



California State University, Los Angeles
Department of Public Safety

NUMBER: I-28 APPROVED: _____
Joseph Curreri, Chief of Police

EFFECTIVE: March 25, 2013

SUPERSEDES: 2/1/2013 Reviewed/Revised: March 25, 2013

SUBJECT: **Auxiliaries – Eagle Patrol**

I. PURPOSE:

To establish procedures and policies to be followed in reference Eagle Patrol Program.

II. POLICY:

It is the policy of this Department to hire and train student assistants to serve as Eagle Patrol Officers as a furtherance of the Department’s efforts in community relations and crime prevention. The Eagle Patrol Program was established to enhance student commitment and involvement in a community based policing program and to provide a number of services to the campus.

III. DEFINITIONS:

- A. Auxiliary. A civilian affiliated with a law enforcement agency in a part-time, nonsworn capacity, with or without compensation, because of his or her interest in contributing to the department’s role in a support capacity, e.g., volunteers, senior citizens, or students.
- B. General Assistance. Services non-emergency by nature such as giving directions, walking escorts, and building lockups and unlocks.

IV. PROCEDURES:

- A. Auxiliaries, in the capacity of Eagle Patrol, are not sworn officers and perform no duties requiring sworn authority.
- B. Eagle Patrol duties, roles, and scope of authority include five (5) functions:
 - 1. Walking Escort Services;
 - 2. Building Lock and Unlocks (Key Control);
 - 3. Student Housing Patrol;
 - 4. Library Patrol;
 - 5. Administrative Details (as assigned, example: filing, vehicle cleaning, etc.);
 - 6. Maintain Daily Duty Log and Unlock Cards

- C. Eagle Patrol members will receive training in those authorized and assigned duties to ensure understanding of authority and to increase probability of successful performance.
 - 1. New Eagle Patrol student assistants will receive familiarization with the campus and department procedures.
 - 2. All recruits will receive the following minimum training to assist them in performing their authorized and assigned duties:
 - a. Eagle Patrol Training Program (includes but not limited to manual, handbook, and training briefings)
 - 1. Radio communications;
 - 2. Report writing, duty logs, and necessary forms;
 - 3. Escorts;
 - 4. Patrol;
 - 5. Leadership;
 - 6. Emergency Preparedness;
 - 7. Accreditation
 - b. Defensive Driving – CA State Course (if assigned driving responsibilities).
- D. Supervisory Chain of Command.
 - 1. The Administrative Services Manager has oversight of the Eagle Patrol Program with administrative support from the Eagle Patrol Coordinator. Police Watch Commanders have immediate functional field oversight of the Eagle Patrol Supervisors and Students on their respective shifts. Eagle Patrol supervisor responsibilities include:
 - a. Ensure that assigned Eagle Patrol student assistants arrive and depart on time, are wearing specified uniform, and identification.
 - b. Ensure and enable Eagle Patrol students accomplish their assigned duties.
 - c. In matters serious or criminal in nature the Eagle Patrol Supervisor is to without delay notify the on-duty Watch Commander. As well as report such matters and any other dereliction of duty and/or problems in writing to the Eagle Patrol Coordinator with a copy of the documentation forwarded to the Administrative Services Manager.
 - d. Conduct any supplemental training required.

2. An operational supervisor or manager, sworn or nonsworn, will be assigned the responsibility of Eagle Patrol Coordinator and all sworn supervisors will assist the coordinator as required.
3. Responsibilities of the Eagle Patrol Coordinator include:
 - a. Hiring. Eagle Patrol student assistants will be hired in conformance with the Career Center and Department guidelines, including a criminal history check.
 - b. Orientation and Training. The Eagle Patrol Coordinator or her designee will assemble orientation packages, manuals, handbooks, and documents as appropriate. Student assistants will be field trained in the areas of assigned duties listed by Eagle Patrol Supervisors or designees approved by the Administrative Services Manager.
 - c. Scheduling. Eagle Patrol student assistants will be scheduled to work hours that are in conformance with Career Center guidelines.
 - d. Discipline. Field supervision will be the responsibility of each on-duty Eagle Patrol supervisor or Watch Commander in the absence of an Eagle Patrol Supervisor. Serious infractions will be reported in writing to the Eagle Patrol Coordinator, who will be responsible for taking appropriate action. Issues criminal in nature are to be reported to the on-duty Watch Commander immediately. A copy of the Eagle Patrol Supervisor's report should be forwarded to the Administrative Services Manager.
 - e. Equipment. The Eagle Patrol Coordinator or their designee will issue uniform items. All items will be issued using the Eagle Patrol Equipment Issuance form and before scheduling the student assistant for non-training work shift. Duty equipment will be issued by the dispatcher.
 - f. Time Keeping and Pay. Student assistant time vouchers will be completed by the student timekeeper.
 - Time cards will be stamped on arrival and departure – the responsibility will lie with the Eagle Patrol student assistant.
 - Time cards will be located in the Copy Room.
 - g. Maintenance of Eagle Patrol Records: Past logs and records will be maintained by the Eagle Patrol Coordinator.
 - h. Radio Call Signs. Each individual radio identifier will be assigned by the Communications/Records Supervisor or her designee.

