


# FLORIDA HIGHWAY PATROL POLICY MANUAL

	<b>SUBJECT</b> TROOP WATCH SUPERVISOR	<b>POLICY NUMBER</b> 17.29
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## 17.29.01 PURPOSE

This policy is intended to establish procedures and outline responsibilities to members who are assigned Troop Watch Supervisor duties.

## 17.29.02 POLICY

It is the policy of the Florida Highway Patrol to arrange to have a Troop Watch Supervisor (TWS) on duty to manage the operation of the shift throughout each troop on a 24-hour basis. In those instances that a Troop Watch Supervisor is not available, oversight of a critical incident shall rest upon the most senior ranking member on duty until such time that he/she is relieved from that responsibility by a supervisor. For the purpose of this policy, the term Troop Watch Supervisor (TWS) shall be used to encompass both instances.

## 17.29.03 OBJECTIVES

Troop Watch Supervisors shall ensure efficient and effective law enforcement activities, efficient personnel allocation, proper critical incident management, effective communications management and timely command staff notification of serious and newsworthy incidents. The Troop Watch Supervisor will carry out these duties through his or her own actions and by providing support, guidance and direction for other members and supervisors during their shift.

## 17.29.04 DEFINITIONS

- A. **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. This definition does not include routine serious traffic crashes.
  
- B. **INCIDENT COMMAND SYSTEM (ICS)** – A standardized, on-scene, all hazards incident management approach that:

1. Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.
2. Enables a coordinated response among various jurisdictions and functional agencies, both public and private.
3. Establishes common processes for planning and managing resources.

Members shall be familiar with FHP Policy 16.01 – Command Response to Disasters, Civil Disturbances and Other Emergencies (<http://safetynet/hsmvpolicies/AllPolicies/FHP/FHP%20Restricted/16-01.DOC>) in the event a critical incident escalates to the need for a formal ICS activation.

- C. **SIGNIFICANT ROAD CLOSURE** – For the purpose of this policy, a significant road closure is a road closure in excess of 20 minutes that occurs on a limited access highway or main arterial roadway that is the direct result of a critical incident.
- D. **TROOP WATCH SUPERVISOR (TWS)** – A supervisor assigned the role and responsibilities of providing command oversight for the troop.

#### **17.29.05 RESPONSIBILITIES**

##### **A. TROOP COMMANDER**

1. Troop Commanders are responsible for ensuring that a Troop Watch Supervisor is available and on duty with all shifts covered at all times.
2. The troop will not be without a TWS on duty. If the scheduled Captain, Lieutenant or Sergeant is not available due to illness, court or other extenuating circumstance, it is incumbent upon the Troop Commander to see that a suitable member be found from within the troop, and if necessary, from a neighboring troop to ensure coverage.

##### **B. REGIONAL COMMUNICATION CENTER DUTY OFFICER SUPERVISORS**

The Duty Officer Supervisor shall ensure on-going communications with the district supervision, Troop Watch Supervisor (TWS), and on-scene personnel during any critical incident, to include the closure and re-opening of roadways. All pertinent interactions shall be documented in the Computer Aided Dispatch (CAD).

##### **C. TROOP WATCH SUPERVISOR**

The Troop Watch Supervisor (TWS) shall manage the operation of the shift, including but not limited to, managing personnel allocation, overseeing proper critical incident management, maintaining effective communications management and providing timely command staff notifications. Specifically, in coordination with or in the absence of district supervision, the TWS will also perform the following duties:

