Salisbury University Police Department

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CHAPTER 81 - COMMUNICATIONS

The directives in this chapter relate to the department's communication system; a function that satisfies the immediate information needs of the department in the course of its normal daily activities and during emergency situations.

81.1 Administration

81.1.1 Agreements – Shared/Regional Facility

The Salisbury University Police Department maintains a 24-hour per day Communications Center capable of satisfying the informational needs (via radio, telephone, fax) of the law enforcement community and the public and campus communities during normal activities and emergency situations. During times when an NCIC certified PCO is not working *or when officers are unable to access information through METERS/NCIC via mobile data terminals*, officers shall contact the Maryland State Police (Barrack E) to request assistance.

The Communications Center is incorporated within the Administrative Division. The Investigative/Support Services Division Commander, along with SU's Information Technology Department, shall be responsible for the technical aspects of all equipment contained within the Communications Center.

A. "Police Communications Operator" (PCO) will be the term used for the dispatcher, or persons operating communications equipment. The PCO must know the capabilities and limitations of the communications system that he is authorized to operate. The PCO must be familiar with the organization of the agency so as to be able to route communication traffic properly, and be knowledgeable of the equipment and resources available to his agency. The PCO must be familiar with the applicable rules and regulations of the Federal Communications Commission (FCC). He/she has the authority to dispatch officers to calls and control officers in and out of service. Certain police emergencies, which will be defined in this directive, will be directed by the Squad Supervisor.

B. Job Descriptions are maintained in the Administrative Assistant for all employees within the Communications Center (PCO, PCO Supervisor, etc.) All PCOs will complete a required Field Training Manual which identifies all of the responsibilities of the position and certain procedures which are required for various functions.

C. Proper Use of Communications

1. Numbers should be repeated, first individually and then as the whole number. Example - 617 is transmitted, 6,1,7 (pause), six hundred seventeen.
2. The number "0" is normally pronounced as "zero".
3. Do not use superfluous words. Never ask "What is your 10-20", instead ask "10-20". Don't say "10-6, wait a minute", just say "10-6".
4. Do not take time to explain why a 10-6 is necessary. The receiving unit should honor 10-6 without question. Any long drawn out explanation only causes useless traffic and delay in the system.

(Revised 08/01/2015)

5. Long dissertations over the radio shall be avoided. Use a telephone only when necessary to explain an incident. In these situations, personnel shall only call the communications center on a recorded line. Otherwise, all transmissions will be made over the radio:
    a. Personnel will not report in person at the Communications Center to advise of a disposition unless absolutely necessary to explain circumstances of a major call for service.
    b. Personnel will not use any form of communication (texting, email, cell phone to cell phone, etc) to explain a call or give updates/disposition regarding a call for service or any other reported incident.
    c. It shall be the duty of the Squad Supervisor and PCOs to report any violations of this policy directly to the *Administrative Commander.*
    d. Capwin – see 81.2.4 D
6. Humor will not be tolerated.
7. Military time (2400 hours, etc.) will be used for communication purposes.

D. All communications will be made by the PCO's on duty, or whenever necessary, the on duty supervisor.

E. All reliefs will be *approved by the Squad Supervisor and* cleared through the PCO.

1. It will be the responsibility of the PCO to know at all times what officer is in or out of service.
2. If there are not sufficient units in service, 10-44's will be denied until an adequate number of officers are in service.

F. No officer of any rank will interfere with the dispatching of calls.

1. If a Supervisor/Commander has a request or wants an officer, he will not break into a radio broadcast. He will relay his message to the unit through the PCO or directly with the officer once all other transmissions have ceased.
2. The only exception to this rule is if an emergency or unusual occurrence exists. In that event, the Commander will direct the police operation but in no event will he interfere with the normal operation of communications.
3. In summary, all communications will be handled by the PCO, under the supervision of the Squad Supervisor on duty.

G. Callers who have an emergency will not be put on hold. The PCO should first ascertain the nature of the call.

1. The PCO will dispatch an officer to all calls for service. Any questions regarding the call will be directed to the on duty Supervisor.

H. All calls for service and traffic stops must be entered into the computer system.

1. Operational Procedure
    a. PCO's are responsible to monitor all operational frequencies.
    b. Communications shall not:
        i. Transmit any false or unnecessary call.
        ii. Interfere with any distress communication.
        iii. Fail to respond to official communication from the FCC.

(Revised 08/01/2014)

iv. Fail to keep proper logs.
v. Deny access to properly identified representatives of the FCC.
vi. Permit profane, indecent, or obscene language.
vii. Willfully permit damage to radio equipment.
viii. Allow the interception, use or publication of the content of a radio message without permission of the proper authority.

c. It is the responsibility of each PCO reporting for duty to become familiar with any activity called to his attention by the PCO going off duty.
d. It shall be the responsibility of each PCO to maintain the communication center in a clean manner and to report to the Communications Supervisor any deficiencies found.
e PCO's are not permitted to leave the communications center unless sufficient staff is available.
f. Whenever possible, the appropriate 10 codes will be used.

