

**SUBJECT: RESPONSIBILITIES AND FUNCTIONS OF SCHOOL POLICE RADIO**

**I. POLICY**

- A. Employees /Citizens requiring School Police, or to report crimes, request services or information should be encouraged to contact School Police Radio Dispatcher through the school police emergency telephone 215-400-6000.
- B. ALL requests from schools or citizens will be processed by School Police Radio Dispatcher and a School Police Officer will be dispatched to answer the complaint without delay.
- C. School Police Radio Dispatcher is organized and maintained to receive and service the complaints and requests of the School District and the general public. Radio will dispatch, assist, and service field personnel of School Police Operations and Facilities Operations.
- D. School Police Radio will provide support services to all district/unit personnel of the Philadelphia School District as needed.
- E. School Police personnel will not request command decisions from School Police radio. School Police Radio is a service function only.

**II. RADIO DISPATCHER PROCEDURES**

- A. All radio and alarm room dispatchers will begin each shift with the following procedure:
  - 1. Request all vehicles to stand by.
  - 2. Announce the day, date & time.
  - 3. Give his/her dispatcher identification number.
  - 4. Clear all vehicles on stand-by.
- B. Radio Dispatchers will broadcast all patrol car assignments at least three (3) times using the following format:

<b>Call Sign</b>	<b>Location</b>	<b>Assignment</b>
181	West Phila, H.S.	Meet Principal

- C. Patrol units receiving assignments will respond by giving vehicle number and acknowledgement of the assignment. They will proceed to the scene as safely and quickly as possible informing Radio Dispatcher of their arrival on location. When requesting acknowledgement by School Police Radio, respond with complete unit number and await response. Upon completing assignment, return to service by responding with complete unit number, and the words "Back in Service".
- D. An in-service patrol unit, which fails to answer an assignment directed to their designated vehicle will be cited as "Failing to Acknowledge Radio Call" and may be subject to disciplinary action. All school police officers are required to respond to a radio assignment while in service no matter what region/unit they are assigned or type of patrol to which assigned.
- E. In the event no patrol vehicle is available or if an available vehicle fails to respond after the third call, the assignment will be given to a supervisor.
- F. Patrol personnel will carry hand-held radios at all times. The radio will be attached to their belt by use of a belt clip.
- G. It is the dispatcher's responsibility to know at all times a vehicle status. Dispatchers will request the reason whenever a vehicle goes out of service, if one is not given, record the information into the log of events, the date and time/and notify a supervisor.
- H. School Police Officers will not be permitted to use the call "En Route to Lunch". They will call out to lunch upon their arrival, giving their lunch location. The exact location will be given. After thirty (30) minutes have elapsed, the dispatcher will return the patrol unit to in-service status.
- I. Back-up patrol vehicles: Radio will assign "back-up" on assignments requiring it, or whenever requested. Notify a supervisor when "back-up" on assignments requiring it, or whenever requested. Notify a supervisor when "back-up" personnel are not available and dispatch assignment.
- J. Report: An officer given a "report" or "CRD (call Radio Dispatcher)" call is in-service and will contact radio by phone.
- K. Headquarters: A patrol vehicle given a "headquarters" is out-of-service and will proceed to headquarters immediately unless otherwise directed by a supervisor. Headquarters' location will be given by Dispatch.

- L. Requesting Equipment: Patrol units requesting equipment of a special nature advise Radio Dispatcher of the particular type needed and the specific purpose for which it is needed (i.e., locks to secure screens etc.).
- M. Fire Apparatus:
  - 1. Fires- give location and type (car, house, fields, etc.)
  - 2. Rescue/medic units- give location and nature of medical emergency.
- N. Back-Up: Patrol units in need of additional personnel, but *who are not in any danger*, shall request additional cars stating "No Emergency", and state location, call sign, and nature of the priority.
- O. Priority Back-Up: When assistance is needed, other than routine, but officer is in no immediate danger, and state location, call sign, and the nature of the priority.
- P. Assist Officer: Shall be the highest priority call broadcasted over the radio. It takes precedence over all other assignments and is broadcast only when a police officer is believed to *be in danger of death and/or serious bodily injury*, or if another person is in the same serious danger, or if a riotous situation exists over which the officer can no longer exert control. The officer will state the location, call sign, and the nature of the priority.
- Q. Dispatcher Responsibility:
  - 1. All radio communications are now recorded.
  - 2. Quips are to be broadcast by radio/alarm room dispatchers to call attention to particular areas of concern, or as an aid to safety for all mobile patrol units.
  - 3. The school radio/computer alarm system is a service function, not a command function. Patrol division police will not request command decisions from radio personnel, but request the relay of information or the dispatch of supervisory personnel.
  - 4. Dispatchers assigned to the radio/alarm room cannot approve a day-off request for a school police officer, or other dispatcher. All such request, whether personal leave, holiday, snow day or vacation, will be forwarded to the appropriate on duty supervisor for approval or disapproval.
  - 5. Dispatchers will act professionally at all times, interference or tampering with radio, computer, or alarm equipment will result in disciplinary action, up to dismissal.
  - 6. Dispatchers are to maintain the log of events, incident reports, extra check logs, and the 215-400-SAFE (215-400-7233) log.

