



Communications

Section: 2.1000
Effective Date: October 26, 2010
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2.1000 Communications

2.1000.02 Communications Functions

- A.** The agency's communication function is performed by Police Communications Officers (PCO) assigned to the Police Communications Center (PCC). University Police Officers (UPO) or Security Officers (SO) can substitute for PCO's consistent with **2.1000.06**
- B.** The agency maintains a 24-hour communications operation for:
 - 1. Providing two-way radio capability, providing continuous communication between the communications center and on-duty personnel;
 - 2. Receiving telephone calls for administrative and operational needs, including emergency calls for service;
 - 3. Conducting NCIC and automated data communications; and
 - 4. Monitoring university alarm systems; and
 - 5. Issuing keys as may be required.
 - 6. Maintain the LiveSafe application
- C.** The agency's emergency and non-emergency phone numbers can be dialed on a 24-hour, toll-free basis from all phones within the primary and concurrent jurisdiction of the agency.
- D.** The Operations Lieutenant serves as the agency's radio system administrator.

2.1000.04 PCO Responsibilities

- A.** Written job descriptions are provided to all PCO's in order to standardize services, reduce errors, aid in training efforts, and reduce confusion during emergency situations.
- B.** Personnel performing communications duties will be familiar with and utilize this directive, augmented by the procedures as set forth in the *Dispatcher's Guide to Crimes/Incidents in Progress – Desk Reference Manual*, the *University of Baltimore Emergency Resource Guide*, and when published, the Communications Manual. All are located at the communication's console desk. Included in the Communications Manual are procedures to be followed in responding to victim/witness calls for information or services, including, but not limited to:
 - 1. Assessing characteristics of calls to determine whether emergency or non-emergency responses are required;
 - 2. PCOs shall advise the reporting person(s) of the department's response, including direct law enforcement response and/or referral to other agencies.

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3. Informing victims/witnesses of the agency's response, including direct law enforcement services and/or referrals to other agencies.
- C. Calls for Service Priorities
1. **Critical/High Priority** calls are any call requiring an immediate response. These calls will be dispatched and responded to immediately. Examples of high priority calls include serious accidents, crimes against persons, crimes in progress, burglar alarms, bomb threats, and missing children.
 2. **Moderate Priority** calls are any call requiring an expeditious response. These calls will be dispatched without delay and responded to as quickly as practical. Examples of medium priority calls include minor traffic accidents, and crimes reported after occurrence.
 3. **Low/Non-Priority** calls are any call which does not involve a threat to life or property and which a delayed response will not adversely affect the outcome. These calls will be dispatched without undue delay and responded to when practical. Examples of low priority calls include non-emergency messages, citizen assists, parking violations, lost or abandoned property, room openings, room closures and building patrol.
- D. Responsibilities of PCOs include, but are not limited to:
1. Receiving incoming telephone calls;
 2. Obtaining essential information;
 3. Evaluating service needs; and without delay
 4. Initiating appropriate responses that include, but are not limited to:
 - a. Transferring calls to other parties;
 - b. Dispatching police officers; or
 - c. Taking other actions that result in the satisfactory completion of requests for service.
- E. Response assignments conforming to dispatching protocols established in the Communications Manual are based on:
1. Officer safety considerations;
 2. Emergency situations;
 3. Crimes in progress; and
 4. Citizen safety.
- F. PCO's have the authority to assign on-duty security personnel, regardless of any previous assignment, in order to meet an objective of the timely delivery of police/security services.
1. Post boundaries are to be respected to the extent they do not interfere with the efficient delivery of service.
 2. Shift supervisors/OICs may change any personnel assignments originally dispatched if the changes improve operational efficiency.
- G. Communications personnel have immediate access to:
1. Shift supervisors/OICs;
 2. Current duty rosters of all on-duty personnel;
 3. Current home telephone numbers and emergency contacts of all agency personnel;
 4. Maps showing the agency's areas of primary and concurrent jurisdiction;
 5. Officer status indicators;
 6. Written procedures and telephone numbers for obtaining emergency and necessary external services to the agency;
 7. Any special event assignment plans;
 8. Current notification listings for monitored alarms; and
 9. Current notification listings for selected university personnel and departments.
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H. Certifications, training, familiarizations and authorizations for PCOs include, but are not limited to:

1. NCIC logon certification;
2. 911 operations;
3. Audio and video recording system operations;
4. Alarm system operations;
5. Maryland Relay calls by hard of hearing/deaf;
6. Applicable in-house, on-line applications;