1. Coordinate their efforts through the appropriate District Command Staff. However, in the event that a District Commander and District Lieutenant are unavailable, the TWS shall assume the supervisory duties and authority of the District Lieutenant until otherwise relieved. Generally, the TWS will not perform direct supervisory duties normally afforded to a district supervisor.
2. Monitor the appropriateness of zone assignments and provide for zone coverage in the event a zone is vacated.
3. Monitor communications between patrol officers and the Regional Communications Center, and ensure proper radio procedures by both sworn and non-sworn personnel.
4. Coordinate the dispatch order of calls for service during critical time periods and when the numbers of calls for service exceed the number of available units.
5. Coordinate assistance between districts when the need arises.
6. Manage critical incidents to ensure proper and effective response by zone units, supervisors and other emergency service agencies when requested by the FHP according to the procedures listed below in 17.29.06(A).
7. Ensure proper dissemination of information to the appropriate command staff.
8. Forward all media requests to the appropriate Public Affairs Officer (PAO) or designee.
9. Ensure completion of press releases generated by field personnel and the electronic posting or distributing to all appropriate media outlets.
10. Ensure completion of Briefing Reports, and entries in the Florida Highway Patrol Notification and Reporting System (FHPNRS) as outlined in 17.29.06(B).
11. The out-going TWS shall brief the in-coming TWS prior to ending their tour of duty. The briefing shall provide an opportunity to discuss all relevant issues and information that may affect the in-coming TWS and subsequent shift members.
12. The end-of-shift briefing report (highlights, key decisions, etc.) shall be entered in the FHPNRS by the out-going TWS prior to ending their shift.

D. SWORN LAW ENFORCEMENT AND NON-SWORN PERSONNEL

When district supervision is not available, all subordinate personnel shall follow the orders of the Troop Watch Supervisor as required under Florida Highway Patrol Policy 3.03.06.A(3).

**17.29.06 PROCEDURES**

A. CRITICAL INCIDENT MANAGEMENT

In the absence of a district supervisor, the TWS shall:

1. Ensure appropriate personnel assignments, to include FHP aircraft to monitor the scene/conditions from above if safe to do so and supervisory coverage at the scene of a critical incident.
2. Provide on-scene supervision.
3. Provide a briefing to the DOS or designee as soon as possible after arrival at the scene and as necessary throughout the incident.
4. Provide timely notification to appropriate command staff concerning critical and/or newsworthy incidents. The TWS will utilize the Incident Notification Protocol (Addendum 17.29) as a guideline and refer to FHP Policy 4.02 for Command Notification.
5. Notify the Troop Commander and the District Commander regarding all critical incidents.
6. Closely monitor the radio talk group(s) assigned to the critical incident and the appropriate supervisor talk group(s) throughout the duration of the incident.
7. Request assistance from other agencies when appropriate and coordinate their involvement with FHP personnel.
8. Notify and brief the appropriate Public Affairs Officer (PAO) regarding all critical incidents. If appropriate, request that the PAO respond to the scene.
9. Ensure completion of press releases generated by field personnel and the electronic posting or distributing to all appropriate media outlets.
10. Ensure completion of Briefing Reports and entries in the FHPNRS regarding the incident.
11. Immediately contact the Bureau Commander of the Bureau of Criminal Investigations and Intelligence to coordinate the reporting of domestic security and/or terrorism events to the appropriate federal law enforcement agencies, Emergency Operations Center(s), the Florida

Fusion Center, and/or the Regional Domestic Security Task Force(s), as appropriate.

12. Responsible for coordinating the proper Consular Notification as required by the United States Department of State and FHP Policy 11.06.
13. Assist sworn members in determining immunity status of Diplomatic or Consular Officials of a foreign government by accessing the United States Department of State website page at [http://travel.state.gov/law/consular/consular\\_746.html](http://travel.state.gov/law/consular/consular_746.html).

#### B. CRITICAL INCIDENT HANDLING GUIDELINES

1. Troop Watch Supervisors/members shall utilize, as necessary, the appropriate guideline(s) established in the FHP Critical Incident Handling Guide (HSMV 61223).
2. Troop Watch Supervisors shall follow the appropriate notification protocol listed in the TWS Incident Notification Protocol – Addendum 17.29.
3. Due to the variances associated with the different types and causes of emergencies and disasters, the development of specific procedures for critical incident occurrences is impractical; therefore, the provided guidelines for these types of situations are basic and may require future modification. Members are encouraged to make recommendations for modifying any of the guidelines provided based on their real-time experience and/or understanding of FHP policy and procedures.

#### C. END-OF-SHIFT BRIEFING

1. The TWS shall complete an end-of-shift briefing report in the FHPNRS. The FHP Notification and Reporting System (FHPNRS) can be found at <http://safetynet/FHP/Pages/ReportNotify.aspx>.
2. Prior to the end-of-shift, the TWS shall personally brief the incoming TWS on all significant incidents that occurred or are on-going and any other information of significance.
3. The end-of-shift briefing report shall include notations of insufficient staffing levels for each district and each shift.