University of Maryland
Department of Public Safety
Manual of Rules and Procedures

Unit: 2.1200
Effective: February 1, 2011
Replacement Edition: 020111

2.1200   Blue Light Emergency "Pert" Phones
A. More than 300 PERT phones are installed throughout the campus in both interior and exterior locations. In the event of an emergency, simply activating one of the phones will immediately notify personnel in the Department of Public Safety Emergency Communications Center (ECC).
B. If a caller is unable to speak or remain with the phone, ECC personnel will dispatch police to the phone's location. Procedures for responding are similar to any other call for service or emergency.
C. PERT phones are either mounted on a wall or encased within a tall blue freestanding pole and are marked "Emergency". The phones typically have blue lights overhead, making their locations easier to find. Individuals may contact the Department of Public Safety directly and without charge by activating these PERT phones.
D. Officers are also dispatched to check the phones if somebody connects/calls and there is no response (open PERT line).

2.1200.10 Locations
A. Blue Light Emergency "PERT" locations are determined by UMCP Facilities Management construction project standards. These standards determine the number and location of emergency phones for each construction project shall be determined by the Consultant on a project by project basis. The Department of Public Safety sometimes moves them around on the project site plan to move them closer to handicap accessible locations or closer to bus stops etc. as needed.
B. Blue Light Emergency "PERT" locations are also determined based upon the multiple safety walks (SGA on-campus, SGA off-campus, Grad Student on/off campus) that the Department of Public Safety participates in. These student groups make recommendations for emergency phones based on their perception of crime/fear.
C. A needs review for Blue Light Emergency "PERT" phones based on a documented security survey will be conducted once every three years.

2.1200.20 Maintenance and Testing
A. All campus Blue light emergency telephones will be inspected and tested quarterly by the Police Auxiliary while on Foot Patrol. Student Police Aides also note any problems they may observe while on normal patrol, such as a blue light out.
B. The results of the inspections and tests will be documented on the Emergency Phone Inspection Checklist, form.
C. If a Blue light emergency telephone is found to be out of service or have any other problems, an email message is sent to the Help Desk at the Office of Information Technology and they coordinate repairs. A copy of the email is saved and the problem is logged on a Student Police Aide Foot Patrol log.
D. It is the **sole responsibility of Police Aides** working Foot Patrol to check and report any deficiencies or malfunctions of PERT phones on campus. Essentially,

Police Aides working Foot Patrol check for cleanliness, proper functioning of the buttons, proper functioning and coloring of the lights (especially the blue display light), and clear transmission of the speaker.
E. Any deficiencies discovered on PERT phones should be noted on the Foot Patrol log, including the location of the phone, its pole number, and its telephone number, if known.
F. Police Aides working Foot Patrol are assigned specific PERTs by the on-duty Supervisor. PERT checks are coordinated through the Supervisor-in-charge of the Foot Patrol contract. Although certain PERT phones are assigned to be checked by a Supervisor, Police Aides are strongly encouraged to be proactive seek out and note deficient PERTs on their own.
G. Police Aides are the only ones who check and maintain the operational status of PERTs, it is crucial that Police Aides report PERT deficiencies to the on-duty Supervisor each night, who, in turn, must report these deficiencies to the proper individuals.

2.1200.30 Notification methods
A. The Department of Public Safety provides Blue Light Emergency "PERT" phone information to the community by having:
1.   Information available on the department's website:
2.   Information provided in the Annual Security report;
3.   Information provided in various departmental brochures; and
4.   Information provided in departmental correspondence to the community.