- i. Evaluations. Evaluations will be completed on student assistants yearly and when they separate from employment by the Eagle Patrol Coordinator or their designee [Form SE-10(2626) Student Employee Performance Appraisal].
4. Eagle Patrol will utilize a room within the Public Safety building for paperwork and locker storage. Student assistants will be assigned an available locker and issued a padlock and key to store uniforms while off duty and personal items while on duty.

E. Eagle Patrol General Procedures.

1. All Eagle Patrol student assistants will be on time and in uniform for their respective assigned shifts. Detailed work schedules of assigned duties will be posted in the Briefing Room.
2. Personal appearance of Eagle Patrol student assistants will be consistent with the high ideals of this department while on duty.
 - a. Haircuts – For male employees, hair shall be neatly trimmed at all times and shall be cut no longer than collar length. For female employees, hair longer than shoulder length shall be worn up in a neat style.
 - b. Mustaches – A short and neatly trimmed mustache may be worn but may extend more than ½ inch beyond the corners of the mouth. Beards and goatees may not be worn.
 - c. Hoop or other dangling earrings will not be worn. Stud type earrings may be worn on the earlobes only.
3. Clothing and Equipment.
 - a. Uniform:
 - 1) Clean Black Pants – jean, dockers, or corduroy type in good condition are permissible. There shall be no faded, tie-dyed, patched, or pants in similar condition worn. The Eagle Patrol Coordinator may approve shorts in summer months.
 - 2) Clean uniform shirt – Furnished by the department and worn with a standard white ‘T’ shirt underneath. The uniform shirt will be worn underneath the uniform jacket or alone.
 - 3) Yellow uniform jacket with “Eagle Patrol” imprinted on it (furnished by the department; supervisor may wear a different jacket).
 - 4) Caps – Black baseball cap with department approved logo is optional. Caps will be worn with the bill of the cap facing forward. The bill of the cap is not to be creased or folded upward. The Eagle Patrol Coordinator must approve the style of

the cap or a stocking cap or tam. Stocking caps or tams may be worn in cold weather and must be approved by the Eagle Patrol Coordinator.

- 5) Photographic Identification badge will be worn attached to the right side of the collar of the uniform shirt or jacket (furnished by the department).
- 6) Closed type shoes, such as tennis or training shoes, will be worn. No sandals.
- 7) Equipment belt including radio holder, key fob, and flashlight (furnished by the department).

b. Equipment:

- 1) Radios will be issued to and worn by all student assistants while on duty.
- 2) Flashlights will be issued and worn during the hours of darkness by those student patrol designated as escort and key patrol.
- 3) Key sets will be issued to those Eagle Patrol student assistants assigned to Key Patrol.
- 4) Equipment will be checked out at the beginning of watch from the dispatcher and returned at the end of watch. Eagle Patrol student assistants will be responsible for checking out and checking in all equipment with the dispatcher.
- 5) Equipment that is checked out will be inspected by the student assistant to ensure it is operational at the beginning and end of a shift. Department equipment that is malfunctioning will be reported to the dispatcher and their on-duty supervisor.
- 6) Any misuse of department equipment (radio, flashlight, uniform shirt/jacket) may result in disciplinary action.

F. Escort Service.

1. Assigned hours are generally Monday through Thursday, 1800-2300 hours.
2. Duties.
 - a. Each escort may have a designated area from which to answer calls for escort service.
 - b. When not on an escort call, Eagle Patrol Officers will be walking through their respective assigned parking lots and buildings – remaining visible and observant.
 - c. Any unusual activity, such as people loitering suspiciously around cars peering into windows, trying door handles, cars “cruising” the lots when there is available parking stalls, subjects skateboarding around buildings, will be reported to the dispatcher.

- d. If a possible crime in progress is observed, it shall be reported to the dispatcher immediately. **Eagle Patrol student assistants are to observe and report only, no other action shall be taken.** The Eagle Patrol person will remain at the location to meet with the officer and explain the circumstances.
3. A log entry detailing the time receiving a call for escort, destination of the escort, and completion time will be kept by each escort. Logs are to be turned in to the on-duty Eagle Patrol Supervisor or the Eagle Patrol Coordinator's mailbox.

