


FLORIDA HIGHWAY PATROL POLICY MANUAL

	SUBJECT COMMAND NOTIFICATION	POLICY NUMBER 4.02
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4.02.01 PURPOSE

To provide guidelines and procedures for notifying command personnel of critical incidents, as defined by this policy, encountered or experienced by Division personnel.

4.02.02 POLICY

The need to notify command personnel of a critical incident encountered or experienced by Division personnel is predicated on the effect the incident may have on the Patrol and its personnel. When any member is not sure whether to notify the next level of command of a critical incident, the issue shall be resolved in favor of notification.

4.02.03 DEFINITIONS

CRITICAL INCIDENT – For the purpose of this policy, a critical incident is an occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. For example, incidents may include critical public health and medical emergencies, war-related disasters, terrorist threats/attacks, urban and wildfires, smoke/fog conditions affecting roadways, hurricanes/tropical storms/floods, tornadoes, nuclear accidents, aircraft accidents, hazardous material spills. Major planned events and law enforcement incidents requiring an emergency response may also be included. Any event or incident involving Division personnel that results in a death/serious injury or that may result in questions regarding agency liability or heightened media coverage is considered a critical incident. This definition does not include routine serious traffic crashes.

4.02.04 PROCEDURES

A. GENERAL NOTIFICATION PROCEDURES

1. The chain of command shall serve as the course through which command personnel are normally notified of incidents. If an employee's supervisor is not available, the next level in the employee's chain of command shall be contacted.

2. Each level in the chain of command shall determine the urgency of notifying the next level of command.
3. The preferred method of notification is in-person or by telephone. However, other technology may be used including but not limited to, text messaging, email, fax, mobile radio, or Mobile Data Computer (MDC).
 - a. Email, fax, and text messaging are useful when more than one person needs to be made aware of an incident.
 - b. Email and fax may have limited application after normal business hours.
4. If a notification method other than in-person or telephone is used, the notification shall include a direct telephone number for a supervisor that is knowledgeable and can provide additional information on the incident.

B. DIRECTOR NOTIFICATION

1. Notifying the Director of Critical Incidents
 - a. The Director shall be notified immediately of the following types of critical incidents:
 - (1) Death or serious injury of an employee
 - (2) Involvement of an employee in the death or serious injury of another
 - (3) Discharge of a firearm not during training or qualifications
 - (4) Arrest of an employee on any charge
 - (5) Involvement of an employee in any incident involving domestic violence
 - (6) Arrest of a prominent or famous person by Division personnel
 - (7) Major fires or smoke/fog affecting roadways
 - (8) The prolonged closing and subsequent re-opening of a major highway
 - b. For other critical incidents, notification of the Director may be delayed until the next regular business day. If doubt exists regarding whether to immediately notify the Director, the issue shall be resolved in favor of immediate notification.

2. Notifying the Director of Vice, Narcotics, or Organized Crime Investigations
 - a. The Bureau Commander of the Bureau of Criminal Investigations and Intelligence shall ensure that the Director is informed of the initiation of any investigation involving vice, narcotics or organized crime. Periodic updates shall be provided as needed.
 - b. When a member of the Criminal Interdiction Unit or any other field trooper becomes involved in an on-going investigation involving vice, narcotics, or organized crime, the member's Troop Commander shall ensure that notification is made to the Director as soon as reasonable.
3. The Troop Commander, unless advised otherwise, will be responsible for notifying the Director of the Office of Professional Compliance for the following incidents to include, but not limited to:
 - a. Citizen complaint alleging serious misconduct or criminal activity
 - b. Pursuit resulting in death or injury to Trooper or another person
 - c. Use of control resulting in serious injury to Trooper or suspect
 - d. Arrest of any Division employee
 - e. Shooting incident involving FHP
 - f. Discharge of a firearm not during training/qualification

C. FHP NOTIFICATION AND REPORTING SYSTEM (FHPNRS)

1. The FHP Notification and Reporting System (FHPNRS) can be found at <http://safetynet/FHP/Pages/ReportNotify.aspx>.
2. In accordance with FHP Policy 17.29, the Troop Watch Supervisor shall ensure completion of appropriate entries in the FHPNRS prior to the end of his/her shift.
3. Listed below are typical, but not comprehensive, examples of FHPNRS entries. Refer to 4.02.04(B)(1)(a) above for other examples.
 - a. Crashes involving:
 - (1) A fatality or preliminary fatality
 - (2) A school bus occupied with children
 - (3) A patrol owned or operated vehicle

- b. Downed aircraft
 - c. Significant road closures, as per 17.29.04(D)
 - d. Amber Alerts
 - e. Motor vehicle and/or foot pursuits
 - f. Domestic security events
 - g. Arrest of Foreign National
 - h. All other significant and/or newsworthy events
 - i. Any event that a Troop Commander may require
4. A case number or Computer Aided Dispatch (CAD) incident number shall accompany each event entry in the FHPNRS for future retrieval and reference.