I. PCO shall not have any cell phones, Ipads, personal laptops or any other electronic devices <u>in use</u> (calls, texting or access) during their tour of duty as they can be a distraction to the Communications function. Cell phone ringers will be turned off and messages left, including text messages, can be accessed during a break or meal period. These devices shall at all times be kept from view and potential view of the general public. In the event of an emergency in which the PCO needs to be reached, the agency landline numbers shall be used.

81.1.2 Operations – FCC Requirements

It is the responsibility of an agency holding a radio license to assure that the system is operated in accordance with Federal Communications Commission (FCC) rules and regulations. The FCC requires that any person operating a radio transmitter be familiar with its rules; a copy of which shall be on file at each operating installation.

The PCO, whether certified or not, has the right to protect himself concerning his communications activities. In so doing, he has the duty to advise his supervisor of any message he has been requested to dispatch or of any act he has been requested to perform, which in his opinion, may reasonably cause a violation of the rules and regulations of the FCC. If, in such an instance as that noted above, the PCO is again requested to perform the reported act by his supervisor then the PCO should immediately do so, and should forward a memorandum containing relevant comments to the Chief of Police via the chain of command.

81.2 Operations

81.2.1 24 hour Toll-Free Service

The department maintains a 24-hour, toll-free telephone number within our jurisdiction to receive calls for service, as well as TDD telephone access. The University Police Department does not maintain a designated emergency telephone number rather a published number for accessing this department: 410-543-6222 which may be used for emergency and non-emergency calls.

Emergency calls may be placed locally by dialing 9-1-1. If a 911 call is received by Wicomico County Central, a County communications operator will contact this department via landline telephone and relay details concerning the emergency in which an officer may be requested to respond.

The department's main telephone number (410-543-6222) has three lines and is equipped with a rollover feature that will send incoming calls first to the main telephone number and then to the other lines (53000 and 53001) in a pre-determined sequence as each line is being used. When the main line is busy, it rolls over to the second. If both the first and second lines are busy, it rolls over to the third. If the lines go unanswered or all lines are in use, the incoming call will be sent to the University's main switchboard staffed by an attendant between the hours of 8am-5pm. After hours, the switchboard is controlled by an automated attendant with menu options that can be selected to route the caller to the desired personnel or departments.

81.2.2 Continuous Two-Way Capability

All officers are issued a portable radio and battery, and charger, linked with our Communications Center which furnishes 24-hour, two-way radio capability. Portable radios and charging units will be kept in operational readiness by the officer assigned. Security Guards shall sign out a portable radio for use while they are on duty. Radios will be maintained in the Squad Room and shall be signed out using the form provided. Guards will return the radios to the charging stations at the end of their tour of duty.

Under certain conditions, such as undercover or surveillance operations, continuous radio communications may be temporary suspended at the discretion of the supervisor.

Whenever any personnel may be having a problem with a radio or battery, he/she will advise the *Field Operations* Commander who will inspect the unit to analyze/repair the problem or if a replacement is needed.

Refer to 22.2.7 – Employee Identification (ID numbers)

81.2.3 Recording Information

All calls for service, including officer-initiated calls for service, are recorded on the RMS/CAD computer system. The information recorded includes, but is not limited to, the following relevant information:

A. Control/Event number;
B. Date and time of request;
C. Name and address of complainant, if possible;
D. Type of incident reported;
E. Location of incident reported;
F. Identification of officer(s) assigned as primary and backup;
G. Time of dispatch;
H. Time of officer arrival;
I. Time of officer return to service; and
J. Disposition of status of reported incident.

Police Communications *Operators* will elicit as much information as possible to enhance the safety of officers in their response to calls and to assist in anticipating conditions which may be encountered at the scene.

81.2.4 Radio Communications Procedures

A. **Communications by Field Personnel**

Employees who are involved in field activities are responsible for effectively broadcasting to Communications their duty status and activity as appropriate. Field activities include, but are not limited to assigned or self-initiated actions while employees are involved in vehicle, bicycle, foot

patrol, follow-up investigations, special events, etc. or other activities that are regularly documented in CAD.

Employees engaged in field assignments will maintain constant radio communications at all times during their shifts or assigned duties by periodically checking their radios to ensure they are turned on, tuned to the proper channel, and functioning properly.

Employees engaged in field assignments will keep Communications informed of their duty status by transmitting:

1. That they are in service at the beginning of each tour of duty or special event;
2. Duty assignments, such as their assigned patrol areas or special event posts;
3. All changes to their duty or assignment status;
4. The arrival of any other responding entities, such as Fire/EMS, Environmental Health and Safety, Residence Life, etc.;
5. When responding to, or present at, incident scenes;
6. When leaving their vehicles to conduct business;
7. Requesting permission to move to other talk groups as necessary; and
8. That they are out-of-service at the end of their tour of duty or special event assignment;
9. For dispatched or assigned to field activities:

    a. When they arrive on-scene;
    b. Their actual location;
    c. Any significant changes to their locations;
    d. Any updates to the nature or type of calls;
    e. Call disposition codes;
    f. The units responsible for any reports; and
    g. When they are in-service and available for calls.

