

## Police Communications Operators

### 1116.1 PURPOSE AND SCOPE

The purpose of this policy is to identify the duties and responsibilities of the Police Communications Operators (PCO) as it applies to the chain of command.

### 1116.2 POLICY

It shall be the policy of the University of Maryland, Baltimore Police Department (UMBPD) that all members of the department understand the role and responsibility of the Police Communication Operators as identified through this directive.

### 1116.3 RULES AND REGULATIONS

#### 1116.3.1 NON-SWORN POSITIONS

- (a) The PCO is a civilian non-sworn position within the UMBPD.
- (b) APCOs shall adhere to the rules, regulations, and procedures established within this directive.

#### 1116.3.2 RESPONSIBILITIES

- (a) At a minimum, the PCO shall:
  1. Carry out verbal and written directives of the sworn and non-sworn members appointed leadership responsible for governing the Communication Center;
  2. Become familiar with emergency directives sufficient to carry out the functions of the position and stay particularly alert for emergency situations, including fire, bomb threat, radiation safety, etc.;
  3. Provide information regarding traffic records, statistics, driver's licenses and automobile registration for police officers;
  4. Provide records/warrants checks for sworn personnel;
  5. Submit reports when required and/or requested by competent authority; and
  6. Broadcast radio station identification call signals as required.
- (b) Other responsibilities include:
  1. The operation of the police radio, telephone and computer terminals to relay information between police units, complainants, citizens and/or other agencies in a professional and courteous manner;
  2. Presenting a positive image of the department when speaking with campus personnel and visitors and being willing to serve the University's best interests at all times;
  3. Preparing assignment sheets as directed;
  4. Maintaining logs and records relative to police operations;

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5. Being responsible for assisting the patrol supervision with safeguarding equipment and material in the Communications Center and adjacent area;
  6. Maintaining an Administrative Call-In Log; and
  7. Monitoring Closed-Circuit Television, Computerized Card Access, alarm systems and following prescribed procedures for the effective use of all.
- (c) Broadcasting descriptions of missing and/or wanted persons using some or all of the following criteria:
1. Name;
  2. Sex;
  3. Race;
  4. Date of birth;
  5. Height;
  6. Weight;
  7. Eye color;
  8. Hair color/style/length;
  9. Complexion;
  10. Date of last contact;
  11. Address;
  12. Friends and associates;
  13. Scars, marks, deformities;
  14. Clothing the missing person was last seen wearing;
  15. Broken bones, artificial limbs, or missing body parts;
  16. Dental records available;
  17. Available footprints;
  18. Medication;
  19. Medical/physical problems;
  20. Possible cause of absence;
  21. Probable destination;
  22. Name, address and telephone number of dentist/doctor;
  23. Number of times missing person has been missing;
  24. Description of vehicle used by missing person;
  25. Suspect's description; and
  26. Description of vehicle used by suspect.

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- (d) Perform other duties as required.

#### 1116.3.3 PROPER PHONE GREETING

Good morning/afternoon/evening, University of Maryland, Baltimore Campus Police Department, PCO \_\_\_\_\_, how may I help you and do you have an emergency?

#### 1116.3.4 TRAINING

All PCOs will be required to attend mandatory training and maintain professional certifications to perform their duties.