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| University of Pennsylvania Police Department 4040 Chestnut Street, Philadelphia, Pa 19104 | |  |
| Directive: 8 | Subject: Responsibilities And Functions Of The PennComm Center | Effective Date: 04/09/1996 |
| Order of: Maureen S. Rush, Superintendent of Police | | Amended Date: 05/26/2021 |

I. Purpose

The University of Pennsylvania Police Department's (UPPD's) Communications Center, known as "PennComm", maintains separate directives, known as the "PennComm Directives". These procedures shall be the standard policy and procedures for the operation of the PennComm Center.

II. Policy

It shall be the policy of the UPPD that officers working in the PennComm Center will abide by the PennComm Directives as well as all UPPD departmental directives relative to police action taken within the PennComm Center. Further, all UPPD radio operations will be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements.

III. Scope

This directive shall affect all civilian employees working in the PennComm Center, as well as all sworn officers.

IV. Procedures

A. PennComm Directives

1. All policies and procedures relative to the operation of the PennComm Center can be found in the PennComm Directives. The Directives shall be distributed to the following within the UPPD:
 - a. Superintendent of Police;
 - b. Deputy Chiefs;
 - c. Captains;

- d. Lieutenants;
 - e. Sergeants, and;
 - f. Accreditation and Training Unit
- 2. Any changes/additions/deletions to PennComm Directives shall be made when necessary by the Director of PennComm Emergency Communications and distributed accordingly.
 - 3. The Director of PennComm shall confer with the Captain of Patrol when changes are made to existing Directives or when new Directives are generated. The Captain of Patrol, or designee, will approve and sign off on all PennComm Directives prior to their taking effect.
- B. Role of The PennComm Police Supervisor
- 1. The PennComm Police Supervisor will ensure the functional supervision of the Center, in addition to other duties as listed in the UPPD Directives.
 - 2. The civilian Supervisor will ensure the operational supervision of the Center.
 - 3. Direct supervision of civilian dispatchers will be the responsibility of the civilian Supervisor. Should the PennComm Police Supervisor take issue with the performance of a civilian employee, he/she shall bring the problem to the attention of the civilian Supervisor for correction.
- C. Computer Aided Dispatch (CAD) System
- 1. The CAD system allows PennComm Personnel to enter all relevant information concerning requests for police response into a computerized database. The CAD system permits a permanent record be maintained on each call. These records permit the UPPD to establish a control system to ensure a comprehensive field reporting program. PennComm civilian employees will enter the following information into the CAD system for every call for police service:
 - a. Control number;
 - b. Date and time of request;
 - c. Name and address of complainant, if available;
 - 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's arrival;
 - i. Time of officer's return to service; and
 - j. Disposition or status of reported incident.
2. The Control Number shall serve as the basis for filing and retrieving subsequent reports of the incident, and shall be used to track the incident as needed.
 3. Procedures contained within the "PennComm Directives" guide the dispatchers to elicit as much information as possible to enhance the safety of the officer and assist in anticipating conditions to be encountered at the scene.

D. Emergency Message Delivery

1. Officers of the UPPD will deliver emergency messages received by the PennComm Center. Such messages will include, but are not limited to:
 - a. Death or illness notifications to University affiliates; and
 - b. Attempts to locate University affiliates by family members.
 - 1) This shall be provided as a courtesy to University affiliates who have been unable to reach a family member for an extended period of time. It shall not be used to contact affiliates who have become separated from others during large events, nor shall it be used as a method of delivery for non-emergency messages.

E. Reports Taken by Phone

1. For calls received by the PennComm Center for reports with little or no solvability factors, the PennComm Police Supervisor or designee (UPPD officer) may take the report over the phone. Only the PennComm Police Supervisor or designee shall make the solvability determination.

F. Compliance

Violations of this directive, or portions thereof, may result in disciplinary action.

G. Application

This directive constitutes departmental policy, and is not intended to enlarge the employer's or employee's civil or criminal liability in any way. It shall not be construed as the creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims insofar as the employer's or employee's legal duty as imposed by law. Violations of policy will only form the basis for departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.