



POLICE COMMUNICATIONS OPERATORS

WRITTEN DIRECTIVE:	2.7
EFFECTIVE DATE:	01-01-1987
REVISION DATE:	12-16-2016
SUPERSEDES EDITION DATED:	03-20-2009
REVIEW DATE:	

Contents:

- I. Purpose
- II. Policy
- III. Rules and Regulations

I. Purpose

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

II. Policy

It shall be the policy of the University of Maryland, Baltimore Police Force (UMBPF) that all members of the Agency understand the role and responsibility of the Police Communication Operators as identified through this Written Directive.

III. Rules and Regulations

A. Non-Sworn Positions

1. The PCO is a civilian non-sworn position within the UMBPF.
2. As such, PCOs shall adhere to the rules, regulations, and procedures established for non-sworn members as defined in the Policy and Procedure Manual.

B. Responsibilities

1. At a minimum, the PCO shall:
 - a. Carry out verbal and written directives of the sworn and non-sworn members appointed over them;
 - b. 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.;
 - c. Provide information regarding traffic records, statistics, driver's licenses and automobile registration for police officers;
 - d. Provide records/warrants checks for sworn personnel;

- e. Submit reports when required and/or requested by competent authority; and
 - f. Announce radio station identification call signals as required.
2. Other responsibilities include:
- a. 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;
 - b. Presenting a positive image of the Agency when speaking with campus personnel and visitors and being willing to serve the University's best interests at all times;
 - c. Preparing assignment sheets as directed;
 - d. Maintaining logs and records relative to police operations;
 - e. Being responsible for assisting the patrol supervision with safeguarding equipment and material in the Communications Center and adjacent area;
 - f. Maintaining an Administrative Call-In Log; and
 - g. Monitoring Closed-Circuit Television, Computerized Card Access, alarm systems and following prescribed procedures for the effective use of all.
3. Broadcasting descriptions of missing and/or wanted persons using some or all of the following criteria:
- a. Name;
 - b. Sex;
 - c. Race;
 - d. Date of birth;
 - e. Height;
 - f. Weight;
 - g. Eye color;
 - h. Hair color/style/length;
 - i. Complexion;

- j. Date of last contact;
 - k. Address;
 - l. Friends and associates;
 - m. Scars, marks, deformities;
 - n. Clothing the missing person was last seen wearing;
 - o. Broken bones, artificial limbs, or missing body parts;
 - p. Dental records available;
 - q. Available footprints;
 - r. Medication;
 - s. Medical/physical problems;
 - t. Possible cause of absence;
 - u. Probable destination;
 - v. Name, address and telephone number of dentist/doctor;
 - w. Number of times missing person has been missing;
 - x. Description of vehicle used by missing person;
 - y. Suspect's description; and
 - z. Description of vehicle used by suspect.
4. Perform other duties as required.

C. Proper Phone Greeting

Good morning/afternoon/evening, University of Maryland, Baltimore Police Force, PCO _____, how may I help you?

D. Training

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

Written Directive: 2.7
Effective Date: 01-01-1987
Revision Date: 12-16-2016

Written Directive System Impact

Upon approval and publication, this edition of WD 2.7 supersedes all previous editions.

Antonio Williams, MS
Chief of Police / Associate Vice President for Public Safety

CALEA Standard (s): 22.2.7