car burglary in progress
S20H	Homicidal subject	S36	Shooting
S20S	Suicidal Subject	S36A	Person Shot
S21	Burglary	S36B	Shooting in the area
S21A	Burglary to a business	S36C	Weapons complaint
S21AIP	burglary to business in progress	S37	Suicide
S21B	Burglary to residence	S37A	Attempted Suicide
S21BIP	Burglary to residence in progress	S37T	Threats of suicide
S21C	Burgalry in progress	S38	Gambling
S22	Verbal disturbance	S39	Juvenile Problem
S22S0	Verb disturbance with a weapon	S39A	Autism
S22A	Fight	S39T	Tobacco Problem
S22B	Fight	S3	Hit and Run
S22IP	Verbal in progress	S3F	Hit and Run with injuries
S23	Pedestrian/hitchhiker	S4	Accident
S24	Robbery	S4F	Accident with injuries
S24S0	Armed Robbery	S40	Vandlism
S24A	Purse snatching	S40A	City/CO Property
S25	Fire	S41	Harrasing phone calls
S25A	Structure Fire	S41A	Threats by phone calls
S25B	Brush Fire	S41S	School campus threat

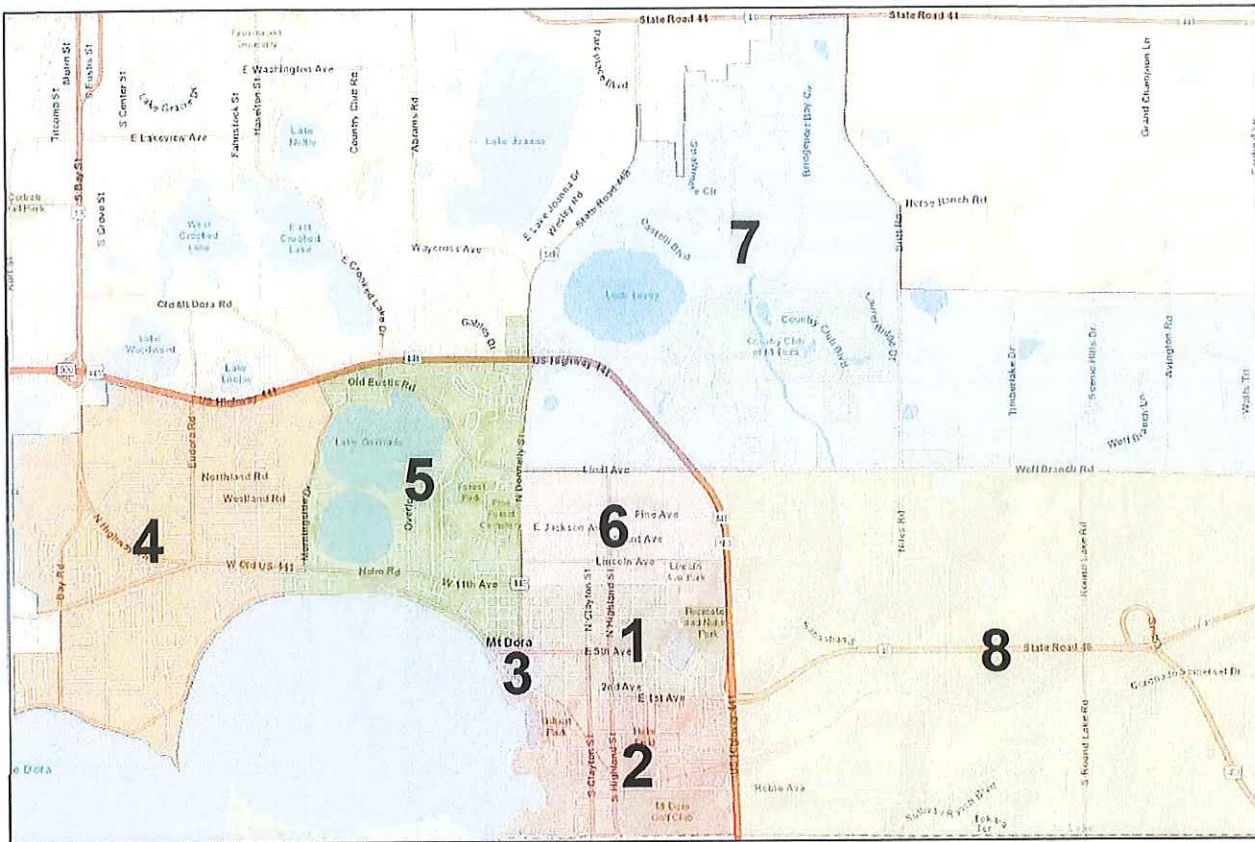
SIGNALS CONTINUED			
S42	Civil Complaint	S87	Lost person
S42A	Solicitor	S87A	Found person
S43	Theft	S88	Noise complaint
S43A	Auto Accessories theft	S88F	Fireworks
S43B	Larceny	S88G	Large gathering
S43C	Shop Lifting	S8R	Missing person recovery
S43CIP	Shop Lifting in progress	S9	Stolen tag
S43IP	Theft in progress	S90	Animal complaint
S44	Kidnapping	S90A	Animal Bite
S44A	Hostage	S91	City/CO Proprty
S44B	Attempted Abduction	S92	Sick person
S49	Partner	S92A	Injured person
S49A	Pick up partner at _____	S92B	Overdose
		S92C	Autism
S5	Homicide	S93	Teletype
S53	Control Burn	S95	Bolo
S57	Injury due to fire	S96	Plane crash
S57A	Death due to fire'	S96A	Plane other emergency
S6	Escaped prisoner	S97	Boat accident
S7	Dead Person	S97A	Boat other emergency
S8	Missing person	S98	Road Conditions
S81	Alarm	S98S	Storm
S82	Fire alarm	S99	Property checks
S83	Misc service call	S99A	Aviation Patrol
S83A	Abandoned 911 call	S99M	Marine patrol
S83M	marine call	S99P	Traffic violations
S83R	Vehicle REPO	S99T	Traffic control
S86	Lost proppty	S9A	Lost tag
S86A	Found property		

CODE 1	ROUTINE
CODE 2	EXPIDITE
CODE 3	RESPOND LIGHTS & SIREN
CODE 4	CANCEL RESPONDING UNITS

Phonetic Alphabet

A	<i>Alpha</i>
B	<i>Bravo</i>
C	<i>Charlie</i>
D	<i>Delta</i>
E	<i>Echo</i>
F	<i>Foxtrot</i>
G	<i>Golf</i>
H	<i>Hotel</i>
I	<i>India</i>
J	<i>Juliette</i>
K	<i>Kilo</i>
L	<i>Lima</i>
M	<i>Mike</i>
N	<i>November</i>
O	<i>Oscar</i>
P	<i>Papa</i>
Q	<i>Quebec</i>
R	<i>Romeo</i>
S	<i>Sierra</i>
T	<i>Tango</i>
U	<i>Uniform</i>
V	<i>Victor</i>
W	<i>Whiskey</i>
X	<i>X-ray</i>
Y	<i>Yankee</i>
Z	<i>Zulu</i>