2.1000.06 UPO Substituting for PCO

- A. Shift supervisors/OICs are responsible for ensuring the communications function is staffed on a regular basis as well as planned absences of PCOs or during periods of exigency.
- B. Communications trained UPO's and SO's may fill in for PCO's when no other reasonable alternatives exist to staff the communications function. Examples are:
1. Exigent, short notice situations caused by emergencies, illnesses, or other unexpected absences of PCO's; and
 2. Prearranged situations requiring the presence of all available PCO's at other locations.
- C. On-duty, trained and certified UPO's and SO's may be readily substituted for PCO's in exigent or planned circumstances when doing so would not affect any operational minimum mandatory staffing levels.
1. Further substitutions of UPO's or SO's for PCO's should be regarded as the last and final alternative to the ordered staffing protocol of:
 - a. Modifying PCO schedules to obtain communications coverage on a regular duty basis;
 - b. PCO personnel providing communications coverage on a regular duty basis;
 - c. Ordering off-duty PCOs to provide communications coverage on an overtime basis; and
 - d. SO's providing communications coverage on an overtime basis.
 2. Following the failure of a shift supervisors/OIC to staff the communications function as described in **C.1**, overtime can be used to provide minimum mandatory communications or shift coverage following the failure of the ordered staffing protocol.
- D. When exigent, short notice situations occur that cause unexpected absences of PCOs, shift supervisor/OICs will:
1. Notify the Captain if PCO personnel cannot be contacted;
 2. Facilitate ordered staffing protocol notifications; and
 3. Document the incidents and the resolution.
- E. The Captain, with advance notice, is responsible for ensuring substitute SO's:
1. Are selected from non-supervisory or administrative ranks;
 2. Obtain necessary certifications;
 3. Receive necessary training;
 4. Are assigned to all patrol squads; and
 5. Regularly demonstrate their communications functional proficiencies.
- F. Certifications and training for communications substitute SO's include, but are not limited to:
1. NCIC logon certification;
 2. 911 operations;
 3. Audio and video tape system operations;
 4. Alarm system operations;
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5. Maryland Relay (for hard of hearing/deaf) operations;
 6. Applicable in-house, on-line applications; and
 7. Back-up system operations for telephones, radios, and computers.

2.1002 Radio Procedures

2.1002.02 General Procedures

- A. Employees will adhere to Federal Communications Commission (FCC) regulations, of which a link has been provided for quick internet access. Under the rules of the FCC, it is unlawful to:
1. Transmit superfluous signals or messages of a personal nature;
 2. Transmit false calls or distress signals;
 3. Use profane, indecent, or obscene language;
 4. Willfully damage or permit radio equipment to be damaged;
 5. Cause unlawful or malicious interference with other radio communications;
 6. Intercept and use or publish the contents of radio messages without expressed written permission of proper authorities;
 7. Make unnecessary or unidentified transmissions;
 8. Transmit without first making sure that the transmission will not cause harmful interference;
 9. Make adjustments, repairs, or alterations whatsoever to radio transmitters without correct licenses;
 10. Transmit call signals, letters or numerals which have not been assigned; or
 11. Deny access to radio equipment if properly identified representatives of the FCC ask to inspect it at reasonable times.
- B. Patrol officers and others monitoring or assisting in field assignments will maintain radio communications at all times during their tours of duty.
- C. Officer status indicators will be utilized by Communications personnel to note the status of officers. Officers will keep Communications advised of their status at all times by:
1. Informing Communications of all changes in duty status;
 2. Clearing assignments through Communications as quickly as practical;
 3. Informing Communications of any arrest as reasonably practical after placing arrestee in handcuffs;
 4. Notifying Communications of the arrival of any other responding department (i.e. Fire Department, City Police, Physical Plant, Student Life staff, etc.);
 5. Advising Communications when responding to, arriving at or being present at incident scenes;
 6. Notifying Communications on leaving their vehicles to conduct business;
 7. Requesting permission to change channels or advising Communications a channel change is occurring.
- D. Radio transmissions will be as clear, precise, and calm as possible.
- E. Only pertinent information is to be transmitted to minimize use disruptions and maximize radio use for efficient delivery of police services.
- F. Background noises will be minimized, if at all possible, before transmitting.
- G. It is preferred that employees will use "unit" numbers instead of names when transmitting.
- H. In order to minimize repeat broadcasts, officers should either write down or take other steps to record or retain necessary information from Communications.
- I. Confidential information, i.e. criminal arrest records, or other information which is unusually sensitive, will not be routinely transmitted unless immediate communication is essential for officer safety

purposes.