10. For self-initiated field activities:

    a. The nature of self-initiated activities, such as conducting traffic stops, assisting citizens, conducting follow-up investigations, or investigating suspicious persons, vehicles, or circumstances, etc.;
    b. Descriptions of the vehicles, persons, circumstances, etc. that are involved; and
    c. When beginning and ending physical security activities, such as building checks, perimeter checks, parking checks, foot patrols, and bike patrols.

11. Their case dispositions or classification status.

Patrol and special event supervisors are responsible for monitoring the radio traffic of their field personnel to ensure that radio transmissions conform to agency directives and practices.

Employees will not regularly broadcast:

1. Field activity information to Communications when the broadcasts may compromise the safety and integrity of police operations; or
2. Updates on their routine activities unless they:

    a. Are requested to do so by Communications, supervisors, or commanders; or
    b. Become involved in self-initiated activities.

B. **Recording the Status of field personnel**

1. Officers shall keep the PCO advised of their status; 10-7, 10-8. Officers will at all times be available on the radio and shall acknowledge all contacts with on-duty personnel and the communications center.

2. As a measure to reduce radio traffic, officers may broadcast directly from one unit to another. Conversations will be as brief as possible as Communications may be holding a call for service. Supervisors will monitor unit to unit radio traffic and direct it to another call group if necessary. The PCO will advise units to prepare for a broadcast, but will wait a reasonable period before broadcasting. Each unit, sworn and civilian, will acknowledge the broadcast.

3. All terminals in the communications center can display the status of all officers on duty. They will be either available, en route to a call, on the scene of a call or a traffic stop, or out of service. Each unit will advise their beginning tour of duty (10-41) and ending tour of duty (10-42) via the radio in order that all on duty personnel and PCOs are aware of who is available.

4. Whenever an officer is on routine patrol, the officer will be listed on the top half of the status display terminal as available. If the officer(s) is assigned to or initiates a complaint, the information will be entered in a terminal located in the communications center. The complaint number and all associated times are automatically generated by the computer. When dispatched, the officer(s) status from the top half of the status display terminal will change from available to en route. This is done automatically by the computer by assigning an officer(s) to a call and then pushing the record. When the officer(s) arrives on the scene (10-23), the PCO will change that officer(s) status on the status display terminal to at scene. When the officer(s) clear the scene (10-24), the PCO will close out the complaint with a call for service (CFS) disposition and bring officer(s) back to the available position.

5. Whenever an officer reports a traffic stop, the PCO will record all information by computer and change the officer status from available to traffic on the status display terminal. When the officer clears from a traffic stop the PCO will return the officer back to the available status.

6. Whenever officers suspend police duties or go out of service they will notify the communications center of the location where they will be out of service. The officer will record on the daily activity sheet all activities to include assigned calls for service.

7. In the case of a meal period, the officer will request permission to take the assignment. The Squad Supervisor, who will ensure that enough resources are available to handle complaints, will make the decision.

8. It is the responsibility of the supervisor to know where the officers under his supervision are at all times. This is necessary for the officer's safety as well as assuring that each officer’s on duty time is utilized effectively by way of preventive patrol, investigation of complaints and so forth.

C. **Methods used for identifying field personnel**

Each officer and security guard is assigned an identification number when hired by this Department. The ID number should never change regardless of rank promotion or reassignment and will be used on all police and court reports that require the use of an identification number. All of the assigned identification numbers for police officers used for radio dispatch will begin at 101 (Chief of Police), security guards begin with 401 and the Communication Center is acknowledged as "SU". When officers/guards transmit on the radio, they use their assigned identification number.

D. **Communication with interacting agencies/University Departments**

1. Allied Police Agencies – Radio/CapWIN (Capital Wireless Information Network)

Officers' portable radios are equipped with the radio channels to directly contact other police agencies (Maryland State Police, Wicomico County Sheriff's Office.) A secondary radio is available in each patrol unit to directly contact the Salisbury Police Department. SUPD officers and PCOs can also communicate with each other and allied police agencies which utilize the CapWIN system through terminals in the Communications Center and mobile data terminals in the patrol vehicles. ***All personnel shall maintain their individual passwords necessary to access this system at all times. Personnel whose access is unavailable/denied caused by the expiration of password or other circumstance due to the employee's negligence shall be subject to disciplinary action.***

Salisbury Police Department – Ring down telephone line

A ring down hotline enables both SUPD and SPD communications centers to report critical information relative to criminal activity in real time. This feature can also be used to report activities which may require a police response to areas located in either jurisdiction close to the university. Ideally, this capability should not be used for police matters that are not immediate in nature.

The hotline will be used during the following circumstances:

- Report a robbery close to the joint jurisdictions
- Need for police or emergency assistance
- Report traffic collisions
- Provide suspect description
- All other serious crimes occurring near campus

2. Automated Data Communications (METERS/NCIC)

PCOs and officers have available and are responsible for obtaining various types of information by means of METERS. These requests include, but are not limited to, drivers license information/records, motor vehicle ownership information, entering/checking of wanted or missing persons, and all other NCIC and METERS functions on an as needed basis; all of which is in accordance with Maryland Criminal Justice Information System (CJIS) regulations. ***All personnel shall maintain their individual passwords necessary to access this system at all times. Personnel whose access is unavailable/denied caused by the expiration of password or other circumstance due to the employee's negligence shall be subject to disciplinary action.***

(*Revised 08/01/2015)*

3. Telephone

All officers and PCOs have the ability to contact police and service agencies via direct telephone contact (landline, cellular telephones).

