

## Calls for Service

### 1140.1 PURPOSE AND SCOPE

The purpose of this policy is to establish procedures and criteria for the prioritization of calls for service and the assignment and response of those calls.

### 1140.2 POLICY

It is the policy of the University of Maryland, Baltimore Police Department (UMBPD) to provide assistance to the University community in the most efficient and effective manner possible. In order to accomplish this task, the UMBPD prioritizes calls for service into five categories and establishes response procedures for these priorities, as well as procedures for assignment of multiple officers to certain situations.

### 1140.3 BACKGROUND

Proper response to calls for service is an important factor in providing quality service to the community. Established procedures governing the response to calls are necessary to ensure community safety and the safety of responding officers. Each type of call requires a different type of response. Calls for service will be designated as either routine, urgent or emergency. When the call for service is entered into the Computer Aided Dispatch (CAD) system, the CAD Screen will designate the priority code for the call for service. The Police Communications Operator (PCO) will provide the priority code to the officer when the call for service is dispatched.

### 1140.4 CALLS FOR SERVICE

#### 1140.4.1 PRIORITY CALLS

- (a) Priority One Emergency Calls - Officers responding to Priority 1 calls for service shall respond with full emergency equipment (audible and visual) activated. This code will be used only under circumstances as set forth in the Maryland Transportation Code Section 21-106 Subsection A and only the privileges enumerated therein shall apply. Operating a vehicle under this condition, however, does not relieve the operator from the duty to drive with due regard for the safety of all persons.
- (b) Priority Two Calls for Service - Urgent calls for service shall be designated as Priority 2 responses. When responding to Priority 2 status calls, officers may use emergency lights as an aid in maneuvering through traffic. Officers, when approaching an intersection, for instance, may activate the siren to help clear the intersection. In all cases when an officer goes through an intersection contrary to the traffic control device, the siren must be used and disengaged after traversing the intersection. Priority 2 calls for service will be used under circumstances set forth in Maryland Transportation Code Section 21-106 Subsection A and only the privileges enumerated there will apply. Operating a vehicle under this code does not relieve the operator from the duty to drive with due regard for the safety of all persons.

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- (c) Routine Calls for Service - Priority 3, 4, and 5 responses require normal operation of a police vehicle without the use of the siren or emergency lights. Police vehicles will be normally operated on this basis unless otherwise directed by the dispatcher or a supervisor.

### 1140.4.2 EXAMPLES OF PRIORITY-ONE CALLS

Emergency calls for service include reports of life threatening crimes including felonies in progress and misdemeanors in progress where the violator is armed. Reports of the smell of smoke and/or active fire where human life is thought to be endangered, requests for emergency rescue services in life threatening situations, shooting incidents, reports of officers needing immediate assistance, burglaries in progress, criminal assaults in progress and robberies in progress are examples of this response.

### 1140.4.3 EXAMPLES OF PRIORITY-TWO CALLS

Urgent calls for service will include responses to traffic violations, disorderly conduct, warrant service, fights, vehicle accidents, suspicious situations, officer requests for another unit and fire or intrusion alarms (unless additional information is received which indicates a life threatening situation is occurring).

### 1140.4.4 EXAMPLES OF PRIORITY-THREE CALLS

Routine calls for service include suspicious odors, damaged property, parking violations, vehicle accidents with no injury, check subject, theft (not in progress), sick persons and found/lost property, etc.

### 1140.4.5 EXAMPLES OF PRIORITY-FOUR CALLS

Routine calls for service for all money/person vehicle escorts, all walking escorts, and court appearances.

### 1140.4.6 EXAMPLES OF PRIORITY-FIVE CALLS

Routine calls for service for post checks, post try-ups, corner assignment details, and other details.

## **1140.5 RESPONSIBILITIES**

### 1140.5.1 COMMUNICATIONS RESPONSIBILITIES

- (a) Police Communications Operators shall be responsible for giving as much information as is available to police officers responding to calls. When dispatching calls for service, PCOs shall:
  1. Call the officers by their call sign;
  2. Give the location and origin of the call;
  3. Advise the complainant's name;
  4. The nature of the call;
  5. Provide a response code; and
  6. Designate back-up units as applicable.