- J. Personal information about employees, including home addresses and telephone numbers, will not be transmitted over the radio.
- K. Employees will not knowingly transmit with the intent of interfering with other units, i.e., covering other units or microphone clicking.
- L. Employees will attempt to prevent radio feedback with volume control and radio positioning.
- M. Only PCO's or supervisors/OIC's can cancel units which have been dispatched to calls.
 - 1. In order to ensure closest units handle priority calls, unit cancellations may be made only after all responding units have stated their locations.
 - 2. Cancellations suggested by responding units must be confirmed by Communications.
 - 3. Officers arriving at scenes may notify Communications of needs to cancel or modify response by other units.
- N. The agency regularly utilizes an open radio network with unit to unit transmissions permitted.
- O. Incident commanders will ensure radio network ICS communications protocols are announced and utilized as necessary. Employees will conform to announced open or closed radio network protocols.

2.1002.04 Requesting Emergency Services

- A. The Communications Manual contains directives and procedures for obtaining services from outside agencies.
- B. When requesting emergency assistance from other agencies, Communications personnel must be prepared to accurately and effectively communicate types of assistance requested and exact locations of incidents.
 - 1. Cross street locations should be given when requesting assistance for incidents outside the primary jurisdiction of this agency.
 - 2. It is the responding jurisdiction's responsibility to determine and dispatch the assistance needed.
- C. Most agencies commonly called for assistance are, but not limited to:
 - 1. Baltimore City 911 for fire, rescue, ambulance, bombs, HAZMAT, etc.
 - 2. Baltimore City Public Works/Transit & Traffic;
 - 3. BGE
 - 4. Contracted commercial towing service;
 - 5. METERS assistance; and
 - 6. NCIC assistance.
 - 7. Taxi services;
 - 8. Road services;
 - 9. Counseling and psychological services;
 - 10. Social services;
 - 11. Homeless shelters;
 - 12. Downtown Partnership; and
 - 13. AT&T, Nextel and Verizon.

2.1002.06 Misdirected Calls for Service

The agency will accept misdirected emergency and non-emergency calls for service. Employees will assist callers by re-routing misdirected calls by the telephone transfer option, informing callers of correct numbers to call, or by taking information and calling the correct agencies.

2.1002.08 Complaint Control System

- A. The agency utilizes the Report Exec to:
1. Issue and control Central Complaint numbers (CCN's);
 2. Record information at the time of requests for services;
 3. Record the status of officers;
 4. Record information on officers assigned as primary and back-ups;
 5. Record information tracking the progress and conduct of the delivery of police services; and
 6. Assist in evaluating staffing use and allocation.
- B. Personnel performing communications duties will initiate the system and enter all appropriate information consistent with their training and Report Exec's protocol for incidents which require police assistance, action, involvement and/or a report. Information recorded in system includes, but is not limited to:
1. CCN's;
 2. Dates and times of requests;
 3. Names, addresses, cell phone numbers and e-mail addresses of the complainant and/or witness providing information;
 4. Types of incidents reported;
 5. Locations of reported incidents;
 6. Primary and secondary officers assigned to incidents;
 7. Times calls are dispatched;
 8. Times officer arrive;
 9. Times officers return to service; and
 10. Dispositions or status of reported incidents.
- C. At the conclusion of the incident, the PCO "saves" the information in Report Exec, which ensures permanent storage of the information entered.
- D. Officer status indicators may be viewed using the CAD side of the program.
- E. At the conclusion of call for service, officers will open the report writing side of Report Exec and prepare their reports and save their information and, if required, print a copy of the report.

2.1002.10 Response to Security Alarms

- A. The agency does not monitor private security company alarms. The center will monitor alarms originating from the UB Foundation buildings or property. (Note: the Law Clinic, HR, Charles Royal alarms are no longer in place.)
1. Commercial companies may install and monitor a limited number of alarms within the primary jurisdiction of the agency.
 2. Units are dispatched accordingly when the agency receives alarm calls from private alarm companies.
- B. The *Dispatcher's Guide to Crimes/Incidents in Progress – Desk Reference Manual*, the *University of Baltimore Emergency Recourse Guide* and the PCC Communications manual contain additional information and directives for university alarm locations, responses, and enforcement procedures.

2.1002.12 Accepting & Delivering Emergency Messages

- A. Requests to deliver emergency messages will be accepted:
 - 1. In cases of obvious emergencies, i.e., death, illness, medical, or family related; or
 - 2. As necessary to facilitate institutional needs, i.e., class cancellation notices.
- B. Requests to deliver non-emergency messages will be referred to appropriate departments.
- C. PCO's will request supervisory approval to deliver sensitive or unusual messages.
- D. No class information brought to PCC's will be disclosed.