4. Salisbury University Departments (Maintenance/Housekeeping)

The University Police Department Communications Center has the base station capability of communicating with employees of these departments via a portable radio carried by staff. Additionally, student-patrols use these portable radios to ensure communications. The Squad Supervisor/OIC will carry a portable radio (in addition to the 800 MgHz radio) to ensure communications with student employees and other University departments.

E. **Criteria for assignment of the number of field personnel in response to an incident**

1. Potential or actual assault on an officer;
2. Possibility of or actual on-scene arrest for a felony or violent misdemeanor;
3. Potential or actual resistance to arrest;
4. Possibility of or actual use of force;
5. Crime in progress;
6. Fleeing suspect;
7. Domestic assault;
8. Hold-up and intrusion (burglar) alarms;
9. Any incident which may require the assistance of a secondary officer for the safety of the initial responding officer and/or the community; and
10. *Emergency Petitions or the potential for same.*

PCO's will ensure the dispatch of two officers to calls listed above or any other call which may pose a danger to the officer responding. An officer facing a circumstance as listed above will request back-up assistance. Supervisors are fully accountable to ensure that the appropriate number of officers respond to the call as assistance may be needed. Two officers assigned to such a call will coordinate a simultaneous arrival, where possible.

F. **Circumstances that require the presence of a Supervisor/OIC at the scene for the purpose of assuming command**

1. Serious injury to a police officer;
2. Accident involving a police vehicle especially if an officer is injured, other persons are injured, or major damage is involved;
3. Major crimes to include murder, rape, violent crime, and assault where death may occur;
4. Barricade/hostage situation;
5. Disasters, catastrophes, or severe weather producing emergency conditions;
6. Serious complaint or incident involving a police officer;
7. Serious accident, injury, or incident involving agency personnel or property; and
8. Any other incident where the Squad Supervisor is requested or whose assistance is necessary for the safety of officer and the community.

Supervisors are fully accountable to ensure that he/she responds to the call as assistance may be needed.

G. **Responding to a field personnel emergency request for assistance or activated emergency alarm**

Officers in need of emergency assistance can immediately notify communications personnel that assistance is needed or they can activate the emergency duress button on their portable radios. Duress or panic buttons are also located in the processing area, temporary detention areas and within the interview rooms. If activated within the agency, PCOs will notify via radio for additional on-duty officers to respond to the location where the officer is in need of emergency assistance. *The Communications Center is also equipped with a panic button.*

Responding officers shall:

1. Respond and arrive safely to alarm;
2. Request/provide updated verification information from/to Communications Center;
3. Determine safety of complaints/officers;
4. Coordinate tactical positioning of other responding units; and
5. Conduct preliminary investigations as necessary.

Supervisors are fully accountable to ensure that the appropriate number of officers respond to any call as assistance may be needed (ie. bank runs, crimes in progress, etc.). Two officers assigned to such a call will coordinate a simultaneous arrival, where possible.

H. **Bank Runs**

All police personnel will be on heightened alert at all times while conducting bank runs. Whenever feasible, all police personnel may consider providing backups to the officer conducting the bank run. This can be accomplished by accompanying an officer on the bank run, providing increased coverage in the associated parking lots or any other action appropriate to minimize risk to the officer conducting the bank run. At any time the officer conducting this assignment requires assistance, a request will be made via the radio and the Squad Supervisor/OIC will ensure additional officers respond immediately.

PCOs will be notified via radio when an officer is conducting the bank run and shall:

1. Be aware of how long the officer is out at the bank and Cashier's Office;
2. If prolonged, make radio contact with the officer; and
3. If no reply, dispatch additional officer(s) to deposit retrieval location(s) or the officer's last known location.

81.2.5 Access to Resources

Communications personnel have immediate access to the following resources:

A. The officer in charge and the on-call Division Commander;
B. Duty roster of all personnel;
C. Residential telephone number and/or cellular telephone number of every agency member;
D. Visual maps detailing the agency's service area;
E. Officer status indicators;

F. Written procedures and telephone numbers for procuring emergency and external services:

1. Fire/Ambulance: Wicomico County (911) Center will be contacted via public service telephone at 410-749-4141 or 410-548-4920.

   Upon receiving a 911 call from Central regarding a fire or EMS call on campus, the following will be completed to facilitate an efficient response:

   a. PCOs shall dispatch an officer to the location of the incident; providing details necessary prior to the officer's arrival.
   b. The officer shall, after notifying the on-duty PCO, switch to channel 12 (SFD) and channel 13 (Salisbury EMS) depending upon the nature of the call.
   c. The officer will contact the responding fire/EMS unit on the appropriate channel – ie. "SU101 to Unit 16."
   d. The officer shall communicate the conditions of the incident and recommend points of access to the responding unit.
   e. Transmissions with Fire/EMS will be done by one officer only to minimize unnecessary and repetitive transmissions.
   f. The other on-duty officers will monitor transmissions and maintain contact with the Communications Center.
   g. PCOs will monitor from the base station all transmissions of Fire/EMS to ensure proper resource management and knowledge of information regarding the incident.