7. Dispatchers are to sign on and off duty in the log of events and read all pertinent information recorded on the previous shift. They shall notify the duty supervisor and/or oncoming duty supervisor of any outstanding or newsworthy events.
8. Dispatchers who record incidents over the phone are to ensure that all information needed to complete the incident is filled in and signed by the dispatcher recording the incident.
9. Dispatchers who record incidents of an extremely serious nature will immediately upon completion of the report make the proper notifications.
10. Dispatchers will record all information received on the 215-400-SAFE (215-400-7233) in the record book kept in the dispatcher's office and disseminate information for action as soon as possible.
11. Dispatchers are to monitor at all times the CCTV monitors located in the radio room and report any irregular activity.
12. Only those personnel having official school district business are permitted inside the communications center, NO EXCEPTIONS.
13. At no time will a TV, VCR, radio/walkman or tape player capable of receiving commercial stations be permitted in the radio/alarm room. The reading of books, magazines and newspapers are not allowed in the radio/alarm room.
14. Radio/alarm room dispatchers who experience any radio problems will:
  - a. Notify Motorola radio (215)-698-6850.
  - b. Notify the on-duty supervisor.
  - c. Enter the information in the log of events.
15. Radio calls take precedence over phone calls.
16. Telephone calls:
  - a. Dispatchers answering the phone should answer:  
"GOOD (*Morning/Afternoon/Evening*)  
SCHOOL POLICE RADIO DISPATCHER (*your name*),  
HOW MAY I HELP YOU? "
  - b. Rude or insulting language, offensive conduct to the public or co-workers is not permitted under any circumstances. When multiple phone lines are ringing, answer accordingly and ask the party to "Please Hold." Service calls as quickly as possible.

***Phone lines in the communications center are for official use only.***
17. Dispatchers will not leave his/her duty station unless:
  - a. Properly relieved by the on coming radio/alarm dispatcher.
  - b. Authorized by the on-duty supervisor and coverage is provided.
18. Dispatchers will not leave unfinished assignments to the on-coming dispatcher(s) without the supervisor's notification and approval.
19. Dispatchers will check the School & Facilities list of night/weekend activities against the computer print out listing schools with open alarms. This will avoid sending a patrol unit to a school that is open due to night activity.
20. When a dispatcher calls off for any reason, he/she will notify the Duty Dispatcher who in turn will notify the communications supervisor if a replacement is needed.

### **III. Lost or Stolen Radios and/or Equipment**

- A. Personnel are responsible and financially accountable for stolen, lost, or damaged radios and radio equipment where circumstances indicate the officer was negligent.
- B. Lost or stolen radios will be reported to School Police Dispatcher at (215) 400-6000. When this occurs the dispatcher will turn on the CALL ALERT Signal to aid officers in the recovery of the lost radio. If the radio is not found within 30 minutes or School Police Radio begins receiving unauthorized transmissions from the lost radio, the pertinent supervisor will contact Motorola at 215-698-6850 to disable the radio from the system.
  - 1. If radio is not found the involved officer will:
    - i. Notify his immediate supervisor and school police dispatcher.
    - ii. Make out a SP-16 and incident report.
    - iii. Notify Divisional Commander, and the Administrative Lieutenant.
  - 2. Damaged or defective radios and/or radio equipment will be taken to the Mobile Communications Unit, accompanied by a memo from the appropriate Commanding Officer. Mobile Communications will not accept a damaged radio unless accompanied by a memo, while outlines how the radio was damaged.
- C. Police personnel will not:
  - 1. Use first names, surnames, or nicknames over Police Radio.
  - 2. Provide false or misleading information to Police Radio.
  - 3. Fail to respond to an assignment while in service.
  - 4. Interfere with radio broadcast and/or tamper with equipment.
  - 5. Violations of Section III, E, 1, 2 or 3 may result in disciplinary action.
  - 6. Violation of Section III, E, 4 subject an officer to dismissal.
- D. Patrol Supervisor Responsibilities
  - 1. Be responsible for the security and issuance of hand-held radios to personnel under their supervision and record issuance and the radio identification number on the Radio Control Log.
  - 2. Any change of vehicle or radio assignments during the tour of duty will be sent to School Police Radio dispatcher using the Unit-Radio ID #.