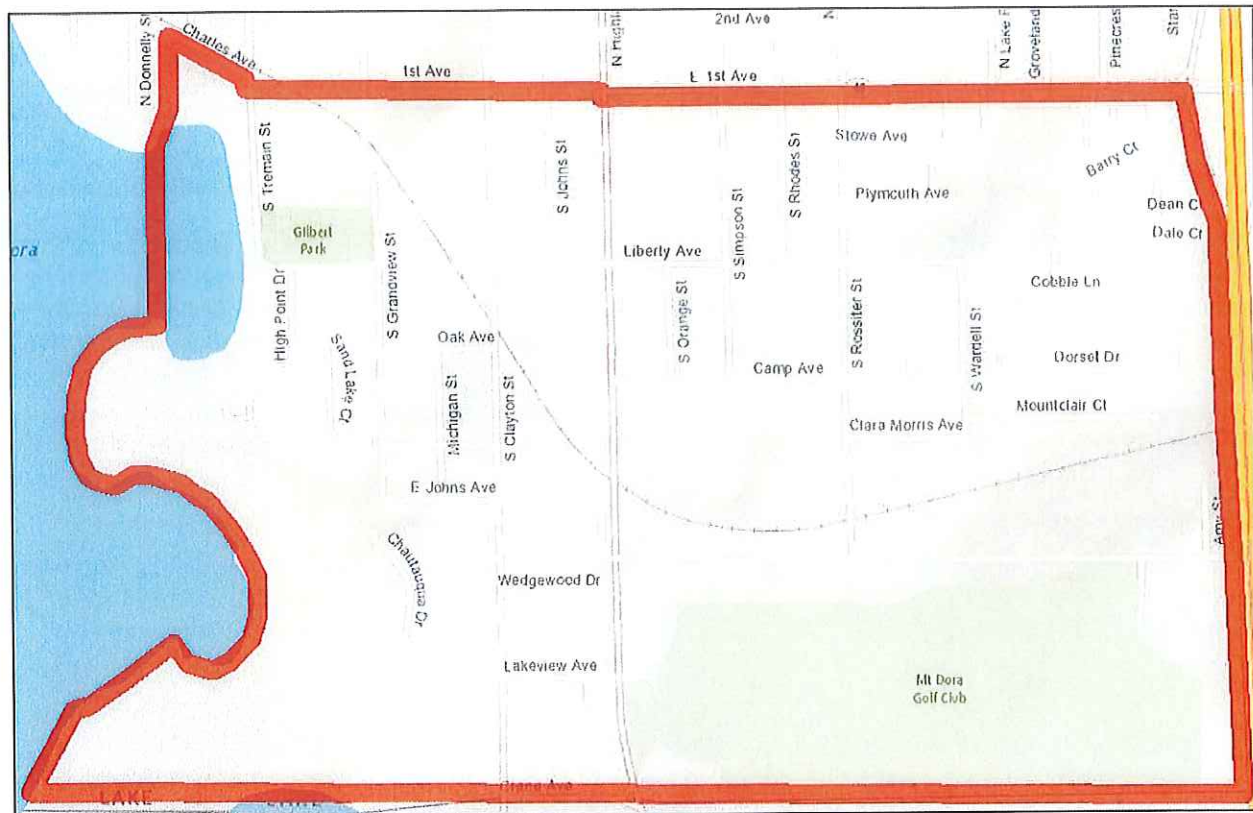
Appendix B – City Map



Zone 1



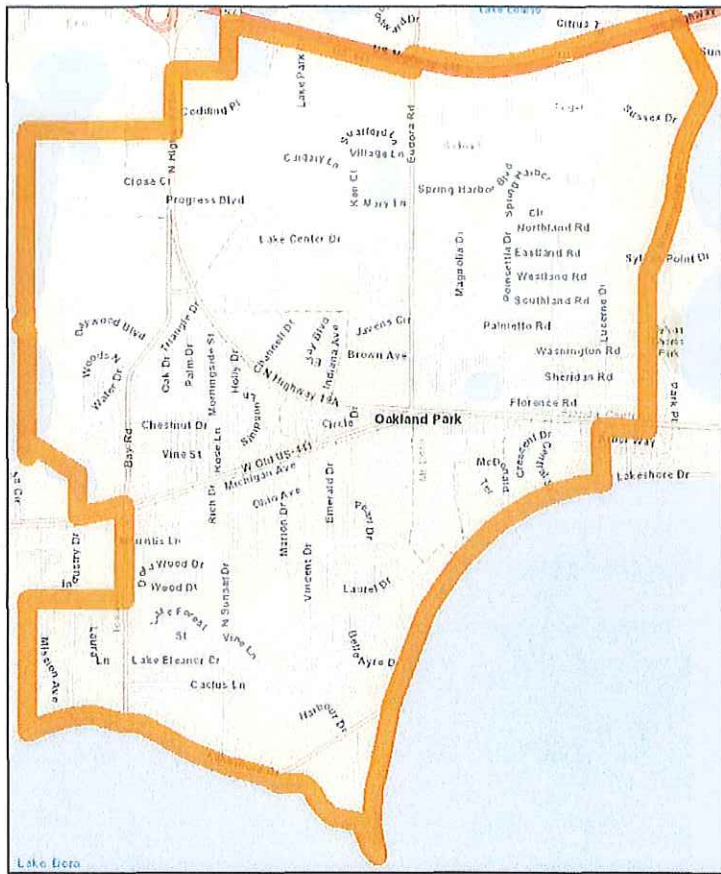
Zone 2



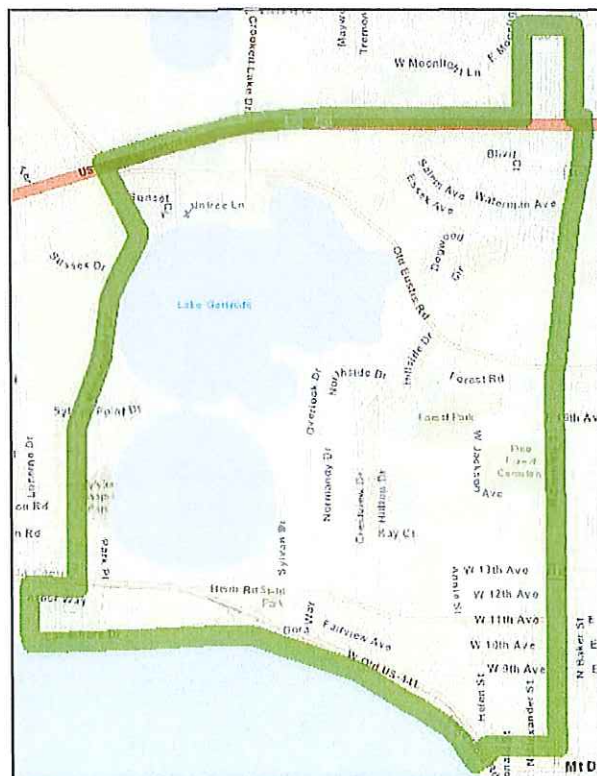