2.1002.14 Interagency Communications

- A. The agency has been loaned two 450 radios from Baltimore City Police for emergency use only. One radio is kept at the console and monitored by the on duty PC; the other is monitored by the Sergeant/OIC.
- B. On hearing a serious call which is in the agencies patrol area or on campus, the PCO immediately notifies the officer working that area. By this broadcast, security officers are able to hear the information.
- C. On receiving information of a call being dispatched to BPD, UPO's will respond to the area to assist. SO's will remain on their assignments and be prepared to report any activity which could assist UB or City police and transmit same to the PCC.
- D. When communicating via radio with city officers or dispatchers, UB officers will adhere to proper communications protocols being:
 - 1. Clear speech,
 - 2. Utilizing no 10-codes or signals,
 - 3. Ensure that messages are accurately transmitted and received.
- E. Notwithstanding exigency, all requests by agency officers to use this interagency communications system must be approved by the shift supervisor/OIC, Lieutenant or a Captain if supervisors are not available.

2.1002.16 Communications Facilities & Equipment Security

- A. The Communications Center is designated as a limited access area equipped with a proximity card activated door lock at its hall door & a code lock on its rear door.
- B. The agency's fixed radio base station is located on the first floor, of the in the Charles Royal Building.

2.1002.18 Recording Radio & Phone Conversations

- A. The agency, as a matter of routine course of business, records agency radio transmissions in addition to all telephone conversations over university-wide emergency phone lines and the non-emergency calls received on 410-837-5520, 410-837-5605, and 410-837-4444.
 - 1. The agency's telephone system is designed so that calls received from the emergency phones are identified as emergency calls;
 - 2. All 911 calls made on university phone lines result in a computer pop up message on computers located at the Communications Center, the Captain's office and Sergeants. This pop-up provides the dialed phone's extension, the building, room/location and the user of the phone's name.

3. Recorded telephone phone calls and radio transmissions are official agency records. Recordings can be accessed for up to 90 days.
 4. These recordings will not be removed, altered, tampered with, or accessed contrary to applicable directives.
 5. Recorded telephone calls and radio transmissions are only accessible via a web-based portal. File downloads create digital recordings which are backed up by OTS. All back up files are stored in digital format at an off campus location. OTS is responsible for the management and security of stored files. These recordings are accessible only to selected administrators who are provided with a secure administrative login.
 6. To restore data from tape backup, UBPD will contact OTS and request the data to be restored. Same day retrieval is possible. Data will be restored back to the server and will be accessible from the application. If not, wav audio files can be provided manually.
 7. On determination a file download is no longer needed, it will be handled in accordance with **2.500 Evidence and Property Management**.
 8. Any equipment malfunctions will be reported immediately to the on-duty shift supervisor/OICs and by e-mail to OTS.
 9. Repairs to and routine equipment checks are to be conducted only by on-duty OTS personnel.
 10. UBPD personnel have the ability to simultaneously record and review active and previously recorded telephone conversations.
- B. Requests to retain specific recorded material must be submitted by the requesting employee through their shift supervisor/OIC to the ~~Operations~~ Captain.
1. Recorded material may be retained for reasons that include, but are not limited to:
 - a. Administrative or criminal investigations;
 - b. Court; or
 - c. Training.
- C. Personnel needing to review recorded conversations in other than tactical or operational emergencies will, after receiving permission from the Captain for the material to be reviewed or copied onto other media for retention and review.
- D. Other requests for access to or copies of recordings by other law enforcement agencies, other public agencies, or the general public must be sent to the Office of the ~~Chief~~ **Captain** for approval consideration.

2.1002.20 CCTV Monitoring & Recording

- A. The agency's in-house CCTV system is utilized to monitor and record activities in critical locations of movement in and around university property.
- B. Routine CCTV operations are to be conducted only by authorized personnel.
- C. OTS personnel are responsible for ensuring proper recording and system operations.
- D. Video recordings are official agency records and will not be removed, altered, degaussed, tampered with, or accessed contrary to directives.
- E. Digital video recordings are saved on the camera's respective computer server which yields a shelf life of 21 days.

- F. If a recording is required for an investigation, court or determined to have training potential, the procedures outlined in this policy will be followed.
- G. Personnel needing to review recordings of “other than tactical emergencies” will submit a request to the ~~Operations~~ Captain.
- H. CCTV system malfunctions will be reported immediately to the on-duty shift supervisor/OIC and OTS by e-mail.

