

WEST PALM BEACH POLICE DEPARTMENT

I-15 EYEWATCH PROGRAM

EFFECTIVE: 01/01/2005

CALEA Standards: N/A

CFA Standards: 6.01, 6.02, 6.03

I. POLICY: EYEWATCH is a two-way radio network established downtown to provide an efficient means of communication between private security, the West Palm Beach Police Department and the downtown businesses. EYEWATCH program participants do not have any legal authority based on their relationship with the Police Department.

The Chief of Police reserves the right to remove any business or person from the EYEWATCH Program for violation of F.C.C. rules and regulations or West Palm Beach Police Department policy and procedure.

II. DUTIES AND RESPONSIBILITIES OF EYEWATCH PARTICIPANTS:

- A. The only complaints Security Officers should report on the EYEWATCH channel are crimes in progress, vehicle crashes with injuries, and medical emergencies.
- B. The channel may also be used by Police Officers to request Security Officers to keep a look out for suspects who may be in the area and to provide EYEWATCH participants with information.
- C. When action is taken by a participant, the participant will follow their company=s policy and procedures, and
- D. Anytime the radio is used, an incident report is to be completed by the Security Officer who participated in the incident.

III. PROCEDURE:

- A. When a complaint is received by the Dispatch Operations on the EYEWATCH channel, the Emergency Communications Officer (ECO) will assign the nearest available officer.
- B. The officer will be asked to switch to channel H (EYEWATCH channel) and speak directly with the Security Officer witnessing or having information about an incident.
 - 1. The Police Officer will speak to the Security Officer in common English, not codes.
 - 2. It is the responsibility of the Police Officer responding to the call to ask the EYEWATCH Dispatcher for additional units on channel H, should he or she deem it necessary.
 - 3. If the Police Officer feels he or she has all the information needed to handle the incident he or she can switch back to their primary channel.
- C. The Officer assigned to the incident will ensure a case number is given to the Security Officer who initiated the complaint.

IV. TRAINING:

- A. Volunteers involved in the EYEWATCH PROGRAM will receive four hours of training by the West Palm Beach Police Department. The training will include:
 - 1. The Security Officer=s responsibility.
 - 2. Radio use and procedure.
 - a. F.C.C. rules and regulations.
 - b. West Palm Beach Police Department policy regarding radio use.

3. Elements of selected crimes.
4. Obtaining and relaying accurate descriptions of persons, vehicles, and incidents.
5. Steps taken to prosecute offenders.

V. REFERENCE:

- SOP # II-14 Communication Systems Protocol.
- FCC Rules and Regulations

Delsa R. Bush, Chief of Police

Original issue: 12/15/98
Revised: 01/01/2005
I.D. # 1491

History: SOP # changed to I-15 on 01/01/2005
Old SOP # 6.04
Revision Dates: 12/15/1999, 01/01/2005

Job Title Task Files: N/A