Zone 3



Zone 4

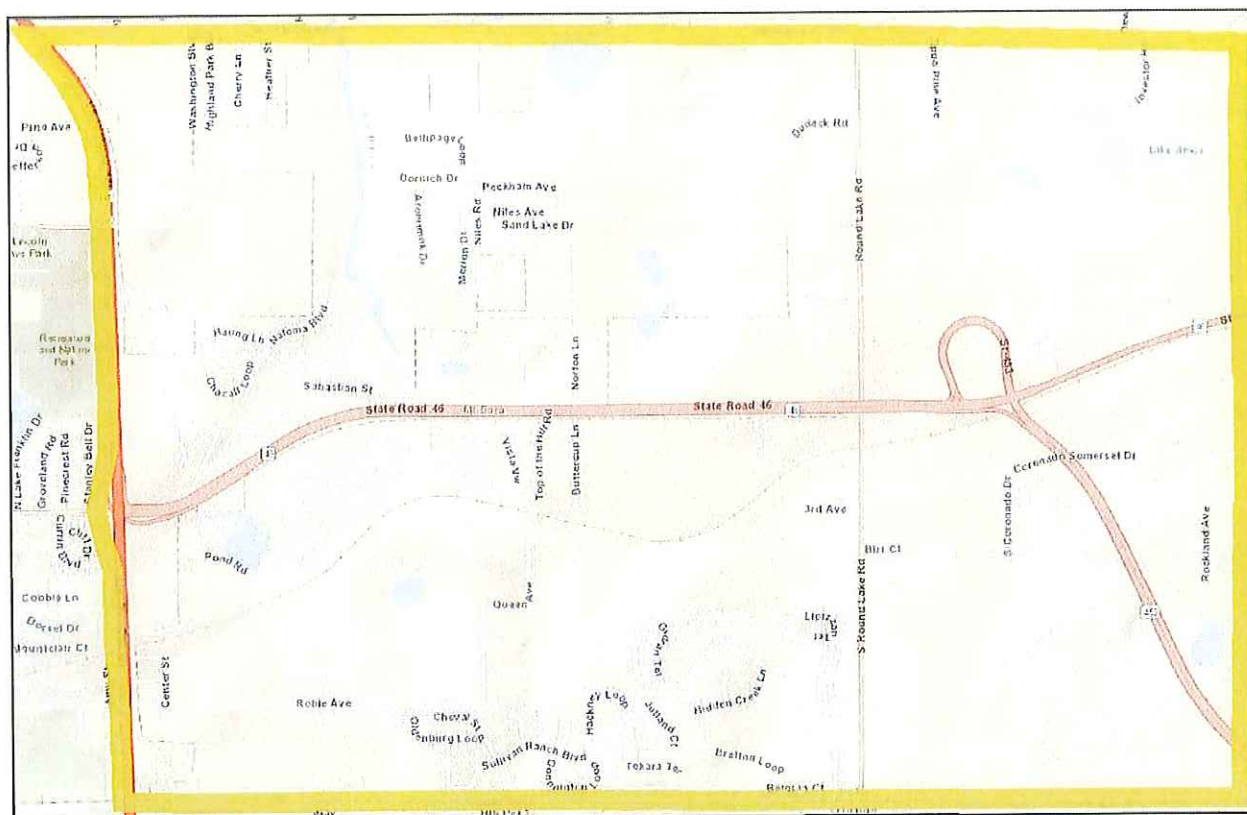


Zone 5



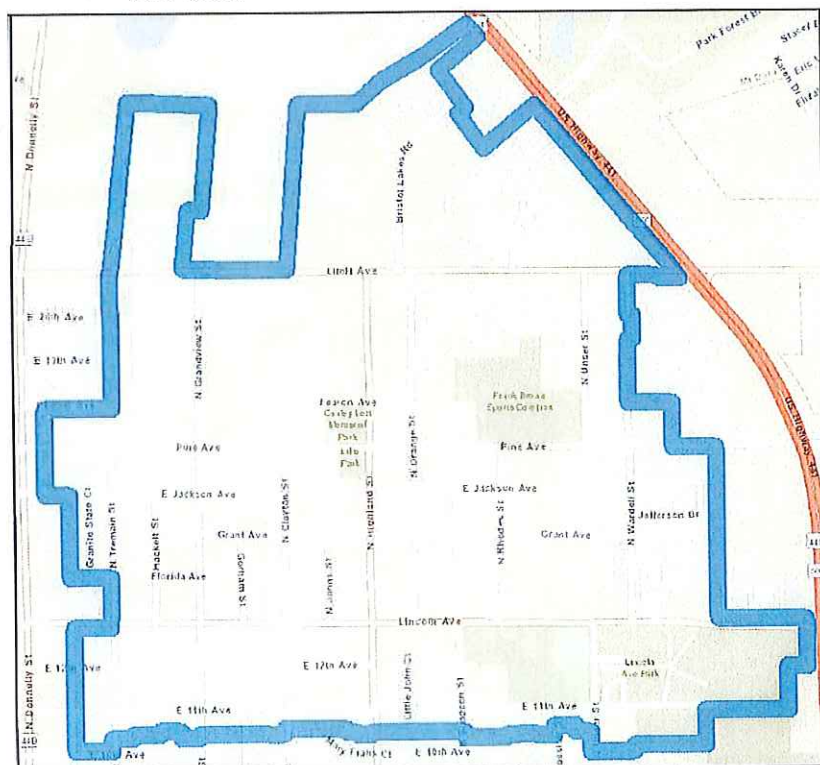
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Zone 8