G. Building Lock/Unlocks (Key patrol).

1. Assigned hours (subject to change):
 - a. Key patrol assigned hours are:
 - Monday through Thursday, 1800-2300 hours.
 - Friday hours are 1700 to 1900.
 - Saturday morning hours are 0600 to 1400.
 - Saturday evening hours are from 1700 to 1900, or as designated by the schedule.
 - b. The custodial staff will lock classes ending prior to 1230 hours on Fridays. Eagle Patrol will secure those classes scheduled after 1230 hours.
 - c. The schedule of Saturday classes that need have rooms unlocked will be maintained in dispatch.
2. Duties.
 - a. Student assistants will conduct regular locks/unlocks of University buildings as well as answer calls for locks and unlocks.
 - b. When not doing locks/unlocks, Eagle Patrol will patrol buildings in their respective areas, checking for unlocked doors, unsecured equipment, transients, unauthorized persons, and assisting students and staff as possible.
 - c. If a possible crime in progress is observed, it shall be reported to the dispatcher immediately. **Eagle Patrol student assistants are to observe and report only, no other action shall be taken.** The Eagle Patrol person will remain at the location to meet with the officer and explain circumstances.
3. A log entry detailing all locks/unlocks, any doors that are open – but should be secured, and any areas that are left unattended shall be made (identify by whom, if known). Building unlock cards are to be used to document such requests.

4. At the end of watch the log will be turned in to the on-duty Eagle Patrol supervisor or the Eagle Patrol Coordinator's mailbox if the supervisor is not available.
5. Key set and radio will be turned in to dispatch.

H. Housing and Housing Parking Lot Patrol (as requested by Housing Services).

1. Assigned hours (Subject to change):
 - Monday through Sunday, 2200 to 0600 hours.
 - Days and times may change during the quarter break and with special events being held in Housing.
2. Duties.
 - a. Maintain a **walking** patrol through Parking Lot G, within the fenced area, watching for crimes in progress, parking violations, abandoned vehicles, etc.
 - b. Maintain a **walking** patrol through the Housing Complex.
3. A log entry detailing the hours of the rounds, observations, and problems shall be made (vehicles, transients, noise, etc.).
4. If a possible crime in progress is observed, it shall be reported to the dispatcher immediately. **Eagle Patrol members are to observe and report only, no other action shall be taken.** The Eagle Patrol person will remain at the location to meet with the officer and explain circumstances.
5. Any unusual activity, such as people loitering suspiciously around cars peering into windows, trying door handles, cars "cruising" the lots when there is available parking stalls, subjects skateboarding around buildings, will be reported to the dispatcher.

I. Library Security.

1. Assigned Hours (Subject to change- per Library request):
 - Monday through Friday, 1130 to 1430, and 1630 hours; and
 - Monday through Thursday, 1630 to 1930 hours.
 - Days and times may change during the quarter break.
2. Duties:
 - Maintain a walking patrol through the Library checking for patrons that are eating or drinking within the facility.
 - Ask patrons to remove any food or beverages from the Library.

3. If a possible crime in progress is observed, it shall be reported to the dispatcher immediately. **Eagle Patrol members are to observe and report only, no other action shall be taken.** The Eagle Patrol person will remain at the location to meet with the officer and explain circumstances.

J. Department Vehicles.

1. Eagle Patrol Student Assistants may use a department vehicle to assist in the completion of his/her assigned tasks with the approval of the patrol Watch Commander, the Lieutenant or the Chief of Police. At no time should an Eagle Patrol Student Assistant transport any other individual in the department vehicle.
2. Eagle Patrol Student Assistants may be assigned the use of electric carts, if in fact it would enhance their ability to perform designated duties (with the proper State Defensive Driver's Training).
3. Eagle Patrol student assistants will inspect any assigned cart and fill out a vehicle inspection sheet at the start of watch and report any damage or malfunctioning of the vehicle to their supervisor.
4. Eagle Patrol student assistants will not drive carts off campus without the knowledge of the Eagle Patrol Supervisor and expressed permission of the Watch Commander or command staff.
5. Eagle Patrol student assistants will report any damage to the assigned cart or any accidents immediately to the Watch Commander and their on-duty Eagle Patrol Supervisor.
6. All Eagle Patrol student assistants driving a state vehicle must have taken and passed the State of California Defensive Driver Course and possess a current driver license (DL). All members of Eagle Patrol must report any change in their driver license status immediately to the Eagle Patrol Coordinator. Eagle Patrol Officers must carry their current driver license as well as the Defensive Driving Card while on-duty.
7. Eagle Patrol personnel may be assigned to bicycle patrol duties.
 - a. The training and qualifications for the Eagle Patrol Bicycle Program employees shall be the equivalent of the POST training.
 - b. Eagle Patrol student assistants must receive approval from command staff prior to being allowed into the program and cannot be deployed on bicycle prior to being fully certified via training.
 - c. An Eagle Patrol member assigned to bike patrol shall be responsible for the condition and maintenance of the equipment.
 - d. Bicycle personnel will wear an approved bicycle helmet and other assigned safety equipment.
 - e. During the hours of darkness, personnel shall meet the requirements of CVC Section 21201 (d), requiring safety equipment.

V. APPENDICES: None.