

# Standard Operating Procedures for UMB Safe Walk and Safe Ride Services

## 205.1 PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to establish guidelines, procedures, and responsibilities for the University of Maryland, Baltimore (UMB) Police and Public Safety officers who play a key role in providing the Safe Ride and Safe Walk services.

## 205.2 SCOPE

The Security Operations Unit is primarily responsible for providing Safe Walk and Safe Ride services to UMB and University of Maryland Medical Center (UMMC) employees who have UMB ID or UMMC ID. The Police Operations Unit also provides Safe Walk and Safe Ride services during the hours that Security Operations is not available to provide the services.

## 205.3 POLICY

It is the policy of the UMB Department of Police and Public Safety to deter crimes through proactive initiatives while providing professional services. Safe Walk and Safe Ride services are provided by UMB Police and Public Safety to help ensure the safety and well-being of the community it serves.

UMB Police and Public Safety provides information about the services on its website at <https://www.umaryland.edu/police/services/safe-walk-safe-ride/>. UMB One Card holders can request a Safe Walk by calling the police communications non-emergency number at 410-706-6882. Safe Ride service can be requested by also calling the non-emergency number or by requesting a ride through the mobile UMB app.

## 205.4 RESPONSIBILITIES

**Police Communications Center:** Receives and relays Safe Walk and Safe Ride requests to the appropriate security supervisor or police officer in charge and inputs information into the mobile UMB app.

**Security Supervisor:** Assigns security officers to Safe Walk and Safe Ride duties, monitors radio communications, adjusts driver staffing, and may provide Safe Walk or Safe Ride services if necessary. Reports to the security operations manager.

**Security Officers:** Provide Safe Walk service and operate Safe Ride vehicles during assigned hours. Report to security supervisors.

**Police Officer (Shift Supervisor):** Assigns police officers to provide Safe Walk and Safe Ride services when dispatched by police communications during the hours that security officers are not providing the services.

**Security Operations Manager:** Manages daily operations of Safe Ride and Safe Walk services and reports to the security director.

# University of Maryland, Baltimore Police Department

## Procedures Manual

### *Standard Operating Procedures for UMB Safe Walk and Safe Ride Services*

---

**Security Director:** Manages Security Operations and reports to the assistant vice president for public safety and chief of police.

#### **205.5 OPERATIONAL PROCEDURES**

##### **Safe Ride Program:**

The Safe Ride program provides services from 0700 hours (7:00 a.m.) to 0100 hours (1:00 a.m.) to students and employees who have a UMB ID or UMMC ID. During this period of operation, the following will be adhered to:

- (a) Safe Rides are dispatched through the TransLoc On Demand web-based system by the requestor utilizing the mobile app or entered by the police communications operator when a call requesting a Safe Ride is received. During the hours that Safe Ride is operated by security officers, the Safe Ride drivers will receive service requests through the TransLoc On Demand system provided to each driver.
- (b) The security operations shift supervisor is responsible for assigning a security officer to serve as the Safe Ride driver. The Safe Ride driver will be responsible for operating/ driving the vehicle and using the TransLoc software to accept, decline, and enter details regarding each service request. The Safe Ride driver will use a marked Police and Public Safety vehicle. During times a marked vehicle is not available, the vehicle will display a magnetic sign identifying it as a UMB Safe Ride vehicle.
- (c) Safe Ride services will be provided by security officers between the hours of 0700 and 2300 hours. After 2300 hours, the police communications center will notify the police shift supervisor, who will assign a police officer to provide Safe Ride service.
- (d) Safe Ride services are limited to the Safe Ride boundaries provided on the Safe Walk/ Safe Ride map at <https://www.umaryland.edu/police/services/safe-walk-safe-ride/>.

##### **Safe Walk Program:**

The Safe Walk program is available 24 hours a day. The following will be adhered to:

- (a) Safe Walk services will be provided by security officers between the hours of 0700 and 2300 hours. After 2300 hours, the police communications center will notify the police shift supervisor who will assign a police officer to provide Safe Walk service.
- (b) When a Safe Walk request is received by police communications, the on-duty security supervisor will first be notified. The on-duty security supervisor will designate the security officer responsible for providing Safe Walk service.
- (c) When a security supervisor is not on duty or available, the police shift supervisor will be notified.
- (d) When a security officer is not available, the security supervisor will be responsible for conducting Safe Walk service.
- (e) When neither a security officer nor a security supervisor is available to conduct Safe Walk service, the police shift supervisor will determine whether a police officer will conduct the Safe Walk service.

# University of Maryland, Baltimore Police Department

## Procedures Manual

### *Standard Operating Procedures for UMB Safe Walk and Safe Ride Services*

---

- (f) Safe Walk services are limited to the Safe Walk boundaries provided on the Safe Walk/ Safe Ride map at <https://www.umaryland.edu/police/services/safe-walk-safe-ride/>.
- (g) During the period between 2300 hours (11:00 p.m.) to 0700 hours (7:00 a.m.) of the Safe Walk program, the police shift supervisor will assign a sworn member(s) to conduct the Safe Ride service. If the selected sworn member determines that it would be more efficient and effective to provide the service as a Safe Ride instead, the sworn member shall have the discretion to do so.