2. Allied Police Agencies: Assistance or special services may be requested from allied agencies as needs dictate (ie. Crime Scene Technician, Crash Team, helicopter, K-9) or in the event circumstances dictate additional officers. Current telephone numbers are maintained in the Communications Center as SUPD does not utilize an intercom system.

Salisbury Police Department	410-548-3165
Maryland State Police, Barrack E	410-749-3101
Wicomico County Sheriff's Office	410-548-4891
Fruitland Police Department	410-548-2803
Delmar Police Department	410-869-3132
Department of Natural Resources	410-260-8888 or 800-628-9944

3. Towing Services: In the event a vehicle requires towing by an officer, other than owner request, PCOs will contact the University's designated towing company to respond.

4. University Departments: The Communications Center maintains a list of all university departments in the event a specific service (ie. counseling services, maintenance, IT, etc.)

5. If an officer responds to an incident involving open/unsecured/damaged property, officers will, through Communications Center, request that the owner be contacted and to respond , if necessary. If the property can be secured, officers shall secure the property if the owner is unable to respond.

G. Tactical Dispatching Plans

Dispatching plans to be followed in directing resources and obtaining information on crimes in progress and tactical operations include, but not limited to, the following:

1. Obtaining relevant information: PCO's and/or other personnel that receive calls for service will obtain as much pertinent information as possible by asking, in part, the "W" questions: WHO, WHERE, WHAT, WHICH and WHY. The amount of information necessary will depend upon the nature of the call. Elicit as much information as possible to enhance the safety of the responding officer(s) and assist in anticipating conditions to be encountered at the scene. This is particularly important in certain categories of calls such as a crime in progress or a crime that just occurred. For example, in a crime in progress call, the caller should be asked, but not inclusively, the following W questions:

   WHO did it? Obtain both the physical and clothing descriptions of the subject(s) and whether or not armed. If armed, obtain a description of the weapon(s). If more than one, identify as subject #1, subject #2, etc. and identify the subject assumed to be the leader.

   WHEN did it occur? Obtain the exact or approximate time of the crime.

   WHAT was taken? Obtain a description of the stolen item(s) and, if placed in a container, a description of the container.

   WHERE did it occur? Obtain the exact location of the crime.

   WHICH direction? Obtain which direction the subject(s) left the scene and whether by foot or vehicle. If by vehicle, obtain a description of the vehicle and the number and description of any other individuals seen in the vehicle.

   In any call, such as a crime in progress, where the caller can provide additional information, the caller should be held on the telephone while an officer(s) is dispatched; the PCO will continue to relay information to the responding officer(s). The PCO will notify the Squad Supervisor in the event a call for service cannot be immediately assigned to an officer.

2. Procedures for Reporting Stops:

   a. Stops are to be recorded via radio and entered into the computer.

   b. Prior to making the stop, the officer should call "SU" and be acknowledged by PCOs, then give "SU" the license plate number, the state and location where the stop is being made; *color/make/model and number of occupants.* Note the following example:

      Mobile: 123 to SU, traffic stop
      SU: 123, 10-68

(Revised 01/01/2014)

Mobile: Md. reg., Adam Mary Lincoln 115, AML 115, Rt. 13 and Bateman
SU: 10-4, 123

Mobile: 123, 10-8 traffic stop
SU: 10-4, 123

If the mobile unit has no contact with SU after five minutes on a traffic stop, it is the PCO's responsibility to check the officer's status. When officers clear a traffic stop, they will make sure to receive an acknowledgement by the PCO.

c. If an officer is stopping a suspicious vehicle, he will advise at the time of the stop; the state, the registration number, the number of occupants, and, if possible, the description of the occupants.

d. If a patrol unit observes an incident which requires police action, and the unit is on an assignment, the information will be forwarded to the PCO. The PCO will dispatch the proper unit. Under no circumstances will a unit give another unit an assignment.

e. Communications between the primary unit and the PCO is of the utmost importance; officers will not tie up the system by communicating with one another in a long dissertation.

3. Crime in Progress:

a. If possible, maintain communications with caller until patrol units arrive on the scene and/or collect information concerning new developments.

b. Secure as much information as possible concerning the perpetrator which includes, but is not limited to:

i. Name, description of perpetrator;
ii. Exact location of perpetrator;
iii. Type of weapon, if any and so forth.

c. Dispatch initial responding units to the scene with backup unit, if needed;

i. If warranted, and by the direction of the Squad Supervisor, give the appropriate response code.
ii. If allied police resources are needed, the Supervisor will advise PCO to contact the appropriate agency.

d. Unnecessary transmissions on the radio will cease. If it is necessary to carry on a long conversation, do it by telephone. The airways cannot be tied up with long conversations.

e. If a call is received by the Communications Center or if an officer receives a transmission from an allied agency concerning an incident which may affect the safety of the campus community or UPD officers (ie. robbery adjacent to campus, armed gunman calls, etc), this information will be transmitted by the receiver to all UPD employees on duty to include PCOs, officers, security guards and student-patrols, as necessary, to heighten their awareness and increase safety. These transmissions will be in the form of a BOLO (be on lookout for).

f. Any employee who has relevant information regarding any reported incident will immediately transmit this information via their assigned radio or will make immediate contact with the Squad Supervisor/OIC.