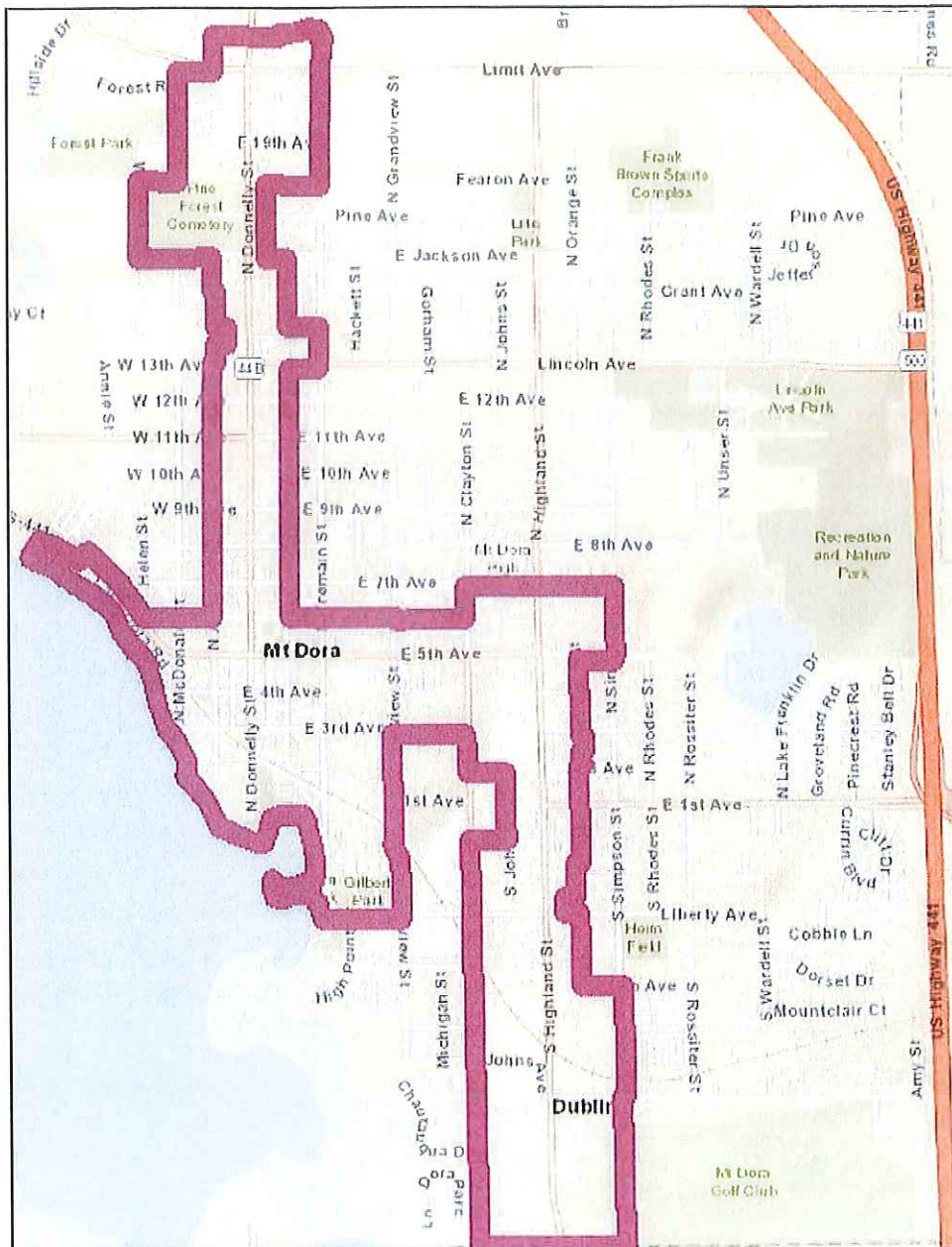


Special Districts

- NE CRA



- CRA



Appendix C – Radio Information

DO's and DON'Ts of Radio Communication

DO's

Perform radio checks – Check to make sure your antenna is firmly attached and operational. Ensure your battery is charged. Confirm you are on the correct channel.

Be Prepared – Before you key up, gather your thoughts about what you are going to say. Many people with radios have a tendency to talk too much. Say what you need to say without unnecessary information. Write it down if needed.

Use Proper Radio Etiquette – ALWAYS sound pleasant and professional. Remember, you are representing the entire Police Department. Everyone is listening.

Hold the PTT Button down for at least 1 second – One of the most common errors made is starting your transmission before the radio is fully keyed up. Listen for the tone.

Identify Yourself – Identify yourself at the beginning of the transmission to make sure the Comm Center knows who they are speaking with.

Listen – Listen before transmitting. Do not key up when a channel is on Emergency Traffic (10-33). If there is Emergency Traffic. Do not talk over someone else.

Speak Clearly – Speak slowly, distinctly and clearly. Do NOT speak too fast. Pause when necessary. For some, this takes a lot of practice and conscious effort. You CAN do it!

Sound Alert – Nothing destroys confidence as much as a bored or frightened sounding radio operator. Have strength and confidence in your voice.

Always know your location – Know where you are. Always keep a sharp lookout for landmarks just in case you are in an unfamiliar location.

Phonetic Alphabet – Use the proper Phonetic Alphabet.

Stay Calm – When using the radio, speak calmly. Excitement/panic in your voice can cause your transmission to be difficult to understand.

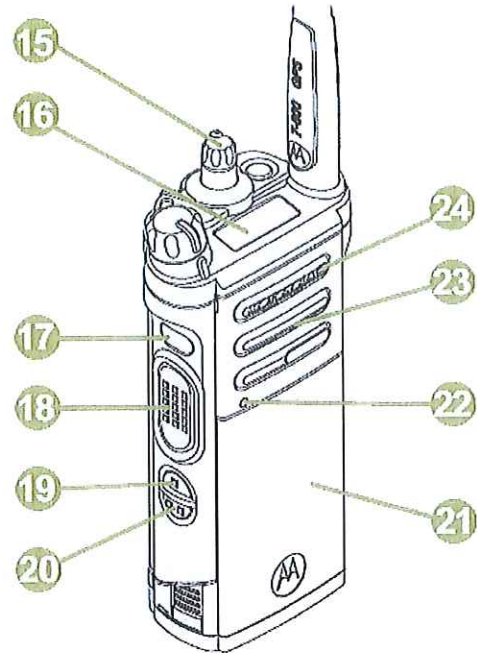
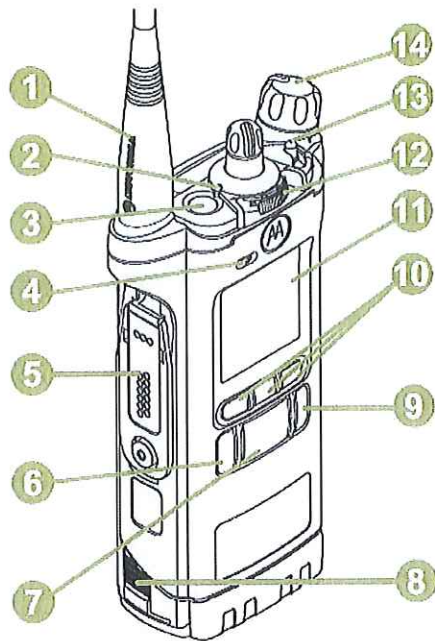
DON'Ts

Have anything in your mouth – Chewing gum, chewing tobacco/dipping or eating tends to clutter up the clarity of your speech. Make sure your mouth is clear.

Lose your patience – Frustration is not necessary and not acceptable in ANY communication.

Interrupt – Do not interrupt someone else's transmission, unless it is an emergency.