2-17-04  
Revised 7-12-06  
JUNE 2015

**BY ORDER OF THE CHIEF SAFETY EXECUTIVE**  
**OFFICE of SCHOOL SAFETY**

## OFFICE of SCHOOL SAFETY

**PHILADELPHIA SCHOOL DISTRICT**  
**Office of School Safety**

**Directive # 1**  
**Addendum #1**

**SUBJECT: Responsibilities and Functions of School Police Radio,  
ALARM SYSTEM - Opening / Closing Procedures**

- I. The following procedures have been established for Opening and Closing all school district facilities:
  - A. When a building engineer or designee enters the building in the morning, Monday through Friday, he/she will call the alarm room dispatcher if:
    - 1. The alarm system cannot be turned off with his/her code.
    - 2. The alarm keypad indicates a trouble condition (i.e., dial light stays on, no dial light is on, power light is off, FC or O in window).  
\*If none of the above conditions exist, it is not necessary to call the School Police Alarm Room Dispatcher.
  - B. Before leaving the building for the night, Monday through Friday, the building engineer or designee responsible for locking up and turning the alarm system on will call the School Police Alarm Room Dispatcher if:
    - 1. He/She is unable to get the ready light.
    - 2. His/Her code will not turn the alarm system on.
    - 3. There are workers left in the building. He/She will give the School Police Dispatcher the trade name and the name of the person in-charge (i.e., Painter, John Jones; Electrician, Joe Doe). He/She will then record name on Night Building Log, located in Building Engineer's Office, of person in charge (i.e., Foreman, David Jones, Plumbers), and record the name of School Police Dispatcher, date, and time.
    - 4. There are other activities in the building that do not require a building engineer or designee present. However, he/she will give the activity name and the name of the person in-charge (i.e., Principal in, Mr. Paul Jones), and record name on Night Building Log along with the name of School Police Dispatcher, date and time.
    - 5. An activity that requires the building to stay open after hours, the building engineer or designee will notify School Police Alarm Room Dispatcher of the activity and time of anticipated departure (i.e., recreation in gym, leaving 10:00PM). He/She will record date, time, and activity on the Night Building Log along with name of School Police Dispatcher and time of call.

- C. When a building engineer or designee is required to work on the weekend, Sunday, and holidays, he/she will call the School Police Alarm Room Dispatcher upon entering and upon leaving the building (i.e., Bob Brown, running heat at Blaine School; Bob Brown, leaving Blaine School--all O.K.). All communications between building engineers or designees and Police Dispatchers will be recorded in the Day/Night Building Entry Log as well as the Night Building Log, which will be completed by the building engineer or designee.
- D. Relief Custodians:
1. All relief custodians will call the dispatcher upon entering and leaving a building to have the alarm system turned on/off. If a relief custodian will be at a building for more than two (2) days, he/she will call 215-400-6000 and ask for the Alarm Systems Supervisor, to be issued a temporary code. Once permanent personnel have returned to their assignment, Intrusion Alarm Unit will cancel the temporary code.
- E. Personnel working in a school building on the weekend, Saturday and Sunday, other than assigned personnel, will call School Police Alarm Room Dispatcher by radio prior to their arrival to have School Police sent to their location to turn off the alarm system. All personnel without an alarm code and working in a school building will call the School Police Alarm Room Dispatcher thirty (30) minutes prior to their leaving to have the alarm system turned on. Those workers that do not have radio communications will call by telephone. All communications between facility personnel and School Police Dispatchers will be recorded in the Day/Night Building Entry Log. In addition, person in-charge of work force will sign the Night Building Log and record the date, time and their name upon entering and exiting a school building.

