



Effective: 07/19/2000
Last Revised: 09/15/2019

**CSU FULLERTON POLICE DEPARTMENT
GENERAL ORDER NUMBER 5-13**

SAFETY ESCORT SERVICES

SUBJECT: Student, Staff, and Faculty Safety Escort Services

PURPOSE: To establish procedures for providing an efficient safety escort service, twenty-four hours a day, seven days a week, to students, staff, and faculty to ensure personal safety. The Community Service Officer Program will have the primary responsibility for providing safety escorts. If Community Service Officers (CSO) or Community Service Reserves (CSR) are unavailable, Police Officers will be assigned. [CALEA 91.1.4a]

POLICY: It is the policy of the CSU Fullerton Police Department to ensure a safe environment for Students, Faculty, Staff, and visitors to the campus when traveling from the interior of the campus to parking lots. Furthermore, this Department and its officers shall promote a sense of self-awareness on the part of the individual utilizing the safety escort service that can increase their safety at times when the service is not being utilized. [CALEA 91.1.4a]

PROCEDURE:

I. Dispatcher Responsibilities:

A. Upon receipt of a safety escort request, the Dispatcher shall:

1. Ask the requesting party where they would like to meet the safety escort person. In the event that the requesting party cannot suggest a suitable location, the Dispatcher shall suggest a place that may be safe for them to wait.
2. Provide the requesting party an estimated time of the safety escort person's arrival.
3. Assign, and dispatch a safety escort person to the party's location. If a CSO is not available, the call shall be assigned to a Police Officer.
4. In CAD, record the starting and ending time, as well as the starting and ending mileage of the safety escort.

B. If exigent circumstances apply to the requesting party, such as a restraining order, or other threat of violence, a Police officer shall be assigned to the call.

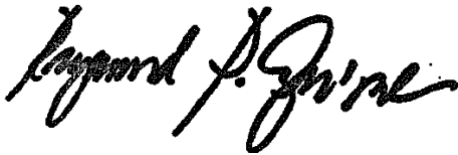
II. CSO and Officer Responsibilities [CALEA 91.1.4f]:

- A. Respond to the call in a timely fashion. If there are any undue delays, the CSO or Officer shall notify dispatch so the requesting party can be updated accordingly.
 - B. Prior to transporting the requesting party, radio dispatch with the vehicle's mileage so it can be recorded in CAD.
 - C. Advise the requesting party to be aware of their surroundings at all times.
 - D. Radio dispatch with the ending mileage upon reaching the requesting parties destination.
 - E. Remain in the area until the requesting party has safely arrived at their destination, or has departed in their vehicle.
- III. CSO Supervisor's Responsibilities:
- A. Shall oversee, monitor, and supervise the safety escort program to ensure effective and efficient operation. [CALEA 91.1.4c]
 - B. Shall ensure the CSOs are properly trained to conduct safety escorts including small cart and defensive driver training. [CALEA 91.1.4e]
 - C. Shall ensure the campus community is made aware of the safety escort program by means of various media and forums. The service is posted on the Police Department's Web page. [CALEA 91.1.4b]
- IV. Community Service Reserves (CSR) [CALEA 91.1.4d]
- A. As volunteers CSR's will undergo an interview screening and background investigation during the hiring process prior to performing any duties for the CSU Fullerton Police Department. This process will determine suitability for the safety escort service duty.
 - B. CSR'S will receive small cart, defensive driver training and safety escort training during the Department's initial training program. [CALEA 91.1.4e]

REVIEWED BY:

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APPROVED:



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