APX 6000 Model 2 Parts and Control Quick Reference

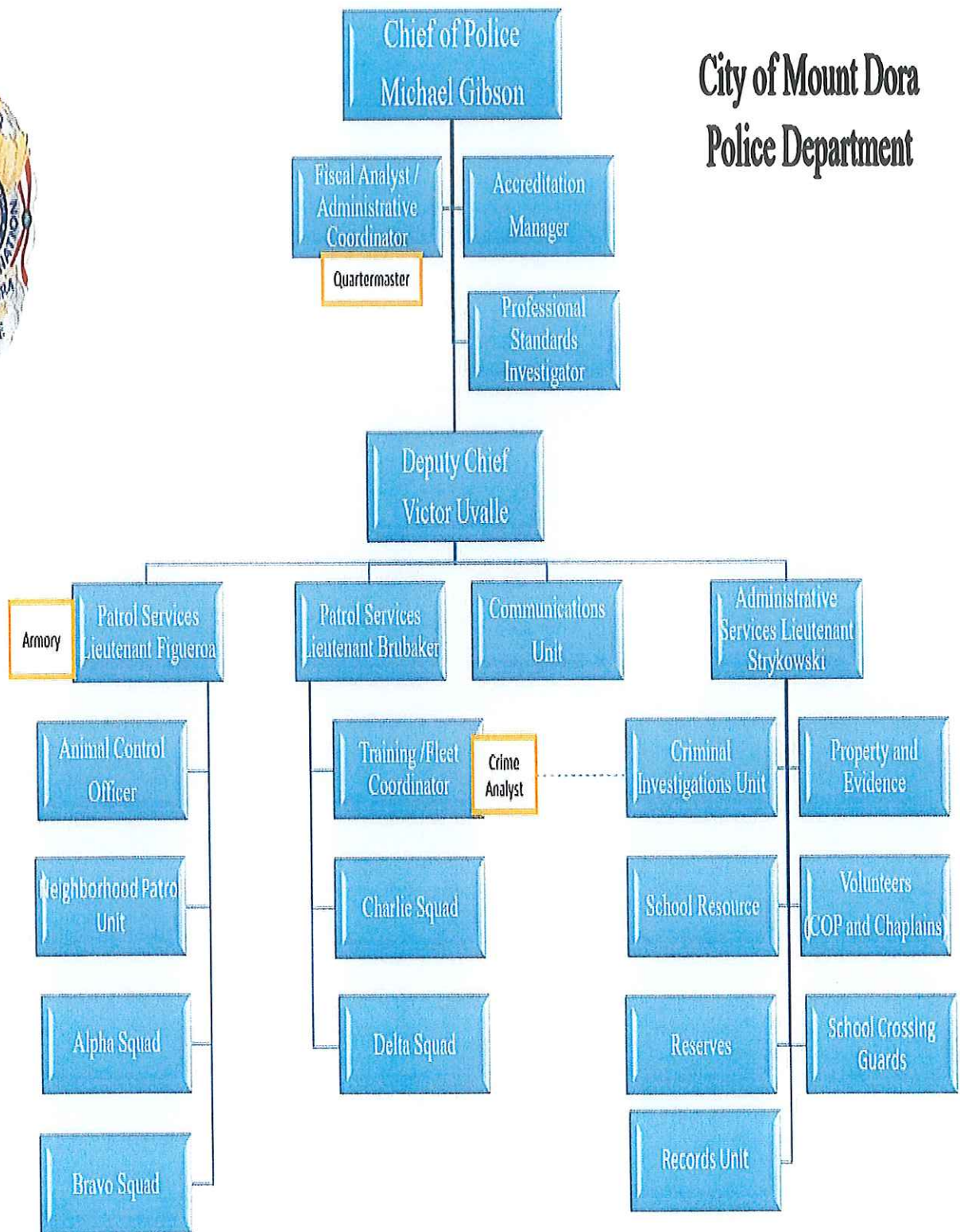


1 – Antenna	9 – Unused	17 – Backlight On
2 – LED	10 – Soft Keys	18 – Push-to-talk (PTT) Button
3 – Emergency Button	11 – Main Display	19 – Do Not Use
4 – Microphone	12 – Scan On/Off Selector	20 – Do Not Use
5 – Shoulder Mic Connector	13 – Keypad Lock (A/B = Off, C = On)	21 – Battery
6 – Home Button	14 – Power On/Off, Volume Knob	22 – Bluetooth pairing indicator
7 – 4-Way Navigation Button	15 – Channel Selector	23 – Main Speaker
8 – Battery Latch	16 – Top Display	24 – Microphone

Appendix D – Organizational Chart



City of Mount Dora Police Department



Revised 01/2023

C

C

C

Appendix H – Minimum Patrol Vehicle Equipment List

- ___ Cones (6x)
- ___ Fire Extinguisher
- ___ First Aid Kit
- ___ Flares (6x)
- ___ Fuel Card
- ___ Latex Gloves
- ___ Insurance Card
- ___ Vehicle Registration
- ___ Paper Towels
- ___ PPE Kit
- ___ Raincoat
- ___ Traffic Vest
- ___ Traffic Wand

A. Ending your shift:

- Always allow time to refuel your vehicle. The next user is depending on a fully fueled vehicle. It affects our ability to carry out our support mission.
- Vacuum interior while at the pumps or at the region office; leave no trash in vehicle.
- Return the vehicle to Police Department, BACK it in. Be sure the vehicle doors are locked.
- Log equipment in (radios/flashlights.)
- Return vehicle key to key hook.
- Complete the vehicle checkout log sheet (hours/notes/etc.).
- Enter number of hours worked.
- Go out of service using whichever method you used to go in service; (10-7) on the radio.



CITIZENS ON PATROL
MOUNT DORA

Field Training Checklist

Effective January 2023

COP Trainee: _____ Radio ID: _____ Region: _____

I. ORGANIZATION

I.	<u>Command Structure</u>	<u>Trainee</u>	<u>Trainer</u>	<u>Date</u>
a.	Chief	_____	_____	_____
b.	Deputy Chief	_____	_____	_____
c.	Captain	_____	_____	_____
d.	Patrol Lieutenants	_____	_____	_____
e.	Program Coordinator	_____	_____	_____
f.	Shift Sergeants	_____	_____	_____
g.	Shift Corporals	_____	_____	_____

II.**Geographical Area**

- a. Mount Dora County Limits
- b. MDPD Regions and Limits
- c. Community Service Areas (CSA's)
 - Main Industrial/Business Areas
 - Residential Neighborhoods
 - Shopping Areas
- d. Main Roads/Intersections
- e. School Crossings
- f. Other Specific Patrol Areas

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

III.**ID Numbers**

- a. Sections
- b. Z Numbers
- c. A/B C/D Shifts
- d. Shift Rotation
- e. Others
- f. Miscellaneous ID Numbers

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

II. ADMINISTRATIVE

I. <u>Police Headquarters</u>	<u>Trainee</u>	<u>Trainer</u>	<u>Date</u>
a. Records	_____	_____	_____
b. Mailboxes	_____	_____	_____
c. Financial Analyst	_____	_____	_____
d. Communications	_____	_____	_____
e. Fleet/Admin Assistant/Training	_____	_____	_____
f. Material Supply (Quartermaster)			
g. Patrol Room	_____	_____	_____
h. Training/Community Room	_____	_____	_____
i. Parking Facilities and Regulations	_____	_____	_____
j. Offices	_____	_____	_____
k. Copy Machine	_____	_____	_____
l. Restrooms	_____	_____	_____
m. Bulletin Boards	_____	_____	_____
n. Supplies	_____	_____	_____
o. Shredder Box	_____	_____	_____
p. Office/Desk	_____	_____	_____
q. Equipment Storage	_____	_____	_____
r. Bulletin Board	_____	_____	_____
s. Sign-out Logs	_____	_____	_____