2.1002.22 Telephone Use

- A. Agency employees will comply with university directives relating to telephone system usage.

2.1002.24 Use of Recorded Lines

- A. Employees placing outgoing calls on recorded lines must inform the person answering the phone the conversation is on a recorded line.

2.1002.26 General Provisions for Telephone Use

- A. Unless assigned to Communications, employees will not use the Communications facility as places to make or receive phone calls.
- B. Except for exigent circumstances, phone calls received in Communications will be transferred to employees’ dedicated phones or to general access phones.
- C. General access phones are available in the Police Officer’s radio/computer area;
- D. Use of employees’ dedicated phones is restricted to those employees to whom the phones have been dedicated unless expressed permission has been granted by the employees.
 - 1. Supervisors and administrators may use phones in any area that they are authorized to be in during the normal conduct of business.
 - 2. Supervisors and administrators may authorize the use of other phones as required to facilitate agency business.

2.1002.28 Cellular Telephone

- A. A cellular telephone is available for use in the Police Communications Center (PCC). This phone is to be used by PCO’s in order to facilitate agency communications and to place local, routine business calls when it is impractical to use hard wired phones. In the unlikely event power is lost to the university’s phone service, the stored cell phone will be used and notification made to the campus.
- B. Making or receiving personal cellular calls is prohibited.
- C. The making of long distance, out of state cellular calls is prohibited unless operationally necessary.

2.1002.30 Telephone Courtesy

- A. Employees answering agency telephones will do so promptly and courteously.
- B. Unless precluded by tactical or investigative considerations, employees answering phones will identify their location or assignment and name. For example:
 - 1. For 410-837-5520, answer “University of Baltimore Police. PCO Jones. This line is being recorded. How may I help you?”
 - 2. For 911 or emergency phone calls, answer, “PCO Jones. What is the nature of your emergency?”

- C. Employees will attempt to obtain sufficient information to facilitate appropriate responses. Callers refusing to identify themselves will neither preclude attempts to assist them nor inhibit responses to calls for service.

2.1002.32 Back-Up Resources

- A. The agency's fixed radio network equipment (console) is located in the Communication Center on the first floor of the Charles Royal Building. Severs are connected to a backup generator power supply to ensure continued operation of emergency communication equipment in the event of a failure of the primary electrical power sources.
- B. "Maryland First Radio Network" is the vendor that responds to repair the radio communications equipment in the event of a problem.
- C. The emergency generator conducts weekly self-tests and is regularly inspected by Plant staff. Additionally, the unit is tested under full load at least once a year.
- D. In the event of a problem discovered by staff or diagnosed by the generator, the service contractor is contacted and responds.
- E. The university-wide emergency telephone system has an uninterruptible power source for phones which are located in locked telecommunications rooms in all buildings.
- F. The system's UPS system performs a weekly self-check of the battery. If a battery fails, an alert is sent to OTS and replaced with the "on hand" spare.
- G. In the unlikely event power is lost to the university's phone service, the stored cell phone **will be** used and an E-mail notification sent the campus community. If the console becomes inoperable, communications will be maintained with hand held radios and cell phones.

2.1002.34 Communications Equipment Maintenance

- A. The Captain coordinates the maintenance of, and service to, all communication related equipment, including, but not limited to:
 - 1. Portable radios;
 - 2. Mobile radios;
 - 3. Fixed network equipment, Police Communication Center's Console, and telephones.
- B. Personnel assigned to Communications coordinate the maintenance of, and service to, communications related equipment, including, but not limited to:
 - 1. Radio and telephone recording system;
 - 2. Alarm monitors;
 - 3. CCTV monitors and recording systems;
 - 4. METERS terminal and printer; and
 - 5. Telephones.

2.1002.36 Portable Radio Issuance

- A. Each officer is issued a portable radio, battery, detachable microphone, radio holder and charger.

1. Officers assigned to uniformed field duties are strongly encouraged to use their detachable microphones. Unit, event, or incident commanders may mandate the use of detachable microphones.
 2. Radios will be placed in agency chargers during off-duty hours. Radios will not be utilized while off-duty without permission from administrative ranked officers.
 3. Radios issued to non-patrol personnel may be secured in officers' work spaces.
- B. Portable radios needing repair or maintenance will be submitted to the Operations Lieutenant with a written administrative report explaining the reason for repair or maintenance.
1. If repairs are needed because of damage, employees will comply with **2.448 Property Care and Maintenance**.
 2. When issued portable radios have been submitted for repair, spares will be checked out on a shift-by-shift basis. Replacement portable radios are to be returned promptly by employees at the end of their tours of duty.

