



## GENERAL INFORMATIONAL DISPATCHING OF FIRST RESPONDERS (10/25/16)

### **Dispatching of a Campus Security Patrol Officer**

When the Campus Security Dispatcher receives notification of a situation by either a reporting person or a Campus Security Patrol Officer in the field, the Campus Security Dispatcher will access the Dispatch Program to enter in the minimal information needed for a call-for-service, such as the initial nature of the call, the location of the call, the name of the reporting person, and the location and call-back phone number of the reporting person.

The Campus Security Dispatcher will ask the reporting person if they want a call-back from Dispatch or contact from the Patrol Officer, after completion of the response, to be informed of the general disposition of the call-for-service.

Dispatching works on a call priority system built into the Campus Security Computer Aided Dispatch Program. Initial call types are color coded by priority. Emergency calls are coded as either Critical or Severe priority. Non-emergency calls are coded High, Moderate, or Low priority, depending on the type of call. The Campus Security Dispatcher can have multiple calls-for-service 'pending' in the dispatch screen, and they will remain 'pending' until an officer is available to be dispatched.

The Campus Security Dispatcher then assigns a Campus Security Patrol Officer to a call and dispatches him/her to the location of a call, giving the officer the initial nature of a call. This may be for an emergency or a non-emergency situation.

The Dispatch Program records the date and time that the dispatcher received/opened the call-for-service, as well as 'notes' and 'confidential notes' in reference to the call. It also records the time that the officer was dispatched, was enroute, arrived, and cleared the call. The dispatcher can also assign incident reports to the responding officer through the Dispatch Program so that the appropriate report will be issued to the officer and listed in their individual dashboard for their completion. If contact from the Patrol Officer is requested, then the officer assigned to the call will be notified of that request.

When a Campus Security Patrol Officer is on an active call-for-service, he/she will not be pulled off of that call unless a higher priority call-for-service is received by the Campus Security Dispatcher. IF a higher priority call-for-service is received, then the Campus Security Patrol Officer will be re-directed to the higher priority call. If two Campus Security Patrol Officers are on-duty, then the second officer will be assigned to the higher priority call and the officer already on an active call will NOT be pulled off of his/her call UNLESS it is necessary for two officers to respond to the higher priority call.

The Campus Security Dispatcher keeps up with the times that the units get on the scene, and leave the scene, to keep up with where the units are at all times.

If all of the Campus Security Patrol Officers are tied up on emergency calls, public safety agencies may be summoned for a call without the assistance of a Campus Security Patrol Officer, if the call is within their purview.



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Upon completion of the response, if a call-back was requested, the Campus Security Dispatcher will call the reporting person and provide a general disposition of the call-for-service.

### **Dispatching of a Police Services Call**

Roanoke County Police may be dispatched to the campus for emergency or non-emergency calls. Emergency calls would consist of crimes 'in progress,' such as assaults (physical or sexual), burglaries, robberies, thefts, or major traffic accidents, etc. Non-emergency calls would consist of crimes 'not in progress,' such as the crimes mentioned above or minor disturbances, minor traffic accidents, noise violations, etc.

The Campus Security Dispatcher will immediately dispatch a Campus Security Patrol Officer to the location of a police call.

The Campus Security Dispatcher calls 911 for emergency calls or a non-emergency number for non-emergency calls, and supplies the Roanoke County Dispatcher with necessary information on a police call.

The Roanoke County Dispatcher then dispatches the necessary police units. The Roanoke County Dispatcher gives information to the responding units on how to find the location of a police call.

The Roanoke County Dispatcher keeps up with the times that their units get on the scene, and leave the scene, to keep up with where their units are at all times.

The Campus Security Dispatcher also keeps up with the times their units get on the scene, and leave the scene, for Campus Security record keeping.

### **Dispatching of a Medical Emergency Services Call**

The Campus Security Dispatcher will immediately dispatch a Campus Security Patrol Officer to the location of a medical emergency call.

The Campus Security Dispatcher calls 911 and initiates a 'conference call' with the caller and the Roanoke County Dispatcher to supply/obtain necessary information.

The Roanoke County Dispatcher then dispatches the closest unit available. When the units are 'enroute' to the call, the Roanoke County Dispatcher gives the patient information that was received from the caller, to the unit, along with any additional information on how to find the location of the call.

Any further patient information or any change in patient status is forwarded to the responding units to ensure the best responders for the call are enroute, at the safest speed.



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The Roanoke County Dispatcher also assigns a radio channel for the medical call so that the Campus Security Dispatcher will be able to monitor the arrival and departure of the medical units, or provide additional information to responders.

The Roanoke County Dispatcher keeps up with the times that their units get on the scene, leave the scene, and arrive at the hospital to keep up with where their units are at all times.

The Campus Security Dispatcher also keeps up with the times that their units get on the scene, leave the scene, and notes to what hospital the patient will be taken, for Campus Security record keeping.

### **Dispatching of a Fire Services Emergency Call**

The Campus Security Dispatcher will immediately dispatch a Campus Security Patrol Officer to the location of a fire emergency call.

The Campus Security Dispatcher calls 911 and supplies the Roanoke County Dispatcher with necessary information on a fire emergency call.

The Roanoke County Dispatcher then dispatches the necessary fire apparatus. When the units are 'enroute' to the call, the Roanoke County Dispatcher gives them information on how to find the location of the fire.

The Roanoke County Dispatcher also assigns a radio channel for the fire call on so that the Campus Security Dispatcher will be able to monitor the arrival and departure of the fire units.

The Roanoke County Dispatcher keeps up with the times that their units arrive on the scene, and leave the scene, to keep up with where their units are at all times.

The Campus Security Dispatcher also keeps up with the times their units arrive on the scene, and leave the scene, for Campus Security record keeping.

### **Dispatching of Other Campus Departments**

The Campus Security Dispatcher may dispatch other campus departments/personnel to the location of an emergency or non-emergency incident, as necessary. This could be departments such as Maintenance, Buildings and Custodial, Grounds and Paint, or Student Affairs HRL personnel.

The Campus Security Dispatcher also keeps up with the times the other department/personnel arrive on the scene, and leave the scene, for Campus Security record keeping.