III. Patrol Preparation

I. <u>Scheduled Patrol Time</u>	<u>Trainee</u>	<u>Trainer</u>	<u>Date</u>
a. Patrol Vehicle Reservation Procedure	_____	_____	_____
II. <u>Uniforms</u>			
a. Uniform Polo			
• Yellow/Black COP Polo Shirt	_____	_____	_____
• Black Tactical Pants	_____	_____	_____
• Black Belt/Shoes/Socks	_____	_____	_____
• Black Tee Shirt	_____	_____	_____
• Agency Issued ID Card Displayed	_____	_____	_____
III. <u>Personal Appearance (Refer to GO 208)</u>			
a. Hygiene	_____	_____	_____
b. Haircut/Hairstyle/Facial Whiskers	_____	_____	_____
c. Jewelry/Make-up	_____	_____	_____
IV. <u>Personal Equipment</u>			
a. Jacket (Agency Issued)	_____	_____	_____
b. Black Ink Pen/Notebook	_____	_____	_____
c. ID Card/Access Card	_____	_____	_____
d. Patrol Manual/Guidebook	_____	_____	_____
e. 10 Codes/Dispatch Signals	_____	_____	_____
f. PPE (Rubber Gloves, etc.)	_____	_____	_____
g. Flashlight	_____	_____	_____

IV. Communications Equipment

I. <u>Portable Radio</u>	<u>Trainee</u>	<u>Trainer</u>	<u>Date</u>
a. Check for proper operation before patrol	_____	_____	_____
b. Region Channels	_____	_____	_____
c. Proper Microphone Position	_____	_____	_____
d. Always Inform Dispatcher of Status	_____	_____	_____
e. Radio Programming	_____	_____	_____
f. Emergency Button	_____	_____	_____
g. 2m 2MD	_____	_____	_____
h. End of Shift Procedure	_____	_____	_____
II. <u>Computer</u>			
a. PowerDMS	_____	_____	_____

V. Patrol Vehicle

I. <u>Inspection</u>	<u>Trainee</u>	<u>Trainer</u>	<u>Date</u>
a. Lights – Operational/Emergency	_____	_____	_____
b. PA System	_____	_____	_____
c. Horn / Air Horn	_____	_____	_____
d. Brakes	_____	_____	_____
e. Oil Level	_____	_____	_____
f. Windshield Wipers/Washers	_____	_____	_____
g. Air Conditioner/Heater	_____	_____	_____
h. Damage	_____	_____	_____
i. Tires (Visual Inspection)	_____	_____	_____
II. <u>Equipment</u>			
a. Fire Extinguisher	_____	_____	_____
b. Flares	_____	_____	_____
c. Safety Equipment	_____	_____	_____
d. First Aid Kit	_____	_____	_____
e. Latex Gloves	_____	_____	_____
f. PPE Kit	_____	_____	_____
g. Flashlight	_____	_____	_____
h. Minimum Inventory	_____	_____	_____
III. <u>Safety/Traffic Control</u>			
a. Safety Vest	_____	_____	_____
b. Traffic Wand	_____	_____	_____
c. Traffic Cones	_____	_____	_____
d. Rain Coats (in cars or office)	_____	_____	_____
IV. <u>Vehicle Maintenance</u>			
a. Wright Express Gas Card	_____	_____	_____
b. 5k/10k Mile Check Up	_____	_____	_____
c. Tire Repair	_____	_____	_____
d. Minor Repairs – Fleet Department	_____	_____	_____
e. Interior/Exterior Appearance (keep it clean)	_____	_____	_____

VI. General Patrol Procedures

I. <u>Driving Techniques</u>	<u>Trainee</u>	<u>Trainer</u>	<u>Date</u>
a. Proper Driving Habits	_____	_____	_____
b. Beware of Public Perception	_____	_____	_____
c. Observe ALL Traffic Laws	_____	_____	_____
d. Defensive Driving	_____	_____	_____
e. Driving in Inclement Weather	_____	_____	_____
f. Proper Parking	_____	_____	_____
g. Remove Keys	_____	_____	_____
h. Locking Vehicle	_____	_____	_____
i. Driving & Parking in Emergencies	_____	_____	_____
j. Proper positioning of vehicle	_____	_____	_____
k. No texting while driving	_____	_____	_____
II. <u>Purposes of Patrol</u>			
a. Observation	_____	_____	_____
b. Deterrence / Presence	_____	_____	_____
c. Detection	_____	_____	_____
d. Serving	_____	_____	_____
e. Documentation	_____	_____	_____
III. <u>Communications: Procedures</u>			
a. Ten Codes / Signals / Disposition Codes	_____	_____	_____
b. Use of Normal Voice Tone	_____	_____	_____
c. Check Radio if Long Period of Silence	_____	_____	_____
d. Conscious Status of Other Units	_____	_____	_____
e. Important Transmissions Priority	_____	_____	_____
f. No Unnecessary Transmissions	_____	_____	_____
g. Meaning of "Mount Dora"	_____	_____	_____
h. Contacting another unit	_____	_____	_____
i. Accepted Phonetic Alphabet	_____	_____	_____
j. Procedure for Relaying License Tags	_____	_____	_____
IV. <u>Common Signal Codes Scenarios</u>			
a. Traffic Accidents: S-04	_____	_____	_____
b. Missing Person: S-08	_____	_____	_____
c. Erratic Driver: S-12	_____	_____	_____
d. Suspicious Vehicle/Persons: S-13	_____	_____	_____
e. Road Obstruction: S-16	_____	_____	_____
f. Area Patrol: S-99	_____	_____	_____
g. Disabled/Abandoned Vehicles: S-94 / S-11	_____	_____	_____
V. <u>Obtaining Support Services</u>			
a. Tow Truck (Owner Request or Rotation)	_____	_____	_____
b. Fire Department/Ambulances	_____	_____	_____
c. Other Services (Animal Control/Utilities)	_____	_____	_____

[illegible]

Comments:

[illegible]

COP Field Training Signature Page

Trainee Name: _____ **COP ID:** _____

I acknowledge that I have reviewed GO 318 Citizens on Patrol. I have been shown how to access the General Orders and Standard Operating Procedures utilizing PowerDMS. I understand that it is my ultimate responsibility to become familiar and continue to remain current with these orders and review them as they are revised periodically. I understand and acknowledge that should my driver's license be suspended or revoked for any reason, I will notify my COP Coordinator immediately and suspend any COP activity until such time as I am reinstated by the MDPD. Failure to do so may result in my termination from the program.

I have been instructed in all items listed in this Field Manual.

Signature of COP

Date

This training checklist confirms successfully completing the field training portion for MDPD Citizens on Patrol. Along with the successful completion of the classroom training completed on _____ this trainee meets the requirements identified in the MDPD COP GO 318 for training to be fully recognized and function as a MDPD Citizens on Patrol volunteer.

Signature of COP Coordinator

Date

I have reviewed this Field Training Checklist and personally met with Trainee/COP and hereby authorize the above-named COP Trainee to drive COP Vehicles solo. This file will be forwarded to the Human Resources Division to be placed in the COP's personnel file.