4. Activation/Readiness

Whenever additional personnel/resources are required for emergency situations, the on duty Squad Supervisor will first notify, via the chain of command, the on-call Division Commander who will, in turn, notify the Chief of Police.

These command level officers will ensure the following procedure is followed:

a. Retention of the present on duty squad so that two patrol squads are available;
b. In the event that additional personnel are necessary to be called in (CID, CST, additional officers), the on-call Commander will contact agency personnel, as needed.

5. Transmissions from allied agencies

If an allied police agency is responding to a crime in progress/crime of violence and that crime poses a threat to the campus community (ie. crime adjacent to campus or occurred within student housing areas, etc), *officers or PCOs receiving that transmission via any monitored radio channel shall ensure that exchange of information is transmitted to the other.* If PCOs receive information of a crime of this nature via telephone, fax, etc from another agency, then the information will be transmitted to all personnel if the safety of the officers and/or campus community is in jeopardy.

Refer to 81.2.4 (D-1) – SUPD/SPD Hotline

81.2.6 Responding to Calls for Information or Service

When a call is received requesting information or services, the PCO will obtain information to include, but not limited to, the following:

A. Determine, based on the information requested or provided, whether an emergency or nonemergency service is required; and
B. Informing the caller of the department's response, including direct law enforcement service and/or referral to other agencies or University departments.
C. Allied police agencies who contact a PCO requesting information which may be protected by FERPA (student class schedules, disciplinary information, etc.) will be referred to a Squad/Division Commander. This type of information will not be released to unauthorized persons, including other police agencies.

(Revised 08/01/2014)

81.2.7 Victim/Witness Requests for Information

When a call is received from a victim or witness requesting information or services, the PCO taking the call will obtain information, to include, but not limited to, the following:

A. Determine whether an emergency or non-emergency service is required;
B. Determine whether special victim/witness needs are involved; and
C. If the victim/witness needs immediate assistance, an officer will be dispatched to meet with the individual and provide the necessary services or information to assist the victim/witness; and
D. If the victim/witness requests the assistance of other agencies/departments (ie. Life Crisis, SU Counseling Services, Health Services, medical attention, etc), officers will take steps to ensure the services are met.

Refer to 55.2.1

81.2.8 Recording and Playback

This Department maintains a 24-hour continuous recording system (REVCORD) *with a replay feature which allows immediate replay of the emergency and non-emergency telephone calls as well as radio transmissions for clarification of information if necessary.* This system has the capability of recording all phone calls received and all radio transmissions received on our department frequencies.

A. The REVCORD system continuously records audio files onto the hard drive of the REVCORD computer system in the Communications Center, and it will maintain the last 365 days of audio recordings. The audio files are automatically archived onto a University network drive, which in turn is on a redundant backup / archive schedule. The REVCORD archive will also store the last 365 days of audio recordings.

B. The Communications Supervisor:

   a. Is the REVCORD system administrator and has full system access;
   b. Is responsible for assigning login credentials and access levels to Department users;
   c. Ensures the automatic backup process is operating correctly and REVCORD files are retained for 365 days.

C. The *Investigative/Support Services Commander* serves as the secondary REVCORD system administrator and will complete the Communications Supervisor's tasks *in his/her absence*.

D. Criteria/procedures for reviewing:

   a. *PCOs* and Police Officers may review the audio recordings made during their tour of duty, when necessary to gain clarification or aid in response to or investigation of a call-for-service. *PCOs* and Police Officers may not review audio recordings made during a previous tour of duty unless the review of the audio recording is necessary for the furtherance of an investigation or response to a call-for-service. The REVCORD system is configured to only permit PCOs and Police Officers access to review the previous 12 hours of recordings.

   b. The Communications Supervisor and the Command Staff may review any and all audio recordings on the REVCORD system or archive, in furtherance of the following:

i. Investigating a complaint against an employee;
ii. Clarifying the particulars of an incident;
iii. Training purposes;
iv. Supervision and management to ensure quality service.

E. The REVCORD system allows for the exporting of audio files from the system. Audio files may only be exported to accomplish an official police objective, such as police investigations, training purposes, audits, etc. Exported audio files are considered confidential records. Any Officer requesting an audio record be exported from the REVCORD system must complete SUPD form 050 (Electronic Record: Request / Release Form.) The completed form 050 must be provided to the *Investigative/Support Services* Commander for processing. Only the Command Staff, the Criminal Investigator and the Communications Supervisor are authorized and enabled to export audio recordings from the REVCORD system. All recordings which have evidentiary value will be handled in accordance with Chapter 84.