2.1004 Other Communication Devices

2.1004.02 Smart Phone communication devices

- A. Smart Phones are issued only to the Captain, and the Lieutenant in order to facilitate notifications consistent with, but not limited to:
1. **1.438.18 On-Call Status**;
 2. **1.438.20 First-Call Status**; and
 3. **2.442 Notifications**.
- B. Employees assigned agency Smart Phones communication devices will:
1. Ensure their Smart Phones numbers are accurate and properly entered at the PCC; and
 2. Consistent with their assignments and duty status, promptly respond to issues initiated by agency personnel or are directly related to their agency duties and responsibilities.
- C. Employees issued Smart Phone communication devices will carry same with them as often as practical when they are not at their home residences, but in the area covered by the system.
- D. Employees issued Smart Phone communication devices are not considered to be in an on-call status unless specifically designated as such by the Chief **Captain**. As such, there are no restrictions on the legitimate movements, activities, etc. of employees issued Smart Phones when they are in an off-duty status.
- E. Employees issued Smart Phone communication devices are responsible for ensuring they are accounted for and will notify the department and OTS of any Smart Phone malfunctions.

2.1004.04 Satellite telephones

- A. Satellite telephones are supplied through the Office of the Captain.
- B. Satellite Phone maintenance, except battery replacement, is the responsibility of assigned personnel.
- C. Satellite telephones will be issued to the Captain of Police, to those designated by the Captain.
- D. Satellite telephones are stored with the Captain of Police, and by those designated by the Captain.
- E. Satellite phones will be tested periodically by those that are assigned a satellite phone but will not be used on a routine basis and should only be used during emergencies when land lines and cell phone are not able to be used.

2.1006

2.1006.02 Response Status & Classification

- A. Information contained in the *Dispatcher's Guide to Crimes/Incidents in Progress – Desk Reference Manual*, the *University of Baltimore Emergency Recourse Guide* and the *Communications Manual* includes, but is not limited to:
1. Dispatching protocols;
 2. Tactical dispatching plans; and
 3. Circumstances that require the presence of patrol supervisors at incident scenes for the purpose of assuming command.
- B. All incidents requiring police responses will be dispatched over the radio even if responding officers are leaving from the police department. This is necessary to provide officer safety, to ensure that taped records of incidents exist from beginning to end, and to inform supervisory and patrol personnel of the status and locations of all personnel.
- C. Incidents dispatched with a priority response are:
1. All incidents involving life-threatening circumstances;
 2. In-progress crimes against persons or property; and
 3. Crimes that have just occurred against persons or property with suspects on or near the scenes.
- D. All other incidents will be dispatched with routine responses unless sufficient information is known by Communications personnel or officers to justify upgrading response classifications.
1. Communications personnel receiving calls for service will prioritize the calls based on information obtained by employees receiving the calls.
 2. If employees have doubts concerning the exigent nature of calls, the doubt will be resolved in favor of the higher priority.
 3. Patrol squad supervisory personnel, unless overridden by orders of administrative ranked officers, may upgrade or downgrade response modes based on circumstances that include, but are not limited to:
 - a. Type and seriousness of possible violations or crimes;
 - b. Possibility of apprehensions;
 - c. Incident locations;
 - d. Locations of responding officers;
 - e. Pedestrian and vehicular traffic levels;
 - f. Weather conditions; and
 - g. Conditions of police vehicles.
- E. All calls will be handled in order of highest to lowest priority. Calls will be dispatched as soon as units are available. At no time will calls be held when units are available to respond. Shift supervisors will be advised of calls that are held in excess of 15 minutes.
- F. Only units dispatched to respond priority to incidents will respond in priority modes.
1. Communications will specify which units will respond and the response classification.
 2. Other officers responding as back-up units will respond in routine modes unless directed otherwise.

3. First units arriving at incident scenes will immediately notify Communications if changes in response classification or number of units are necessary.
4. When on-scene units advise that others units may cancel their response, those units will not respond to the scene and will go in-service.

2.1008

2.1008.02 Radio Unit Identification

- A. The base radio is located in the Police Communication Center (WPTZ 805) on the first floor of the Charles Royal Building is referred to as "University of Baltimore".
- B. Officers will use their unit numbers as radio unit identifiers.

