


STANDARD OPERATING PROCEDURE			
	SUBJECT: ORGANIZATION AND ADMINISTRATION DPS SOP 2010-11	DIVISION: Department of Public Safety	DISTRIBUTION: ALL PERSONNEL
	ISSUING AUTHORITY: MICHAEL BUNKER ASSOC. V.P. & CHIEF, CAMPUS SAFETY AND EMERGENCY MANAGEMENT SERVICES (ELECTRONICALLY SIGNED)	EFFECTIVE DATE: AUGUST 6, 2010 REVISED DATE: OCTOBER 16, 2025	SUPERSEDES:

Organization and Administration

INDEX	PAGE
References, Attachments, Applicability, Purpose, Policy	3
Procedures: Organizational Structure/Authority by Position	3
Authority of Chief re Organizational Matters & Staffing, Staffing Based on Need	3
Delegation of Authority	4
Duty Officer	4
Positions with Campus Peace Officer Authority (Sworn Status)	4
Positions with NYS Security Guard Positions (Non-Sworn Status)	4
List of Civilian Positions: Non-Sworn Status	5
DPS POSITIONS: ORGANIZATIONAL TITLES & FUNCTION	5
Chain of Command, Office of the Chief, Chief of Public Safety	5
Deputy Chief, Law Enforcement and Community Policing	6
ADMINISTRATIVE & OPERATIONAL SUPPORT SECTION	6
Commander Administrative & Operational Support	6
Lieutenant , Training & Recruitment	6
Detective, Accreditation, Training Coordinators	7
Quartermaster, Manager Records, Logistics & Property, Evidence Technician	7
PATROL OPERATIONS SECTION	8
Organization and Function of Patrol Operations	8
Patrol Commander	8
Patrol Sergeants, Campus Peace Officers	9
INVESTIGATIONS SECTION	9
Commander , Detectives, Law Enforcement Crime Analyst	10
SPECIAL EVENTS	11
Lieutenant, Special Events	11
Sergeant, Patrol, Student and Community Policing	11
Crime Prevention Coordinator, Library Operations Coordinator	12
Community Services Officer Coordinator, Community Services Officers (CSO)	12
COMMUNITY ENGAGEMENT SECTION	13
Community Engagement Commander	13
Residential Safety & Security Manager, Staffing	13
EMERGENCY MANAGEMENT/ BUSINESS CONTINUITY SECTION	14

Emergency Management/ Business Continuity Director	14
Emergency Communications Center (ECC), ECC Manager, ECC Staff	15
ECC Responsibilities	15

IACLEA STANDARDS:

Standards	Page	Standards	Page
1.1.1 a, b, c	3, 5	5.1.3	3

CALEA STANDARDS:

Standards	Page	Standards	Page
11.1.1	3	11.3.1 a, b	4
12.1.1	3	11.2.1	5-6
12.1.4	4		

REFERENCES:

- SOP 2011-46 Duty Officer
- SOP 2011-52 SPD/DPS Authorizing Memorandum
- DPS Organizational Chart: (In Forms Folder on G Drive) (Also on the DPS webpage. dps.syr.edu **(1.1.1 c)**)
- DPS Job Descriptions with KSAs (in Forms Folder on G Drive) **(5.1.3)**

ATTACHMENTS: None

I. APPLICABILITY: This Standard Operating Procedure is applicable to all Syracuse University Department of Public Safety (DPS) employees.

II. PURPOSE: The purpose of this SOP is to provide a ready reference for all DPS personnel as an organization and to describe the structure, unit and position functions of the DPS based on the organizational chart. This SOP identifies a command hierarchy to ensure unity of command of organizational units and employee (position) responsibility and the associated lines of command and communication within the department. **(11.2.1)**

III. POLICY: The DPS is a private university Public Safety Organization that is a component of Syracuse University Campus Safety and Emergency Management Services (CSEMS). The law enforcement functions of the DPS are authorized under the Criminal Procedure Law of the State of New York. DPS is organized as depicted by our organizational chart and described in this SOP. The DPS Associate Vice President & Chief (herein after referred to as Chief) has the authority to issue either temporary or permanent changes to the Organizational chart and to the unit, or position descriptions within this SOP.