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- (b) Upon receipt of a call for service, the CAD system will determine the priority of the call based on the incident code entered by the PCO. The number of units to be dispatched will be determined by the Communications Center, but may be revised after additional information is received. Police officers will adhere to the response codes assigned, unless conditions, circumstances or good judgment dictates a lesser or greater response. The Communications Center or Shift Supervisor may revise response codes as necessary.
- (c) Units selected to respond to emergency assignments shall be designated as Primary and Back-up Units by the PCO and shall respond according to the following procedures:
  - 1. Primary Units – Primary Units will respond directly to the reported location of the call for service by the most direct route using appropriate emergency warning devices to assist in a safe and swift response to the reported emergency.
  - 2. Secondary Units – Secondary Units shall respond to the area of the assignment at normal rates of speed without using emergency warning devices and observing all traffic regulations. They will establish a perimeter of patrol at least one or two blocks from the location of the assignment for the purpose of apprehending escaping law violators and providing support for primary units in the event the incident escalates beyond their capability.
  - 3. The Patrol Supervisor or the Officer may revise the response of the Secondary Unit as needed based on information provided by the PCO.
- (d) No unit shall respond as a primary or secondary unit unless approved by the Communications Center. All department units in the immediate vicinity of a call for assistance shall notify the Communications Center of their unit number and location when requesting the assignment. Responding units will be governed by the instructions dispatched by the Communications Center. It shall be the responsibility of the first officer on the scene to advise the Communications Center if additional assistance is needed or when no further assistance is necessary.
- (e) Members responding to calls for service assigned by the PCO shall use the appropriate codes on the radio. In emergencies, members shall use discretion to determine whether the seriousness of the incident outweighs the opportunity to advise the PCO of their arrival on the scene.
- (f) The Computer Aided Dispatch (CAD) System is designed to alert the PCO when an officer has not contacted the Communications Center after a certain amount of time. The timeframe will be determined by the type of call.

### 1140.5.2 POLICE OFFICER RESPONSIBILITIES

- (a) Officers responding to calls for service shall:
  - 1. Acknowledge receipt of the call for service to the Communications Center promptly;
  - 2. Respond to the location of the call for service by the most direct route observing all traffic laws;

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3. Acknowledge arrival on scene to Communications Center;
  4. Be alert for suspects/suspicious persons leaving the area;
  5. Take whatever police action is necessary to handle the call;
  6. Advise the Communications Center on the status of the call for service when completed. When calling the Communications Center, members will use their assigned designations and wait until they are acknowledged;
  7. Initiate appropriate police reports;
  8. Request a police complaint number or obtain the complaint number from Mobile CAD and record the time and all other pertinent information for the Activity Sheet. All reports will be submitted to the Shift Supervisor as soon as possible; and
  9. Return to normal police functions.
- (b) The Shift Supervisor shall ensure that the call for service is assigned to the correct officer and dispatched immediately. They shall also ensure that the officer acknowledges receipt of the call for service, calls out upon arrival and then calls clear when back in service.
- (c) During normal operations, officers will notify the Communications Center of the reason for going out of service and give the location where they will be. In the case of an assigned meal period, the officer will request permission from a Shift Supervisor to take the assigned break.

### 1140.5.3 SUPERVISOR RESPONSIBILITIES

- (a) A Supervisor will respond to the scene of an incident anytime a priority one call is dispatched. In addition, the call for additional units will require a response by a Shift Supervisor to the scene of the incident. Upon arrival, the Patrol Supervisor will determine the need for additional resources and will inform the Communications Center of these requirements.
- (b) The Shift Supervisor will be responsible for ensuring that the incident is properly handled and that unneeded patrol units are returned to service immediately.
- (c) It is also the responsibility of the Shift Supervisor to know where their officers are at all times. This is necessary for the officer's safety as well as assuring that each officer's duty time is utilized effectively by way of proactive patrol, investigation of complaints and traffic enforcement.

### 1140.5.4 CALL FOR SERVICE CODES

- (a) The UMBPD uses the 10 code series and other codes for radio communications regarding calls for service.
- (b) The 10-codes used are as follows:
1. 10-1 - Radio Check
  2. 10-2 - Signal is good
  3. 10-3 - Signal is poor

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4. 10-4 - Acknowledged and will comply
  5. 10-5 - No contact
  6. 10-6 – Standby
  7. 10-7 - Out of service (give location)
  8. 10-8 - In service
  9. 10-9 - Repeat last message
  10. 10-11 - Rendezvous (meet me)
  11. 10-12 - Out of service for investigation
  12. 10-14 - Wagon requested for transporting of prisoner
  13. 10-16 - Request back-up unit
  14. 10-17 - Call this number
  15. 10-18 - Call the Communications Center
  16. 10-19 - Respond to this office
  17. 10-20 – Location
  18. 10-22 – Disregard
  19. 10-23 - Arrived at (give location)
  20. 10-25 - Suspicious person
  21. 10-29 - Records/Warrant Check
  22. 10-31 - Crime in progress
  23. 10-40 – Escort
- (c) The “Signal” codes are as follows:
1. SIGNAL 13 - Officer down – all available units respond
  2. Signal 30 - Traffic accident without injuries
  3. Signal 31 – Traffic accident with injuries
- (d) Call for service Disposition Codes are as follows:
1. A - Adam (Unfounded)
  2. D - David (No police service necessary)
  3. E - Edward (Gone on arrival)
  4. F - Frank (Complaint abated)
  5. G - George (Escort completed)
  6. X - X-Ray (Report to be written)