Signature of Program Coordinator

Date

Scanned into the trainees file on _____ by _____

MOUNT DORA POLICE DEPARTMENT
General Order - 318
Citizens on Patrol

Effective Date: July 13, 2022
Review Responsibility: COPS Coordinator
Scope: All Personnel

Revision Date: New
Review Month: July

Table of Contents:

318.01 Duties and Responsibilities

318.02 Organization

318.03 Records

318.04 Uniforms

318.05 Application Process

318.06 Requirements

318.07 Conduct

318.08 Training

318.09 Responsibilities

318.10 Forms and Reports

318.11 Vehicle Use

318.12 Night Operations

Directive Statement: It is the procedure of the Mount Dora Police Department to utilize Citizens on Patrol (COP) members to meet the needs of the community and further promote the department's philosophy on Community Oriented Policing. The purpose of this policy is to establish guidelines for all COP members in the performance of their volunteer duties.

318.01 Duties and Responsibilities: COP members are not sworn officers and have no law enforcement authority. At no time and under no circumstances will members identify themselves as law enforcement officers or represent themselves in any context that might lead persons to believe that they have law enforcement authority. Each member shall act as the "eyes and ears" for the agency.

The primary functions of the COP program include, but are not limited to, these duties in their assigned neighborhood:

- a. Observing for possible criminal activity or persons needing assistance
- b. Increasing visible patrols in the neighborhood
- c. Reporting suspicious or criminal activity
- d. Enforcing parking ordinances when appropriate
- e. Providing assistance to the public

Additional duties will be determined by the Chief of Police or their designee.

318.02 Organization: COP members shall follow the chain of command to confirm consistency with the program. The agency COP Coordinator will be a designee of the Chief and is responsible for the daily operation of the COP members. In the absence of the COP Coordinator, the on-duty supervisor shall maintain responsibility for COP members.

The COP Coordinator responsibilities shall include, but are not limited to:

- a. The daily operation of the COP members.
- b. Acting as liaison between the agency and COP members.
- c. Maintaining data reflecting the monthly work product of COP members.
- d. Scheduling all mandatory training as required by the agency.

COP members shall:

- a. Patrol their respective districts.

MOUNT DORA POLICE DEPARTMENT
General Order - 318
Citizens on Patrol

- b. Complete required paperwork.
- c. Schedule their own patrol hours.
- d. Enforce parking ordinances, after receiving formal training. Any parking citation issued will be reflected in the monthly statistics.
- e. Be available to assist patrol in directing traffic at an accident scene or special event when requested.
- f. Be available to assist with any special detail they are requested.

318.03 Records: Personnel and training records will be maintained in accordance with agency policies and procedures. The COP Coordinator shall maintain all statistical records detailing the activities of the program, as well as information relating to recruitment and applications of personnel for the program. All COP members are responsible for properly recording their hours worked and actions taken and for the timely submission of the data to the COP Coordinator.

318.04 Uniforms: Members of the program shall not be equipped with, carry, or have access to weapons, handcuffs or chemical spray of any type.

Any issued uniforms shall be distinctly different from those worn by sworn members of the department, and clearly identify the wearer as a member of the COP program.

The issued clothing shall be the only acceptable attire for members of the program while on-duty. Members shall not wear their issued clothing when not on-duty, except when traveling directly to and from their residence to their assigned area of patrol. Members shall also maintain appropriate agency credentials at all times while on-duty, and ensure their uniforms maintain a neat, clean and orderly appearance.

If a COP member is terminated from the program, whether voluntarily or involuntarily, all uniforms and equipment shall immediately be returned to the COP Coordinator for reallocation or destruction.

318.05 Application Process: The application process shall be handled by the COP Coordinator, in accordance with General Order 115 – Recruitment and Selection. All COP members shall meet the following minimum requirements for membership:

- a. Must be twenty-one years of age or older.
- b. Must not have been dishonorably discharged from the United States Armed Forces.
- c. Must not have been convicted of a misdemeanor involving moral character, perjury, or false statements as outlined in the Florida Statutes.
- d. Must not have been convicted of or have plead no contest to a felony, or any offense which would be a felony if committed in Florida.
- e. Must not have used any controlled substance within the past two years other than prescription drugs under the guidance of a licensed physician.
- f. Must not be addicted to any legal or illegal substance including alcohol, or prescription drugs.
- g. Must possess a valid Florida Driver's License. A history of negligent driving will disqualify an applicant from the COP program. Unlicensed applicants may be considered but will be restricted to riding as a passenger only. If licensed out of state, COP members must obtain a Florida Driver's License within 10 days prior to appointment.
- h. Must have an application on file with the department.
- i. Must be able to perform the essential functions of their assigned duties.
- j. Successfully complete Mount Dora Police Department's hiring process.
- k. Successfully complete Law Enforcement Vehicle Operations (LEVO) training.

318.06 Requirements: The hours of patrol will be determined by each individual COP member and relayed to the COP Coordinator. A schedule shall be maintained and made available to all COP members by the

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COP Coordinator. COP members shall attend department training as deemed necessary by the COP and Training Coordinators.

318.07 Conduct: COP members represent the agency while acting in their official capacity and must conduct themselves in such a manner as to demonstrate the highest standards of professionalism. These standards of conduct shall include, but not be limited to, the following:

- a. Members shall be polite and courteous to the public at all times.
- b. Members shall restrict their activity to those tasks and duties which do not require a sworn law enforcement officer.
- c. Members will not deviate from their duties as stated in this General Order.
- d. While on-duty, members shall display their agency issued identification with them.
- e. Members shall not display their identification or uniform to secure special privileges or personal gain.
- f. A member's position within the agency may provide him/her with access to confidential or sensitive information. Such information will not be divulged to unauthorized persons.
- g. No member shall report for duty while under the influence of alcohol or narcotics.
- h. No member shall consume alcohol or narcotics while on-duty. This includes prescription narcotics which significantly affect the ability to perform assigned duties.
- i. Members shall respond to the COP Coordinator's request for information concerning citizen complaint investigations on COP members. Investigations may require verbal and written information which will be provided if required or requested by the COP Coordinator or designee.
- j. While on-duty, members shall not carry firearms or other weapon on their person or in agency vehicles or facilities. This shall include any member who has been issued a Florida State concealed firearm permit.
- k. Any agency supervisor has the authority to suspend a COP member who is observed violating any laws, rules, regulations or policies of the agency.
- l. The agency reserves the right to dismiss any COP member with or without cause.

318.08 Training: No COP member shall perform duties in any capacity until they have satisfactorily completed the requisite agency prescribed training. This training will include, but not be limited to, the following:

- a. Orientation on agency policies/procedures and scope of authority
- b. FCIC/NCIC Security Awareness Training Level
- c. First aid and CPR
- d. Exposure Control
- e. Traffic Control
- f. Observation of criminal and suspicious activity while on-duty.
- g. Radio Communications.
- h. Recognizing and avoiding hazardous situations.
- i. Sexual Harassment.
- j. LEVO Training.
- k. Municipal Ordinance Training
- l. Completion of agency forms.

318.09 Responsibilities: COP members shall be responsible for the following while on-duty:

- a. Contacting communications prior to the start of their patrol. The member's radio call number, patrol location, vehicle number, and cellular phone number will be provided. The name and cellular phone number of the on-duty supervisor will be obtained.
- b. Members shall complete all paperwork prior to the end of shift.