The Chief has been given the authority to execute the duties of the Office of the Chief jointly by Syracuse University, the Criminal Procedure Law of the State of New York and the City of Syracuse Police Department. Further, the Chief is authorized to delegate powers and duties to members of the DPS to allow for decision making for assigned tasks to the lowest organizational levels to expedite and improve DPS routine and emergency operations. **(12.1.1)**

All DPS personnel are expected to be knowledgeable of the authorities, duties and responsibilities associated within DPS organizational components, and positions and the functional responsibilities assigned to units and positions within the DPS and to perform their duties accordingly. **(1.1.1 a, b)**

IV. PROCEDURES: Organizational Structure and Authority by Position: (1.1.1 a, b)

Authority of the Chief Regarding Organizational Matters: The Chief or designee, has the authority and responsibility to update the DPS organizational chart and associated unit or position descriptions (copies in the Forms Folder) as required. **(1.1.1 c) (11.1.1)**

- A. Organizational Chart:** The organizational chart is a roadmap identifying the lines of command and communication between the organizational units of the DPS and

will not reflect the number of personnel assigned to each component. Staffing patterns may change without modification to the organizational chart.

B. Staffing is based on need: Qualified candidate(s) are selected or promoted through the process of a selection committee or interview panel that will make recommendations to the Chief. The Chief retains the right to make the final decision on all selection(s) and promotions from qualified candidates and to determine corresponding rank(s) or titles of the position(s).

C. Delegation of Authority: (11.3.1 a, b)

1. The Chief has the authority to delegate authority to units and individuals within the organization to perform assigned duties and responsibilities.
2. Whenever a position is given a specific assignment, the position receives the commensurate authority to accomplish the assignment and is accountable for the proper use of that delegated authority and the performance of those tasks.
3. All supervisory levels are accountable for the activities of employees under their immediate control.

D. Duty Officer: Positions holding the rank of Deputy Chief, Commander, and Lieutenant serve as on-call Duty Officer on a rotating schedule. (Refer to SOP 2011-46 Duty Officer)

E. Communications: (12.1.4)

1. To ensure acceptable levels of direct communications occur, properly orchestrated and participatory meetings of the Department staff are to be held periodically at the discretion of the Chief of Public Safety. Examples of these are weekly command staff meetings.
2. Other means of encouraging communication, coordination and cooperation among department employees and functions include the utilization of but not limited to:
 - i. Memorandums
 - ii. E-Mail
 - iii. Special alerts or bulletins

F. Positions with Campus Peace Officer Authority: The following positions have sworn New York State (NYS) Campus Peace Officer authority: **(10/16/25)**

1. Associate Vice President & Chief
2. Deputy Chief
3. Commander, Patrol
4. Commander, Administration and Operational Support
5. Commander, Community Engagement
6. **Commander**, Investigations
7. Lieutenant, Special Events
8. **Lieutenant**, Training and Recruitment
9. Patrol Sergeant, Patrol/Student and Community Policing Sergeant, Detective
10. Library Operations Coordinator, Crime Prevention Coordinator, Training Coordinator, Evidence Custodian, Quartermaster

11. Campus Peace Officer (Patrol Officer)
12. Other titled positions as required by their duties and function as specified by associated position descriptions.

G. Positions with NYS Security Guard Officer: Non-Sworn Status The following positions have NYS Security Guard Officer: Non-Sworn Status and serve in a support role for emergency and non-emergency calls for service :

1. Community Service Officers
2. RS Program Manager/RS Program Supervisors/Coordinators
3. Residential Community Safety Officers
4. Crime Threat & Risk Analyst
5. Other titled positions as required by their duties and function as specified by associated position descriptions.

H. Civilian Positions: Non-Sworn Status: The following positions are Civilian: Non-Sworn Status and serve primarily in emergency planning and response, and/or support services for non-law enforcement related duties:

1. Emergency Communications Manager
2. Manager, Records, Logistics & Property
3. Emergency Communications Center Coordinators
4. Public Safety Dispatchers
5. Other titled positions as required by their duties and function as specified by associated position descriptions.