81.2.9 Local/State/Federal CJI Systems

The department has access to local, state and federal criminal justice information systems through the METERS/NCIC computer system.

81.2.10 Alternative Methods of Communication

Employees involved in field activities may use alternative communications sources, such as personal cellular telephones, only in exigent situations when traditional communications through the agency's radio system is otherwise required or anticipated as described in previous sections. Cell phones will not be used by any personnel (sworn and civilian) to circumvent transmissions over the radio.

A. Acceptable situations include, but are not limited to, when field personnel are:

1. Out of radio range;
2. In radio system dead spots and have urgent messages that should not be delayed until they re-establish radio contact;
3. Needing to communicate supervisory, sensitive, or confidential information; or
4. Otherwise directed by a supervisor or above.

In accordance with Maryland law, officers will not operate motor vehicles using any cellular devices unless the device is "hands free."

(Revised 08/01/2014)

81.2.11 Emergency Messages

A. This department will, on an emergency basis, attempt to locate staff members, faculty, or students for the purpose of delivering emergency messages. Student schedule files may be utilized for the purpose of physically locating a student while they are in a class. PCOs will determine if the request meets the criteria for an emergency:

1. Serious illness/injury or death notification; (Refer to 55.2.6)
2. Request of another police or service agency;
3. In the event the person(s) making the request is unable to make contact via telephone;
4. If unable to make the determination, the PCO will notify a supervisor to decide if the message constitutes an emergency and should be delivered.

B. In the case of an emergency notification, a CAD event number will be generated with the requestor's information included in the call for service.

C. Emergency messages directed to an on duty officer shall be relayed immediately via radio, telephone, or in person depending on the nature of the message.

81.2.12 Misdirected Emergency Calls

A. In the event an emergency telephone call is received within the Communications Center that is intended for another police or public service agency, the PCO will obtain all required information just as if the call were in our jurisdiction. The PCO will then contact the appropriate police or service agency and supply them with the information, to include caller's name and telephone number, to ensure prompt police assistance to the caller.

B. In those instances when non-emergency calls are received that are intended for another agency, the caller will be provided with that agency's phone number and the caller will be asked to call the agency directly.

81.2.13 *University Owned and* Private Security Alarms

Communications:

Whenever the Communications Center *receives a signal of an alarm through the University Police Department's alarm monitoring system*, or is notified of an alarm by a private security alarm company, the PCO shall assign two units to respond (consistent with 81.2.4 E) and obtain the following information from the private alarm company representative *or the University's alarm monitoring system*:

- Alarm type, i.e. (Hold up/Burglary/Panic; etc);
- Name of the business, address, and telephone number;
- Area/location breached and any other pertinent information;
- Business emergency contact name and number (when applicable);
- Name of the Alarm company and telephone number; and
- Responding representative name/or ID number, if applicable.

(Revised 08/01/2015)

If Communications personnel determine from the alarm company that a responder will be en route, PCOs will notify the responding officers of this information.

***Responding Officers (Burglar / Intrusion Alarm)*:**

A. Officers dispatched to or coming upon the scene, if not dispatched, of an activated alarm will, notify Communications of the situation and request a backup unit. Officers must not allow the frequency of false alarms to affect their attitude when handling such incidents, and must observe caution in every case.

B. If a break-in is suspected, under no circumstances will a lone officer enter a building to search for the perpetrator. No entry or search will be made until the arrival of sufficient assistance.

C. *For private property alarms*, The officer will have Communications attempt to notify the owner or a representative of the business, if the alarm company has not done so, and advise the individual that an alarm has been activated and request their presence at the scene to terminate the alarm and to allow the entry of police personnel to verify the security of the premises. In all cases where a representative responds to the scene, an officer will be present, if requested by the representative.

D. For alarms on University owned property, officers may utilize their Department issued keys or electronic key card to enter and verify the security of the premises.

E. A thorough search of the area and premises must be made by the officer and all facts relative to the incident, including the notification and a response of the owner or representative, will be recorded in a report should the alarm lead to the discovery of a crime.

F. If the premises appear to be secure, and the estimated time of arrival of the owner and representative is lengthy or unknown, the Squad Supervisor may authorize the officer to clear the scene pending the arrival of the owner/representative.

G. In the event that no criminal activity is found, the officer will indicate to the PCO that the alarm was false.

***Panic & Hold-up Alarms*:**

A. A "panic" alarm is any designated alarm installed for alerting the Salisbury University Police Department of a life threatening situation on behalf of the individual activating the alarm.

B. Panic alarms may be installed in locations identified as having the potential for life threatening situations that require immediate notification to the police. Installation of this type of alarm is limited to areas where the use of the alarm is controlled by authorized personnel. Individuals wishing to have a panic alarm installed in their work area must request so in writing. Requests should be forwarded to the Chief of Police or his/her designee and should include the rationale for the request.

C. In areas equipped with panic alarms, authorized personnel may only activate the alarm when both of the following conditions are met:

1. *A potentially life threatening situation exists; and*
2. *The use of a telephone or other conventional reporting means would further jeopardize the safety of the reporting party.*

(Revised 08/01/2015)

D. It is the policy of the Salisbury University Police Department to respond timely and prudently to panic & hold-up alarms, and with adequate back up protection for the life safety of the responding officers. Responding units will assume the situation is a life threatening emergency until deemed otherwise.

