

**University of Maryland Department of Public Safety
Headquarters, Bldg 003
College Park, Maryland 20742-6011**

NOTICE: 05-0058

SUBJECT: 10-84 Calls for Service Response Procedures

EFFECTIVE DATE: July 12, 2005

ORDERED BY: Kenneth W. Krouse
Chief of Police

10-84 Calls for Service Response Procedures

.01 History of 10-84 Calls for Service Response

- A. The UMDPS for many years has provided the University Community with the service of opening/unlocking offices, rooms, buildings etc. In the past, the general practice was to open offices, or give a person access to a specific building or area when that person's keys were locked inside. The idea behind this practice was if a person's keys were locked in an area, we could verify that they had access to the area by simply having them demonstrate their keys opened the office, building etc. This process also prevented UMDPS personnel from having to guess, investigate or make judgment calls. Approval of request outside of this scope has been at the discretion of communications personnel, the desk officer, or the watch commander. As a result, services were provided in an inconsistent manner. In some cases, the same community member would get an identical request approved or denied depending on who was working.
- B. While it is understood that circumstances will arise which may require supervisors to approve or deny a request, outside of the scope of these guidelines, the following guidelines will enable us to be more consistent in our services.
- C. It is expected that when practical, UMDPS personnel should attempt to assist community members by making phone calls or directing them to departmental heads etc, in order verify, or get future permission or access to the requested area.
- D. UMDPS should approve the 10-84 in the following circumstances:
1. In all cases, UMDPS personnel must be able to clearly identify (and record) the requestor by photo identification or other means as current UMCP faculty/staff/student.

2. In cases where the person is a bona-fide guest, contractor etc, third party verification should be requested and noted. This can be done either prior to or after the service is provided (i.e. identification may be locked in the room).

.02 Normal Business hours and/or the Building is open AND it is not an alarmed or a restricted area response

- A. The requestor's keys or electronic access card/id are locked in a specific location. If the requestor wishes to remain in the area, officers should attempt to verify that the requestor belongs through the Lenel system, BSS, or other means (i.e. it is the requestor's office or the key works in the lab).
- B. The area to be opened is a classroom or lecture hall, and the person can be identified as faculty or has a space reservation. Exceptions can be made by calling the departmental head, or building director.
- C. If the requestor has temporarily lost or misplaced their keys/access card or left them at home. This request should only be approved if UMDPS can verify that the requestor has access and permission (Lenel, BSS) to be in the room/area (i.e. requestor's office). If the area to be unlocked is a lab, or other area, UMDPS should, when practical, attempt to contact departmental heads, etc.. to confirm that the requestor can be given access. The requestor should be informed that they need to make arrangements to get the keys/card access replaced etc.
- D. Property retrieval. Persons may be escorted into (and out of) an area to retrieve property that can be clearly identified as theirs (i.e. purse, wallet, name is on property) whether or not they have a key.

- E. The card access system is broken or malfunctioning. Care must be taken to verify through Lenel, BSS, that the card reader or system is malfunctioning AND the requestor would otherwise normally have access.

.03 Outside of normal business hours and/or the building is closed, alarmed or restricted response

- A. The requestor's keys/electronic access card/id are locked inside. If the requestor is to remain in the building/room, UMDPS personnel should attempt to verify that the requestor belongs in the area/room/lab AND that they have after hour access to the building. Verification can be made by checking the key/card access on exterior doors (Lenel, BSS), or calling departmental head, building director etc. If the requestor does not have after hour access to the building he/she should be allowed to retrieve their keys/electronic access/card from the locked area and be escorted from the building.
- B. If the area is alarmed or restricted, a person on the alarm contact list, or departmental head should be notified and permission granted if the requestor does not have the alarm access code. This also includes property retrieval.
- C. In cases where the requestor has misplaced their keys or left them at home, entry will only be given if verification can be made by the Lenel system, BSS, departmental heads, building directors, or person in charge of area that the individual is allowed access to the building.
- D. The card access system is broken or malfunctioning. Care must be taken to verify through Lenel, BSS, that the card reader or system is malfunctioning AND the requestor would otherwise normally have access.