V. DPS ORGANIZATIONAL TITLES, UNIT, AND POSITION FUNCTIONS: (1.1.1 b)

A. CHAIN OF COMMAND (1.1.1 a) (11.2.1) (10/16/25)

1. Associate Vice President & Chief of Public Safety
2. Deputy Chief of Public Safety, Law Enforcement & Community Policing
3. Commander, Patrol Operations
4. Commander, Administrative and Operational Support
5. Commander, Community Engagement
6. **Commander**, Investigations
7. Lieutenant, Special Events
8. **Lieutenant**, Training and Recruitment
9. Director of Emergency Management and Business Continuity
10. Sergeant, Detective, Emergency Communications Manager
11. Campus Peace Officer

B. UNITY OF COMMAND (11.2.1)

1. **Individual Accountability:**
 - a. Each department employee shall report to and be accountable to a single immediate supervisor, except when working on a special assignment, incident or temporarily assigned to another unit. In such cases, the member will be accountable to the

first line supervisor in charge of the incident or assignment.

- b. Each department component will be under the direct command of one supervisor.

C. OFFICE OF THE CHIEF

1. Associate Vice President & Chief of Public Safety (Office of the Chief):

- a. The position of Associate Vice President & Chief of Public Safety is a sworn Campus Peace Officer position and is the Chief Executive Officer of the DPS. The Chief directly oversees the Deputy Chief of Public Safety, Law Enforcement & Community Policing, and the Emergency Management and Business Continuity Director.
- b. The Chief serves as the final authority for all matters of policy, operations, discipline and development. The Chief establishes the rules and regulations, standard operating procedures and goals and objectives for the administration and operation of the department. The Chief provides vision, motivation and direction for the department and establishes performance standards.
- c. The Chief is responsible for all planning, organizing, staffing, directing, coordinating, controlling, and budgeting for the department and the determination of its organizational structure.
- d. The Chief provides oversight and direction to maintain departmental functions and operations within the framework of the University and establishes and maintains relationships between the DPS, other University departments; federal, state, regional and local law enforcement agencies, as well as with other public and private entities and organizations.

2. Deputy Chief, Public Safety Law Enforcement & Community Policing:

- a. The Deputy Chief of the Public Safety, Law Enforcement and Community Policing Section commands, supervises, leads, directs, motivates and disciplines multiple sections and functions including patrol services, administrative and operational support, community policing, special patrols, crime prevention, Investigations and special events.
- b. The Deputy Chief organizes and oversees scheduling and coordination of fulltime peace officers and community service officers of various ranks and directs, aligns and coordinates the Section's crime prevention services between Patrol Operations and the Community Policing Section.

D. ADMINISTRATIVE AND OPERATIONAL SUPPORT SECTION (10/16/25)

1. **Administrative and Operational Support Commander**

- a. The Administrative and Operational Support Commander is a sworn position that serves under the general guidance and direction of the Deputy Chief of Public Safety.
- b. The Commander occupying this position oversees the line inspection program of the department and receives copies of routine unit, vehicle and personnel inspections prior to their being filed.
- c. The Commander is responsible for leading and managing the Quartermaster functions associated with vehicles and equipment, the **Lieutenant**, Training and Recruitment, the Accreditation Detective, the University Courier, Records, Property & Logistics positions, and Property & Evidence Technician functions.
- d. The position assists in bridging major technical projects and law enforcement equipment with the Patrol Operations Sections.

2. **Lieutenant, Training & Recruitment:**

- a. The **Lieutenant** position is a sworn peace officer position that reports directly to the Commander, Administrative and Operational Support. Duties and responsibilities include oversight and direction for training/recruitment, professional standards and staff development.
- b. The **Lieutenant** oversees the management, development, coordination, record keeping and compliance (federal, state, and local) associated with department training for all ranks and staff positions. This position manages/coordinates recruitment, diversity, hiring, pre-employment background checks and training processes for the Department of Public Safety.
- c. The **Lieutenant** updates and research new programs and recommends training for all Department employees on a continual basis for sworn and non-sworn members of the department, assigns certified instructors to provide training on various topics and ensures facilitation of career planning and development for all department members.

3. **Detective, Accreditation:**

- a. The Detective, Accreditation is a sworn administrative position that reports to the Commander, Administrative and Operational Support.
- b. This position primarily manages and coordinates department International Association of Campus Law Enforcement Administrators (IACLEA) and Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation processes; manages compliance processes, and ensures compliance with federal, state and local ordinances.
- c. This position receives specialized training relating to the accreditation process and administration of the program within one

year of being appointed to the position and attends at least one CALEA/IACLEA Conference during the self-assessment or current award period. In this role, a primary responsibility is policy and procedure development and oversight.

- d. This position is also responsible for providing assistance with training/recruitment as directed.

4. Training Coordinators:

- a. The Training Coordinator positions are sworn campus peace officers who report to the **Lieutenant, Training and Recruitment** and assist with the administration and coordination of all department training and coordinate record keeping and compliance associated with department training for all ranks and staff positions.
- b. Training Coordinators also are trained to conduct sensitive and confidential law enforcement background investigations on potential candidates for DPS employment.
- c. Training Coordinators supervise the work of Field Training Officers and may act in the capacity of a FTO when assigned.

5. Quartermaster:

- a. The Public Safety Coordinator/Quartermaster is a sworn peace officer position that reports to the Administrative and Operational Support Commander and manages procurement, inspection and maintenance processes of all patrol operations related equipment, duty weapons, clothing, protective gear and vehicles.

6. Manager of Records, Logistics & Property:

- a. The Manager of Records, Logistics & Property is a non-sworn civilian administrative position reporting to the Administrative and Operational Support Commander and is responsible for data entry for University incident reports into state-wide and country law enforcement database systems and filing.
- b. The Manager of Records, Logistics and Property position is responsible for organizing, filing and collating case reports, logs, forms and other departmental documentation, collecting statistical data and assisting with other assignments as directed.
- c. This person in this position also works with the Technical Services Manager and the Evidence Custodian to operate, maintain and upgrade the computer based property and evidence system, assists with the labeling and storage of property in secure areas and acts as an agency point of contact for the handling and return of evidence and found property according to the NYS Personal Property Law and assists with the filing of property and evidence reports.
- d. The position serves as a backup for the ECC if needed.

7. Evidence Technician/Custodian:

- a. The Evidence Technician/Custodian is a sworn administrative position that reports to the Commander, Administrative and Operational Support.
- b. The DPS Evidence Custodian is a sworn officer position with day-to-day responsibilities relating to the proper storage, handling and documentation of evidence and property. The person in this position will log all evidence into permanent storage locations with entries into the BEAST system.
- c. This position completes a semi-annual property holding report and completes a semi-annual property disposition and other property related reports.

E. PATROL OPERATIONS

1. **Organization of Patrol Operations Section:** The Patrol Operations Section is led by a sworn officer holding the rank of Commander. The Patrol Commander oversees DPS Patrol Operations, which is year-round 24 hour coverage of the individual department shifts (watches) which are in turn, supervised by a Patrol Sergeant.
2. **Function of Patrol Operations:** The Patrol Operations Section is charged with the major operational functions of the DPS and are comparable to most municipal law enforcement agencies, which include the prevention and suppression of crime, the preservation of peace and the protection of life and property.
3. **Patrol Commander: (10/16/25)**
 - a. The Patrol Commander provides direction and supervises patrol sergeants and is responsible for a variety of administrative functions.
 - b. The Patrol Commander collaborates with the Commander, Administrative and Operational Support; the Commander, Community Engagement, the **Commander**, Investigations, the Lieutenant, Special Events, the **Lieutenant, Training and Recruitment**, the Director of Emergency Management and other Campus Safety and Emergency Services departments to provide integrated operations and direction regarding existing or potential crime hazards and risks within and around the University community and to promote officer safety.
4. **Patrol Sergeants:** Patrol Sergeants provide first line and field supervision for Patrol Operations in general.
 - a. Sergeants conduct all associated functions of roll calls and ensure that DPS members report for duty and are fully available to safely and efficiently provide the services they are assigned. Refer to SOP 2009-09 Roll Call Briefing and Training.

- b. Sergeants are expected to act as a resource and mentor as well as to provide supervision to the campus peace officers and CSOs working their shifts and are expected to ensure that required actions and notifications in compliance with procedures take place and that they are properly documented in reports.
5. **Sworn Campus Peace (Patrol) Officers:**
- a. Sworn Campus Peace (Patrol) Officers represent the primary first responders for the DPS. They will complete preliminary investigations and reports and will, in conjunction with the Investigations and Crime Prevention Section, pursue leads as far as possible culminating in criminal prosecutions when necessary and/or University adjudications when appropriate for the circumstances.
 - b. Patrol Officers will enforce laws relating to vehicular and pedestrian traffic, and will remain mindful of the special and unique service requirements implicit in a collegiate - campus environment and will provide timely and effective law enforcement backup and support to DPS CSO's and the Residence Hall Safety & Security Program as assigned or required.
 - c. Patrol officers will provide proactive patrol both on campus and designated off campus areas and will perform other duties as assigned.

F. INVESTIGATIONS SECTION

1. Investigations (10/16/25)

- a. The Investigations Section, led by a **Commander** reports directly to the Deputy Chief of Law Enforcement and Community Policing and is staffed by sworn members that hold the rank of Detective. They have the responsibility for follow-up investigations on crimes pursuant to their legislative authority and the MOU with the Syracuse Police Department and other investigations or matters as directed.
- b. 24 Hour Investigative Coverage: The Department of Public Safety Investigations Section is staffed during regular university business hours and weekends.
 - i. The Investigations Section **Commander** or other section detective designated in charge will be called after duty-hours in the event a Detective is required.
 - ii. The Deputy Chief of Public Safety Law Enforcement and Community Policing will be notified in their absence.
- c. Duties of the Investigations Section: In addition to conducting follow-up investigations and offering support services and guidance to patrol officers, this unit may be called upon to assist with special departmental evidence and property control matters including submitting physical evidence to a Crime Laboratory.

2. **Commander, Investigations: (10/16/25)**

- a. The **Commander, Investigations** position is a sworn peace officer position that reports directly to the Deputy Chief and has all the duties and responsibilities associated with the Lieutenant position.
- b. The **Commander, Investigations** is responsible for planning, conducting and overseeing criminal and non-criminal investigations to prevent and/or solve crimes and other incidents by analyzing data, controlling evidence, preparing documentation, making recommendations to justice system authorities, and providing testimony in court. This position also coordinates and acts as the liaison with the local law enforcement community with respect to a variety of investigations.
- c. The **Commander, Investigations** coordinates and assists with the preparation of statistics relating to Clery Campus Crime Reporting and performs duties related to events, posts, patrol zones and other DPS duties as assigned.

3. **Detective:**

- a. Detective positions are sworn Campus Peace Officer positions that are responsible for planning and conducting criminal and non-criminal investigations to prevent and/or solve crimes and other incidents as assigned.
- b. Detectives also coordinate with and act as the liaison with the law enforcement community with respect to investigations and are responsible for the development and delivery of crime prevention programming throughout the university community and to engage in direct community policing efforts with students, faculty and staff.
- c. Detectives may be assigned to work hours during evenings, nights and weekends as scheduled and to perform assigned tasks associated with sensitive and major crimes, special investigations, crime prevention and community policing associated with athletics, residence halls and other investigative and crime prevention areas, and other duties as assigned.
- d. Detectives may be assigned to supervise the work of uniformed staff at the rank of peace officer or sergeant when actually called in or assigned as a case officer responsible for managing a specific investigation. Detectives may also be assigned as a shift or detail supervisor to cover for a sergeant.

4. **Crime Threat & Risk Analyst (10/16/25)**

- a. The Law Enforcement Crime Analyst is a Syracuse University funded position, working through the Onondaga County Crime Analysis Center, reporting to the Syracuse University Department of Public Safety **Commander, Investigations**.

- b. The Crime Threat & Risk Analyst supports policing and crime prevention by applying analysis to crime data to determine possible crime patterns and prevalence. The position utilizes a variety of data sources to recognize trends and patterns and communicates such to DPS members.

G. SPECIAL EVENTS

1. Lieutenant, Special Events

- a. The Lieutenant, Special Events is a sworn peace officer position that serves under the general guidance and direction of the Administrative and Operational Support Commander.
- b. The Lieutenant mission critical duties and responsibilities include deploying, supervising, leading, and motivating all fulltime and part-time campus peace officers and community service officers associated with special event operations.
- c. The Lieutenant directs, manages, leads, and schedules University community special event requests and effectively deploys appropriate resources for those requests.
- d. The Special Events Lieutenant may be rotated to serve as a patrol sergeant, may be assigned into the duty commander rotation, and must be knowledgeable in all aspects of patrol operations.

2. Library Operations Coordinator

- a. The Library Operations Coordinator is a sworn campus peace officer position and reports to the Sergeant, Patrol, Student and Community Policing. The position is responsible for coordinating the library's student employee program as well as providing library related law enforcement and safety/security services to staff and patrons.
- b. The Library Operations Coordinator leads and supervises operational and administrative aspects of the Library Student Monitor program, to include: scheduling, planning, organizing, and supervision of student staff.
- c. This position provides library-related security services for Bird, Belfer, and Carnegie libraries, including supervising library student monitors, monitoring CCTV, securing buildings and floors, and verifying patrons have left the building and/or restricted floors by closing.

3. Community Services Officer Coordinator

- a. The Community Services Officer Coordinator is a non-sworn position that reports to the Commander, Community Engagement.
- b. The Community Services Officer Coordinator (supervisor) position will provide a direct line of supervision for all campus community services officer (CSO) security posts, including, but not limited to the South Campus Welcome Center, Syracuse Center of

Excellence, Falk College, Syracuse Stage, and The Cantor Warehouse.

4. **Community Service Officers (CSO):**

- a. Community Service Officers (CSO's) are non-sworn NYS Security Guard positions that are primarily responsible for security guard functions at assigned duty locations and they will serve as backup first responders in a support role to the DPS Patrol Officers as assigned and directed. They will prepare and submit required timely accurate reports as required.

H. COMMUNITY ENGAGEMENT

1. **Commander, Community Engagement (10/16/25)**

- a. The Commander, Community Engagement is a sworn position that reports directly to the Deputy Chief.
- b. The Commander leads and provides a command presence for 24-hour year-round residence hall security operations. The Commander provides direction and supervises a Program Manager and Residential Community Safety Supervisors and is responsible for a variety of administrative functions.
- c. The Commander manages the program, develops crime prevention and student community relations strategies in residence halls, coordinate services with DPS Patrol, Crime Prevention, Investigations, and oversees ongoing employee performance, and manages any turnover.
- d. Additionally, the Commander collaborates with the Commander, Administrative and Operational Support; Commander, Patrol Operations; Investigations Section Commander; the Special Events Lieutenant; the Lieutenant, Training and Recruitment, the Director of Emergency Management; and other CSEMS departments to provide direction regarding potential crime hazards and risks within and around the University community and to promote officer/employee safety.

2. **Administrative Sergeant**

- a. The Administrative Sergeant is a sworn peace officer position that serves under the general guidance and direction of the Commander, Community Engagement.
- b. This position is assigned to patrol and proactively address specially defined safety and security issues within the University community. In addition to normal patrol functions this position has responsibility for assigned programs such as Crime Prevention - Community Oriented Policing, Academic Safety and Security and such other future related programs as the need becomes apparent.

- c. This position is responsible for the special programs, as well as for quality control of internal reports and legal documentation, management and auditing of officer scheduling to improve work processes, supervision of follow-up investigations, review of various safety campaigns for effectiveness and impact.
- d. Coordinates and delivers crime prevention services to the campus community and works with external law enforcement agencies and community organizations to develop crime safety programs.
- e. The Crime Prevention Coordinator is responsible, as directed, for compiling statistics and crime analysis data, preparing community surveys and completing comprehensive reports of the department's crime prevention programs and initiatives for compliance requirements for accreditation through the International Association of Campus Law Enforcement Administrators (IACLEA) and the Commission on Accreditation for Law Enforcement Agencies (CALEA).

3. Residence Hall Safety & Security Program Manager:

- a. The Residential Safety Program Manager is a civilian non-sworn position with New York State Security Guard Status which reports directly to the Commander of Residence Hall Safety & Security.
- b. This position is responsible for the 24x7 operations of the Residence Hall Safety & Security program, including oversight of staff/student training; scheduling; establishing policies and protocols; payroll; budgeting and human resource / performance management.

4. Residence Hall Safety & Security Program Staffing:

- a. In addition to the RS Program Manager, the RS Program is supervised by non-sworn NYS Security Guards: Residential Community Safety Officer Supervisors and Coordinators, and employs professional staff non-sworn NYS Security Guard Residential Community Safety Officers on a full time academic year basis.

I. EMERGENCY MANAGEMENT/BUSINESS CONTINUITY SECTION

1. Director of Emergency Management and Business Continuity:

- a. Emergency Management: The Director of Emergency Management and Business Continuity reports to the Chief of the DPS and provides staff support regarding emergency management issues associated with the University. This person is also responsible for creating and updating the University's Comprehensive Emergency Management Plan, researching grant opportunities, and the DPS Chief and Command Staff with

implementation of the plan for both training exercises and actual operational events. This position also leads and directs the operations of the Emergency Communications Center.

- b. Business Continuity: The person in this position supports the planning for operational continuity of key functions of the University. This position impacts the health and safety of campus faculty, staff, students and visitors by working with University Departments and outside agencies to develop and operate a prioritized plan of contingencies to maintain the key functional responsibilities of the University in the event of an incident that disables one or more of them.

2. **Emergency Communications Center:**

- a. The Emergency Communications Center (ECC) as a Unit, reports to the Emergency Management and Business Continuity Director and is managed by the Emergency Communications Center Manager.
- b. **Emergency Communications Center Manager**: The Emergency Communications Center Manager is responsible for the management and oversight of the day-to-day operations of the ECC.
- c. **ECC personnel**: ECC personnel are comprised of non-sworn NYS Security Guards including Communications Coordinators and Communications Officers positions.
- d. **The Emergency Communications Center (ECC)** has primary responsibility for:
 - i. Emergency and non-emergency radio communications, including dispatching patrol personnel,
 - ii. Telephone communications, including receiving and initiating response to all emergency and non-emergency calls for service,
 - iii. Teletype (NYS E-Justice Portal Communications), computer aided dispatch communications, use of state-wide and county law enforcement databases,
 - iv. Monitoring and dispatching officers to alarms,
 - v. Monitoring the campus-wide CCTV camera systems and
 - vi. Other related duties as assigned.

POLICY REVISION HISTORY

NO	SECTION REVISED	DATE ISSUED
1	Changes made to format and titles – entire document	03/26/12
2	Changes in format, titles and positions– Eliminate Spl. Asst. to Chief Position, Revised Organizational Chart as a Reference, Evidence Tech. Patrol Sr. Specialists, Training Unit, Summary	02/03/14
3	Major Revision & reorganization of SOP re new Div. Campus Safety & Emer. Services, Job Descriptions w/ KSA's, & IACLEA	11/06/15
4	Revised: Job Descriptions, FLSA changes (removed exempt, non-exempt wording)	03/13/17
5	Revised: IACLEA, CALEA LE-1, Job Descriptions, Pgs. 2, 4, 5, 7, 8,14, 15	3/04/18
6	Update Job Titles and Descriptions	10/25/18
7	Update Job Titles, Update/Add Job Descriptions	04/12/21
8	CALEA ADV Revisions	08/29/23
9	Revised re Titles; Job Descriptions	04/02/25
10	Revised re Titles; Job Descriptions	10/16/25