

2.441 SECURITY ESCORT SERVICES

- A. The agency provides security escort services by officers and aides as an integral part of personal security and protection services provided to university students, staff, faculty, and visitors;
 - 1. On a schedule established and published as needed by the commander responsible for security escort services; and
 - 2. At all other times unless the escorts are determined to be unnecessary by supervisors.
- B. Security escort requests will be:
 - 1. Received, dispatched, and documented in CAD by PCOs;
 - 2. Handled in priority order with all other calls for service as soon as units are available; and
 - 3. Assigned to aides during primary operational hours, but may be assigned to officers when aides are not available within 20 minutes or not at all, however all units should not be allocated to conducting escorts at any time.
- C. Escort related information to be recorded in CAD includes, but is not limited to:
 - 1. Date and time requests were received;
 - 2. Names and contact numbers of the people who request escorts;
 - 3. How many people will be transported;
 - 4. Beginning and ending times and locations of the escorts;
 - 5. Units assigned; and
 - 6. If escorts were provided on foot (walking) or by vehicle (riding).
- D. PCOs will give requesters reasonable and prudent estimated arrival times for escorts based on call volume and estimated response times as stated by the escort providers.
- E. Escorts will be provided:
 - 1. Point-to-point as best permitted by the transportation mode, i.e., walking v. riding;
 - 2. Only to/from points on university property or along the roads that are immediately next to university property. The **only** exception to this procedure is to pick up or drop off persons at the first "Y" intersection on Campus View Drive near the intersection with Osler Drive; and
- 3. To all parties, regardless of the number of persons in the group even if multiple trips must be made to accommodate the number of people in the group.
 - a. Vehicle occupancy levels will not be exceeded.
 - b. Groups of people who are escorted by using multiple trips will be divided to ensure that at least two persons are the last to be transported and that no one person is left unattended where escorts began.
- F. Employees who provide escorts will not normally use issued keys to access secured areas, such as residence halls or locked academic or support buildings, when they are meeting or dropping-off escorts. Officers or aides may let:
 - 1. Students who are locked out of their own HRL facilities into the facilities provided the students can prove they currently live in the particular residential facilities; and
 - 2. Staff and faculty members who are locked out of their own academic or support facilities into the facilities provided permission is verified by contacting the staff or faculty member's building coordinator, dean, director, department chair, etc.
- G. Patrol supervisors will be told when escort requests have been on hold for 20 minutes and every 10 minutes thereafter because of higher priority calls for service in order to determine if it is necessary to redeploy personnel resources.
- H. Security escort services may be temporarily suspended when weather conditions make providing escorts unsafe for escort providers or requesting parties.
 - 1. Requests to suspend security escort services will be made by patrol supervisors:
 - a. Through a commander during business hours; or
 - b. Through the Duty Officer during non-business hours.
 - 2. When escorts are suspended, PCOs will tell persons who request escorts the probable time frame when escort services will be resumed.

3. PCOs are responsible for using appropriate methods to inform the campus community when security escort services are suspended and resumed for safety reasons. See also **2.757 TU ALERTS**.
 4. Escort requests that are received when all escort services have been suspended will be screened by PCOs and reviewed by patrol supervisors to determine if the requests are routine, emergency, or life-safety related.
 - a. Emergency or life safety related escort requests will be assigned to officers for service.
 - b. Requests that come from people who are in locations where their immediate safety is at risk will be given a higher priority for service than requests that come from people who are already in relatively safe locations.
- c. People who request routine escorts will be told:
 - (1) That escorts are temporarily suspended for safety reasons; and
 - (2) When escort services may be resumed and their escort request fulfilled.
- I. Patrol's bureau commander will designate a patrol supervisor to be responsible for completing monthly escort program statistical reports. Reports will:
 1. Be written for escorts provided during the hours that police aides are regularly handling escorts with the Safe Ride van and/or other vehicles; and
 2. Contain information as specified by the bureau commander and approved by the Chief.