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**JUNE 2015**

**BY ORDER OF THE CHIEF SAFETY EXECUTIVE**  
**OFFICE of SCHOOL SAFETY**

**SUBJECT: RADIO PROCEDURE, 800MHZ RADIO, SCHOOL BASED OFFICERS.**

**1. REPORT ON:**

All School Based Officers will report on in the A.M. in the below stated manner:

“School Name” to Radio

Wait for radio to acknowledge

“School Name”, in service

**2. REPORT OFF:**

All School Based Officers will report off ***only:***

If a Violent Index Incident occurred in their school that day, i.e., Abduction or Attempt, Aggravated Assault, Drug Arrest/Sales, Incendiary Fire, Morals Offense, Robbery or Weapon offense. Do not report off if there were no incidents.

**3. “J” BAND:**

All Officers can report Life or Death incidents over “J” Band:

“School Police at School Name” to J Band by switching to 10-A

Wait for J Band to acknowledge, proceed with you message. Wait for acknowledgement, and switch back to A-1.

**4. RADIO LANGUAGE:** See Addendum attached titled “Jargon,” 1/09/2012

The 10 code will not be used.

All messages will be concise and to the point.

**5. “ASSIST OFFICER”:** Request an “Assist Officer” when an officer or other person is in danger of death, of serious bodily injury or if a riotous condition exists which police can no longer control. Officers will state location, call sign, and the nature of the request.

**6. “PRIORITY BACKUP”:** Request whenever an officer is not in immediate danger but needs additional equipment/officers to respond immediately to his assignment. Officers will state location, call sign, and the nature of the request.

**7. “BACK-UP”:** Officers in need of additional personnel, but *who are not in any danger*, shall state, “No Emergency.” Officers will state location, call sign, and the nature of the request.

01/09/2012

**June 2015**

**BY ORDER OF THE CHIEF SAFETY OFFICER  
OFFICE of SCHOOL SAFETY**



**SUBJECT: RESPONSIBILITIES AND FUNCTIONS OF SCHOOL POLICE RADIO**

**I. POLICY**

- A. In the event a significant incident is called into School Police Dispatch, radio and alarm room dispatchers are required to notify the pertinent on-duty supervisor immediately.
- B. Notify Philadelphia Police Radio by dialing 911.

**II. PROCEDURE**

- A. When an incident notification is received, all radio and alarm room dispatchers will document the below information on the Incident Flash Report:
  - 1. The caller's name and school location (school number or street address)
  - 2. Nature of the incident
  - 3. If the Philadelphia Police Department (911) has been notified
  - 4. If first responders are on-site or in route to the school location

**NOTE: See Incident Notification Checklist/Dispatch Checklist**

- B. Upon completion of the call, radio and alarm room dispatchers will activate the Emergency Management Phone Tree by:
  - 1. Providing the incident information to the pertinent Commander and Supervisor.
  - 2. Confirm Philadelphia Police Radio has been notified by calling 215-686-3128
- C. Pertinent Commander or Supervisor on-duty will notify and provide emergency information to the School Safety Command Staff.

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**BY ORDER OF THE CHIEF SAFETY EXECUTIVE**  
**OFFICE of SCHOOL SAFETY**

**RESPONSIBILITIES AND FUNCTIONS OF  
SCHOOL POLICE RADIO  
APPENDIX “A” ATTACHMENT  
DISPATCH CHECKLIST**

In the event an incident is called into School Police Dispatch, radio and alarm room dispatchers activate the Emergency Management Phone Tree by notifying the pertinent Commander.

The below checklist has been provided to ensure emergency information is collected and communicated to District first responders in a timely and efficient manner.

<b>INCIDENT NOTIFICATION CHECKLIST</b>	
<input type="checkbox"/>	Obtained the caller name, school location, and the nature of the incident
<input type="checkbox"/>	Philadelphia Police Department have been notified
<input type="checkbox"/>	District first responders are on-site or in route to the school location
<input type="checkbox"/>	Pertinent Commander or Designee have been notified
<input type="checkbox"/>	Confirmed Philadelphia Police Radio has been notified (215-686-3128)

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