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- c. Upon completing a shift or assignment, COP members shall fuel the vehicle used and return said vehicle to the police department. Prior to going out of service, each member shall check out with Communications.
- d. Members shall patrol areas assigned by the COP Coordinator and perform duties as directed.
- e. When members observe any suspicious or criminal activity, they shall immediately withdraw to a position of safety and contact Communications and request law enforcement assistance.
- f. Members shall not deliberately or knowingly exhibit themselves to any dangerous situations nor approach suspicious persons or vehicles.
- g. Members shall not conduct traffic stops under any circumstances.
- h. Members shall never operate the agency vehicle in an emergency capacity.
- i. Members shall comply with all applicable traffic laws when operating agency vehicles.
- j. Members shall not conduct interrogations, field interviews, or any other act, which would imply, directly or indirectly, that they are a law enforcement officer taking enforcement action.
- k. Members shall not represent themselves as law enforcement officers.
- l. Members shall be in proper attire and have their identification cards with them at all times while on-duty.
- m. Members shall not be armed or have in their possession any weapon, either personal or agency owned.
- n. Members shall comply with applicable agency directives, laws, and local ordinances.
- o. Members shall not respond to the scene of police investigations or apprehension efforts unless directed by the on-duty supervisor.

318.10 Forms and Reports: Each COP member shall be responsible for utilizing the proper agency issued forms. All current agency forms will be maintained and issued to the COP member by the COP Coordinator or designee.

318.11 Vehicle Use: The Mount Dora Police Department provides vehicles to support the COP Program. These vehicles are clearly marked and are readily distinguishable from law enforcement vehicles. COP members shall adhere to the following guidelines while operating COP vehicles:

- a. The use of the light bar is strictly prohibited except for traffic control and hazardous road conditions or when approved by the COP Coordinator or designee.
- b. No pursuits, chases, or vehicle stops will be permitted while operating agency vehicles.
- c. All members must wear seat belts while operating a vehicle.
- d. Members shall not add to, take away from, or modify any equipment or any other device installed on an agency vehicle.
- e. No emergency signaling lights, devices, or markings will be utilized except those supplied by the agency.
- f. Vehicles supplied by the agency will be utilized only for approved purposes.
- g. Members shall carry and monitor only agency issued equipment while on patrol. Personal radios or scanners are not permitted within agency vehicles.

Prior to driving the vehicle, members shall perform the following maintenance safety checks:

- a. Check all fluid levels on the vehicle.
- b. Check tires for proper inflation and excessive wear.
- c. Check for damage and faulty equipment such as headlights and wipers
- d. Ensure all equipment, i.e., raincoats, traffic vests, flashlight, etc., are present within the vehicle.
- e. Note all of the above checks and report any problems discovered to the COP Coordinator, who shall arrange for repairs to the vehicle prior to its use.

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318.12 Night Operations: Hours of operation will be decided by each individual COP member. If deemed necessary, nighttime operations will be restricted to two members patrolling together in a properly marked COP vehicle.

Members may assist at vehicle crash scenes if necessary. Members shall assist at crash scenes at night only if they are properly equipped with reflective vest, flashlight, and cones. Members shall contact Communications as well as the on-duty supervisor to advise them of their location.



Michael Gibson
Interim Chief of Police



CITY OF
MOUNT
DORA

Volunteer Application

Please return to Human Resources 510 N Baker St. upon completion.

Name: _____
Last First Middle

Address: _____
Street City State Zip Code

Telephone Number: _____ Email Address: _____

Are you at least 16 years of age?

Yes ☐ No ☐

What is your education level?

High school (currently a student) ☐ High school Diploma ☐ Bachelor's Degree ☐ Other ☐

Have you ever been convicted of a crime or been a defendant in a civil action for an intentional tort?

Yes ☐ No ☐

If yes, please explain

Have you ever been employed by the City of Mount Dora?

Yes ☐ No ☐

If yes, please indicate date(s) of employment, department/division, positions and reason for leaving.

Please indicate your primary volunteer area of interest:

☐ Library ☐ Parks ☐ Recreation ☐ Special Events ☐ Other (_____)

Past job experience/education/talents that might be helpful in your volunteer work:

If required for the position, do you have a valid driver's license? Yes ☐ No ☐

Are any members of your family or relatives (by blood or marriage) employed by the City of Mount Dora?

Yes ☐ No ☐

If yes, please indicate their name(s), department/division and relationship

Are there any types of assignments you do not want to work?

Yes ☐ No ☐

If yes, please explain

Number of hours per week you wish to volunteer:

Number of hours you need to complete a program (such as Bright Futures):

Days and hours you can volunteer:

Please provide any additional information that you would like The City of Mount Dora to consider:

We appreciate your interest in volunteering for the City of Mount Dora.

You will find our City offices and departments to be pleasant, rewarding places in which to spend your volunteer time. As follow-up to this application, you may be required to attend an in-person or telephone interview, and by providing your signature below, give the City of Mount Dora authority to conduct a background check.

I authorize any person, school, current employer (except as expressly noted), past employer(s), and organizations named in this application form or other documentation, to provide the City with relevant information and opinion, personal or otherwise, that may be useful in making a decision regarding my volunteerism. I release all parties from all liability for any damage that may result from furnishing information and opinion to you.

In consideration of allowing me to volunteer, I agree to obey the rules and standards of conduct for the City of Mount Dora. I understand that nothing contained in this application or in the potential interview process is intended to create a contract between the City and myself for either employment or for the providing of any benefits. I agree that my volunteer activities may be terminated at any time, for any reason, at the option of myself or the City. This constitutes my entire agreement with the City of Mount Dora with regard to the length of my volunteer activities.

Public Relations Policy

A. The City's volunteers shall at all times be courteous, friendly, and helpful to all persons seeking help or information.

B. As information concerning subjects under discussion by the City Council is unreliable unless confirmed by the Mayor or designee, premature discussion of such subjects may cause misunderstanding and confusion. Therefore, volunteers shall courteously decline to reveal or discuss subject matter yet to be confirmed, and should refer interested persons to the proper department head, City Manager or the Mayor.

C. No volunteer shall publish a news release or represent the position of the City to the news media unless authorized to do so by the Mayor or the Mayor's designee.

Dress and Appearance

Volunteers' assigned duties dealing with the public should be properly groomed and wear neat attire that is appropriate for their designated environment.

By signing below, I authorize and release the City of Mount Dora to perform a thorough background investigation which may include: Checking Criminal History, Social Security Validation, Driving Record, Drivers License Validation, DCF background check and other background check deemed necessary.

The City of Mount Dora may collect your Social Security Number for the following purposes: Classification of Accounts; Identification and Verification; Credit Worthiness; Billing and Payments; Data collection; Reconciliation; Tracking; Benefit Processing; Tax Reporting and Background Checks. Social Security numbers are also used as a unique numeric Identifier and may be used for search purposes.

Signature

Date

Emergency Contact Information For:

Name of Volunteer Applicant: _____

Name(s):

Relationship:

Phone Number 1:

Phone Number 2:

Address:

City:

State:

Zip:
