

**University of Chicago Police Department
PROCEDURAL ORDER**

		Effective Date: December 5, 2019	Number: PO 701-08
Subject Calls for Service Procedures			
References:			
Reevaluation Date			No. Pages: 4
Amends: 24 AUG 2015 Version		14 JAN 2013 (O.D.P.)	Rescinds:
Approved By: Kenton W. Rainey, Chief of Police		Signature: Official Signed document on file in Accreditation Office.	

I. PURPOSE

To establish protocol to be followed by the University of Chicago Emergency Communications Center (ECC) personnel in determining when University of Chicago Police Department (UCPD) will be assigned to a Call For Service (CFS).

II. POLICY

It is the policy of the ECC to ensure that all Calls For Service that come into the ECC are handled in a proper and professional manner.

III. CALLS FOR SERVICE

A. Common CFS requests occurring within the UCPD jurisdictional boundaries.

1. Motorist Assistance Requests

- a. Battery Jump – If an individual requests the battery jump start service for their vehicle ECC personnel will assign the nearest battery booster equipped UCPD vehicle to assist, when available.
- b. Vehicle Lockout
 - 1) Unoccupied Vehicle – If an individual reports locking their keys in their vehicle and requests assistance in getting into the vehicle ECC personnel will ascertain if there are any UCPD personnel working with vehicle opening equipment. If there are UCPD personnel working with vehicle opening equipment ECC personnel will assign that unit to assist, when available. If there are no UCPD personnel working with vehicle opening equipment ECC personnel will inform the requester of that fact.

- 2) Occupied Vehicle – If an individual reports locking their keys in their vehicle and requests assistance in getting into the vehicle ECC personnel will ascertain if there are any UCPD personnel working with vehicle opening equipment. If there are UCPD personnel working with vehicle opening equipment ECC personnel will assign that unit to assist, when available. If there are no UCPD personnel working with vehicle opening equipment ECC will establish the reason why the occupant is unable to unlock the vehicle (i.e. age, impairment, etc.) and will notified the City of Chicago’s Office of Emergency Management and Communications (OEMC) via 911.

- c. In the event that UCPD is unable to assist in these motorist assist requests, ECC personnel may ask the requester if they belong to a motor club that may provide the needed service. **Under no circumstances will ECC personnel recommend any individual or business regarding motorist assists requests or make any notifications for services to them for any individual.**

2. Umbrella Coverage and Escorts will be assigned as designated by established policy and procedures.

3. Traffic Crash CFS

When the ECC is notified of a traffic crash within the UCPD jurisdictional boundaries, ECC personnel will create a CFS and assign the appropriate UCPD personnel to investigate. The decision to make a traffic accident report, or request that the ECC have CPD respond for the report, will be at the discretion of the responding officer. See GO 504 regarding crash reporting. The ECC personnel will inquire about the following information from the caller:

- a. whether the vehicles can be moved safely;
- b. whether the vehicle(s) are blocking the roadway; and
- c. whether any driver or passenger has possible injuries. If medical assistance is required, ECC personnel will notify OEMC via 911.

B. Incidents occurring on University of Chicago owned property and the contiguous sidewalk and street.

1. ECC personnel will create a CFS and assign UCPD personnel to all reported incidents that occur within the UCPD jurisdictional boundaries.
2. Chicago Police Department (CPD) **will not** be notified unless directed by a UCPD or ECC supervisor.

3. Chicago Fire Department services will be requested when required.
 4. The ECC will dispatch UCPD personnel to incidents occurring on University owned property or contiguous, that are obtained from the CPD Zone radio. UCPD will take primary responsibility for these incidents unless they are otherwise to be turned over to CPD according to other GOs (homicides, major sex crimes, etc.).
- C. Incidents occurring on Non-University of Chicago owned property, within the UCPD jurisdictional boundaries.
1. In-Progress CFS
 - a. ECC personnel will create a CFS and assign UCPD personnel to all in-progress incidents that occur within the UCPD jurisdictional boundaries.
 - b. The ECC will dispatch UCPD personnel to *in progress* forcible felonies and crimes against persons that are occurring within the UCPD extended patrol area, that are obtained from the CPD Zone radio. These calls can include violent crimes in progress; CPD initiated 10-1 emergency backup requests, in progress burglaries, and other serious/sensitive incidents as assigned by the Shift Supervisor.
 - c. Unless the CFS is received over the CPD radio, ECC personnel will notify the OEMC via 911 with all available information regarding the in-progress CFS.
 2. Routine or Delayed Reporting CFS
 - a. If a victim is reporting a crime that previously occurred and there is a suspect(s) still in the area ECC personnel will create a CFS, assign UCPD personnel, and notify OEMC via 911.
 - b. If a victim is reporting a crime that previously occurred and there are no suspects in the area ECC personnel will create a CFS, assign UCPD personnel, and notify OEMC via 911 if an immediate police response is required or via 311, if appropriate. The following incidents and offenses, including attempts, are normally processed through 311:
 - 1) Theft
 - 2) Damage to Property

- 3) Lost Property
- 4) Vehicle Theft
- 5) Residential Garage Burglary
- 6) Lewd/Obscene/Threatening Phone Calls (without any imminent danger)
- 7) Simple Non-Domestic Related Assaults
- 8) Bogus Checks
- 9) Selected Animal Bite Reports
- 10) Accidental Injuries occurring in Nursing Homes

The UCPD ECC will not dispatch UCPD Officers to delayed calls for service obtained from the Chicago Police Department Zone 5 radio (2nd District) and Zone 7 radio (3rd District) occurring in the UCPD extended patrol area. These calls for service can include but are not limited to delayed burglary reports, a report of a robbery that occurred 10 minutes prior to the victim notifying CPD, delayed theft reports and other delayed or cold incidents.

NOTE: If UCPD is specifically requested by responding CPD personnel, the ECC will dispatch an officer to respond to the location.

- c. If the victim is a student, ECC personnel will ascertain if the victim would like to have the Dean on Call notified.
3. Non-Criminal CFS will be referred or transferred to the appropriate agency necessary to handle the request. If the requester is a student ascertain if the requester would like the Dean on Call notified.