

EFFECTIVE: 1 December 1993

REVISED: 1 July 2005  
1 December 2008  
1 January 2010  
20 June 2011  
17 December 2013  
25 August 2022

SUBJECT: Community Service Calls - Assistance to Motorists, Door unlocks, Escorts

ISSUED BY: John Brockie

I. PURPOSE

Service to our community is an integral part of the mission of the Department. Community service calls may take many forms, the most common ones are requests for motorist assistance, locking/unlocking a campus door, and providing safety escorts. Calls for service of this nature provide our Department with an opportunity to reach out to the community and further build the relationship between our Department and the community.

II. MOTORIST ASSISTANCE

Motorists who request service beyond those offered, or when UPD personnel/equipment is not available should be informed of outside vendor assistance. Motorist should be informed of which vendors are available, as maintained by the dispatcher, and the approximate cost of service, if known. Contact with the selected vendor will be made by the dispatcher. Dispatchers will assist motorists requesting assistance from contracted roadside assistance organizations, such as the Automobile Club, by contacting the central dispatch for that organization and relaying the request for service.

*Battery jumps* are to be performed by Parking personnel using specifically designed equipment issued for the purpose of battery jumps. UPD personnel do not perform battery jumps.

When it is determined that the Department cannot assist a motorist and there will be a delay in service from outside vendors the motorist's safety should be considered paramount. If deemed necessary due to, but not limited to, time of day/night, weather conditions, local conditions, a member of the Department should remain with the

motorist until a tow service has arrived and secured the vehicle or the motorist should be offered a ride to the Police Station to wait for the service.

### III. CAMPUS DOOR UNLOCKS

During regular business hours (Mon-Friday, 8am-5pm), staff and faculty shall contact their department to perform door unlocks. If the staff or faculty member's department is unable to unlock the door, there are exigent circumstances, or if it is outside regular business hours, the staff or faculty member may contact the University Police for assistance. The University Police will unlock campus doors for staff and faculty members who provide identification, have permission to enter the area, and show a need for the door to be unlocked. For the purposes of this policy, positive identification is established by presenting a current campus staff or faculty identification card, or government issued picture identification. If the staff or faculty member does not have identification as defined in this policy, the University Police shall attempt to locate their photo via our campus website or our campus ID database. If located, the photo will be sent to a University Police mobile device in the field in order to provide positive identification. Areas of the campus which have restricted entry are NOT to be opened for anyone not on the approved access list maintained in University Police Communications.

### III. CAMPUS ESCORTS

The Department will provide escorts to members of the campus community upon request. This may take the form of a medical escort from a campus location to the Student Health Center, or a safety escort between two campus locations. During regular business hours, callers will be advised of the Shuttle service the campus provides, however, if they still request an escort from the Department, it is to be provided. After hours the Department will provide escort between on campus locations. Afterhours escorts to reasonably close off-campus destinations will be accommodated at the discretion of the Watch Commander.

### IV. GEOGRAPHIC BOUNDARIES

For the purposes of this General Order the geographic boundaries for motorist assistance and campus escorts are established as Atherton Street on the north, Palo Verde Avenue on the east, Bellflower Boulevard on the west, and Seventh Street on the south, excluding those housing areas located off Seventh Street in the southeast quadrant of the campus and that area patrolled by the VA Hospital. For the purposes of off-campus escorts these boundaries may be expanded at the discretion of the Watch Commander.

APPROVED