E. When the Salisbury University Police Department receives an alert for an activated panic alarm, the following procedures shall be followed:

1. The PCO will dispatch officers to the alarm location.

2. If it is becomes apparent that a life/safety emergency exists, the responding officers shall weigh the available information and determine the most appropriate response. For example, if a victim is being actively assaulted, an immediate response to stop the assault would be appropriate. On the other hand, if it is determined that there is a barricaded subject within who is not actively harming anyone, then a "contain, control, communicate and call for specialized units" response may be more appropriate.

3. If it is not immediately apparent that a life/safety emergency exists, the two responding officers shall respond and hold position near the vicinity of the area from which the panic alarm originated.

4. An officer will request that communications attempt to make contact via telephone with someone in the area from which the alarm has originated. The PCO will attempt to ascertain enough information to determine if an emergency exists, or if it is a false alarm.

5. The PCO will communicate their findings to the officers on the scene.

6. If the PCO receives information that the alarm is false, the officers must still consider the possibility that the complainant is under duress and unable to speak freely. Even in instances where phone contact is made and information relayed indicates that the alarm is false, officers must respond and verify in-person. The PCO shall get a complete physical and clothing description of the complainant. The PCO will provide this complainant description to the responding officers, and when directed to do so by the officers, the PCO shall tell the complainant to leave the alarmed area and meet an officer at a determined location outside of the alarmed area. An officer will speak with the complainant and confirm that the alarm is false and that no danger exists.

All patrol officers will be trained on how to reset panic alarms. All University personnel in areas equipped with a panic alarm will receive initial training from the Investigative and Support Services Commander in how to utilize the panic alarm and SUPD policy regarding the use of the panic alarm. The Investigative and Support Services Division Commander will also ensure semi-annual testing of the installed panic alarm equipment.

81.2.14 First Aid Over Phone

This department does not authorize any communications center employees to offer first aid instruction over the telephone or radio. If emergency medical instruction is necessary, communications center personnel will refer the caller to the Wicomico County 911 center, if an emergency, or to the University's Health Services Department or other medical facility.

(Revised 08/01/2015)

81.3 Facilities and Equipment

81.3.1 Communications Center Security

The Communications Center is a restricted area with an entry door which will be locked. Only authorized personnel will be allowed in the center. The purpose for limiting access is to create a secure and appropriate area for communications personnel to carry out their duties in an efficient and effective manner.

A. Authorized personnel are:
   1. Communications personnel;
   2. All Sworn staff;
   3. Administrative personnel as necessary;
   4. Any person that supervisory staff or communications personnel admit to conduct business or to repair or maintain equipment within the center.

   The on-duty PCO or Squad Supervisor has the authority to require other persons to leave the communications center, if necessary.

B. In order to ensure the safety of the Communications personnel and equipment, the door will remain closed and secured when feasible and reasonable. Entry is limited to those persons authorized via card reader access and no personnel shall circumvent the use of the card access system to enter the communications center.

   Any keys that are needed by students or security guards for patrol duties shall retrieve keys from the front window of the Communications Center.

C. In the event of a major disaster or other circumstance which may affect continued emergency operations at the police department, all operations have the capability to be transferred to the University's Parking garage facility. This location houses all university telephone lines in a secure, limited access area, and provides the means to activate emergency alert systems if necessary.

   Refer to SUPD Continuity of Operations (COOP) Plan

D. A locked and secure fence, located in the back parking lot of the police department, surrounds the generator and restricts access to transmission lines, radio antennas and other power sources. This area is also monitored by a video surveillance camera.

   Refer to 81.3.2

81.3.2 Alternate Power Source

In order to ensure the continued operation of emergency equipment in the event of failure of the primary power source, a secured access generator is set up to start automatically any time normal electrical power is interrupted. A documented test and inspection will be completed at least monthly by the Maintenance Department to ensure its capability of providing continued power to the Communications Center emergency equipment in the event of a primary power source failure. *The Communications Center has a secondary landline phone labeled "Emergency" for use in the event of a total power failure.* A full load test of the generator will be conducted at least once a year.

(Revised 08/01/2014)

81.3.3 Telephone System

The department does not maintain a telephone system which separates emergency from non-emergency calls.

Refer to 81.2.1

81.3.4 Mobile/Portable Radios

The Salisbury University Police Department has a multi-channel, narrow-band portable radio assigned to each officer as well as available for use by Security Guards. In addition to dedicated / private University Police channels, the radios have selectable channels to allow for communications with other Salisbury University Departments (Maintenance, Housekeeping, Dining Services, Athletics, etc.)

The University Police Department also has Wicomico County Emergency Services issued portable radios available for all on-duty officers. This radio has two-way communication capability with other agencies (police, fire and EMS) on frequencies that provide coordination and deployment of personnel in times of emergencies.

Refer to 81.2.4

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Edwin Lashley
Chief of Police

(Revised 08/01/2015)