

**University of Chicago Police Department
PROCEDURAL ORDER**

		Effective Date: October 1, 2015	Number: PO 701-05
Subject: Handling Notifications of 9-1-1 Calls Placed From Campus Phones			
References:			
Reevaluation Date Annually			No. Pages: 2
Amends: 21 SEPT 2012 Version (O.D.P.)			Rescinds:
Approved By: Fountain L. Walker, Chief of Police		Signature: Official signed document stored in the Accreditation Manager's Office	

I. PURPOSE

The purpose of this order is to establish the process followed when notifications of 9-1-1 calls being placed from campus phones are received in the Emergency Communications Center (ECC). No 9-1-1 calls ring to the ECC. However the ECC is automatically notified when 9-1-1 is dialed from any campus phone.

II. GUIDELINES

- A. Notifications of 9-1-1 calls placed from campus phones, which are received in the ECC through the AMCOM 9-1-1 software will be treated as a Call for Service (CFS) and generate an incident number in the Computer Aided Dispatch (CAD) system. Each call requires a minimum of one UCPD unit to be dispatched regardless of the circumstances. Additional units should be dispatched in accordance with Procedural Order 701-01.
- B. Dispatchers will provide the responding unit(s) with the caller's name, address, phone number (including extension) whenever available and any additional information which may aid the responder(s) in identifying the location of the party who placed the call or the circumstances of the emergency.

III. PROCEDURE

When the ECC receives a notification of 9-1-1 being dialed from a campus phone, the Dispatcher will:

- A. Create a CFS in the CAD system.
- B. Identify the Beat of Occurrence and dispatch the appropriate unit(s).

- C. Immediately attempt to contact the caller via telephone to ascertain if an emergency exists and to gain any pertinent information regarding the circumstances of the emergency which may be critical to responding units.
- D. Monitor CPD zone radio for any additional information and update responding units.
- E. Update responding units of any additional information learned.
- F. Update the CFS notes in CAD and close call with appropriate disposition.