2.1010

2.1010.02 Meters

- A. The METERS terminal may be utilized for, but is not limited to:
 1. Inquiring and updating data in the METERS computer system as appropriate;
 2. Accessing files in the NCIC database;
 3. Accessing data files of the Maryland Motor Vehicle Administration (MVA);
 4. Accessing Computerized Criminal History (CCH) files;
 5. Communicating with the National Law Enforcement Telecommunications System (METERS).
- B. All messages must be as brief as possible.
- C. METERS is for official use only. No personal or private messages or inquiries will be sent.
- D. Messages will not be sent except upon authority of designated operators.
- E. Messages must be in forms prescribed by the METERS Manual.
- F. Messages transmitted over METERS are considered confidential and will be divulged only to those authorized by message instructions.
- G. Message reviews by terminal operators made consistent with job performance requirements do not constitute breeches of confidentiality directives.
- H. Information obtained through METERS will not be sold.
- I. Employees will utilize the METERS system and disseminate information obtained through the METERS system in accordance with applicable laws and regulations.

2.1012.02 NCIC

Agency employees will utilize NCIC functions and disseminate information obtained by NCIC functions in accordance with laws, rules, directives, and the NCIC manual.

2.1012.04 Integrity of NCIC Records

- A. Agencies that enter records in NCIC are responsible for their accuracy, timeliness, and completeness.
- B. The FBI, as manager of the NCIC System, helps maintain system integrity through:
 1. Automatic computer edits which reject certain common types of errors in data;
 2. Automatic purging of records after they are in files for prescribed periods of time;
 3. Quality control checks by FBI personnel; and

4. Periodically furnishing lists of all records on file for validation by the agencies that entered them.

2.1012.06 Accuracy & Validation

- A. Officers needing NCIC entries, removals, or locate messages sent will provide Communications personnel necessary information to be entered.
- B. For entry and locate messages, Communications personnel will;
 1. Make the NCIC entry;
 2. Make a copy of the NCIC information;
 3. Write the Central Complaint Number (CCN) on the copy;
 4. Store the copy in the appropriate VALIDATIONS file consistent with message category type.
- C. For removal messages, the copy of the original message must be attached to the removal message and filed in the "CLEAR" section of the corresponding message type file.
- D. Copies of locate messages will be filed in the "CLEAR" section of the corresponding message type file.
- E. Supervisors will:
 1. Review the report consistent with reporting directives;
 2. Conduct a third-party check of the NCIC supporting documentation;
 3. Ensure third party check is included in the report; and
 4. Forward the NCIC documentation to Communications for filing consistent with message category type.

2.1012.08 Timeliness

- A. PCO's are responsible for performing prompt modifications, locations, and clearances of NCIC entries as necessary.
- B. Upon receiving reports of stolen property meeting the criteria to be entered into the NCIC database files, the University of Baltimore Police Department will:
 1. Enter all property reported to its jurisdiction into the NCIC.
 2. Forward a copy of the University of Baltimore Incident Report and NCIC message to Baltimore City Police, Central Records within 24 hours of entry, to be kept on file for confirmation
 3. In the event of a request from another jurisdiction to confirm stolen property, the UBPD will initiate confirmation within the specified time, if a certified dispatcher is on-duty. If a second confirmation is initiated, the Baltimore Police Department will complete the confirmation in accordance with the exchange agreement on file.

2.1012.10 Quality Control

FBI NCIC personnel periodically check records entered in the system for accuracy. Errors discovered in records are classified as serious errors or non-serious errors. The type of error classification determines the actions taken by FBI NCIC.

2.1012.12 NCIC Files

Files supported by the NCIC include:

- A. Vehicle file;

- B. Boat file;
- C. Gun file;
- D. Article file;
- E. Securities file;
- F. Wanted person file;
- G. Missing person file;
- H. Foreign Fugitive file; and
- I. US Secret Service (USSS) protective file.

2.1012.14 NCIC Queries

NCIC query functions include, but are not limited to:

- A. Entry files described in **2.1070.25**;
- B. Computerized Criminal History (CCH) file;
- C. Automated ID Section; and
- D. Federal Offender File.

2.1012.16 MVA Functions

- A. METERS users are able to interface with the MVA computer for inquiries into the Maryland Registration File and the Maryland Driver Information File. METERS functions will be utilized for official uses only.
- B. METERS headquarters has no control over the ability of MVA computers to stay operational.
- C. MVA inquiry functions include, but are not limited to:
 - 1. Query Maryland registration and/or operator's license;
 - 2. Browse for identification and address data;
 - 3. Request for certified copy of registration;
 - 4. Request for certified copy of driver record;
 - 5. Query junked vehicle;
 - 6. Query Maryland registration by partial license or VIN; and
 - 7. Send one page administrative message to MVA.

2.1014

2.1014.02 Meters

- A. METERS is a message switching network that is a computer to computer interface. METERS functions will be utilized for official uses only.
- B. METERS headquarters has no control over the ability of METERS member computers to stay operational.
- C. Services provided by METERS on a nationwide basis include, but are not limited to:
 - 1. Query out-of-state registration/driver record;
 - 2. Query out-of-state driver history record
 - 3. Send out-of-state administrative message;
 - 4. List nationwide APB messages waiting for review;

5. Query out-of-state road/weather information;
6. Query out-of-state boats/snowmobile registration;
7. Query FAA aircraft registration system;
8. Query FAA aircraft tracking system;
9. Query Hazardous materials file;
10. METERS Canadian interface; and
11. Query CHRI for identification or record.

2.1014.04 Criminal Justice Information System Security Policy

Improper access, use or dissemination of CJIS information/data may result in the imposition of administrative sanctions including termination in accordance with the current MOU between the university and the union and in keeping with all applicable laws relative to LEOBR. Moreover, State/Federal criminal penalties may also be imposed, if warranted.

2.1016

2.1016.02 Phonetic Alphabet

It is recommended that agency employees utilize this phonetic alphabet during radio transmissions for identification of registration plates, spelling names, and other applicable situations.

A	alpha	J	juliet	S	sierra
B	bravo	K	kilo	T	tango
C	charlie	L	lima	U	uniform
D	delta	M	mike	V	victor
E	echo	N	november	W	whiskey
F	foxtrot	O	oscar	X	x-ray
G	golf	P	papa	Y	yankee
H	hotel	Q	quebec	Z	zulu
I	india	R	romeo		

2.1018.02 10-Codes and Signals

Agency employees will use **“plain talk”** communications during incidents that require assistance by responders from other agencies, jurisdictions and functional disciplines. Agency employees will also use **“plain talk”** for internal operations but are still authorized to use the following 10-codes and signals during radio transmissions.

10 – 1 TRANSMISSION CHECK

10 – 2 SIGNAL GOOD

10 – 3 SIGNAL POOR

10 – 4 ACKNOWLEDGEMENT(OK)

10 – 5 FAILED TOACKNOWLEDGE

10 – 6 STAND BY

- 10 – 7 OUT OF SERVICE
- 10 – 8 IN SERVICE
- 10 – 9 REPEAT
- 10 – 11 MEET ___ AT ___
- 10 – 12 NOT AVAILABLE
- SIGNAL 13 OFFICER NEEDS ASSISTANCE**
- 10 – 14 WAGON RUN
- 10 – 15 URGENT WAGON RUN
- 10 – 16 BACK UP UNIT REQUEST
- 10 – 17 CALL WHATEVER YOU ARE ASSIGNED TO
- 10 – 18 GO TO WHATEVER YOU ARE ASSIGNED TO
- 10 – 19 RETURN TO
- 10 – 20 LOCATION
- 10 – 21 CALL ___ BY TELEPHONE
- 10 – 22 DISREGARD
- 10 – 23 ARRIVED ON SCENE
- 10 – 25 STOPPING SUSPICIOUS VEHICLE
- 10 – 27 DRIVERS LICENSE INFORMATION
- 10 – 28 VEHICLE REGISTRATION NUMBER
- 10 – 29 CHECK FOR WANTED
- 10 – 30 SUBJECT WANTED
- 10 – 31 IN PROGRESS
- 10 – 32 SUFFICIENT UNITS ON SCENE
- 10 – 33 EMERGENCY
- 10 – 34 CIVIL DISTURBANCE
- 10 – 35 MAJOR CRIME ALERT
- 10 – 36 DESCRIPTION
- 10 – 37 REQUEST TOW TRUCK
- 10 – 38 REQUEST AMBULANCE
- 10 – 39 DISABLED DEPARTMENTAL VEHICLE
- 10 – 40 REQUEST CRIME LAB
- 10 – 41 REQUEST IMPOUND TRUCK
- 10 – 42 REQUEST ANIMAL SHELTER
- 10 – 43 MALFUNCTIONING TRAFFIC SIGNAL
- 10 – 44 REQUEST TO PATROL ON FOOT (GIVE 10-20)
- 10 – 45 PERMISSION DENIED
- 10 – 46 PERMISSION GRANTED
- 10 – 47 NEGATIVE
- 10 – 48 POSITIVE
- 10 – 49 HOURLY CALL