


**Department of Public Safety**  
**Police Division**  
**Policies and Procedures**

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|---|---|
| <u><b>Title</b></u><br><br><b>Service Calls</b>   | <u><b>SOP Number</b></u><br><br><b>9.1.801</b>  |
| <b>Approval Signature</b><br> |   |
| <b>James L Whalen</b>   |   |
| <b>Reviewed/Revised by</b>  | <b>Pages</b><br>3                               |
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## **Service Calls**

- I. **Purpose:** The purpose of this policy is to inform Division personnel of the procedure for non-emergency service calls.
  
- II. **Policy:** Frequently Division personnel are called upon to render a service to the University Community. Officers must always be mindful that emergency calls take precedence over non-emergency service calls. Service calls will be performed on UC property and within the Concentration of Student Residencies (CSR) area off campus as resources and staffing permit.
  
- III. **Procedure:**
  - A. Auto and Motorist Assists
    1. Police Officers and security officers will do their best to answer questions from and provide directions to motorists who make such requests.
    2. Police officers and security officers may provide mechanical assistance to any motorist on campus property and within the CSR. This may include but is not limited to:
      - a. Performing a jump start (using the jump kit only, not jumper cables)
      - b. Vehicle unlocks
      - c. Adding air to tires using compressor (changing flat tires is outside of our scope and motorist should be referred to a towing or vehicle service).
    3. For motorist assists that include jumpstarts, vehicle unlock, or adding air to tires, the officer will have the requester fill out and sign an [Aided Case](#) form before attempting the auto assist.
      - a. The officer will verify vehicle ownership of the vehicle for vehicle unlock.
      - b. The officer will complete the [Aided Case](#) form including the name, license plate number, and disposition.
      - c. The officer will notify the dispatcher of the disposition of the run.
    4. UCPD Communications may request an authorized towing company on behalf of a motorist for towing or vehicle services, changing tires, etc.
    5. Police officers may standby with stranded motorists on the city roadway to provide safety for the motorist until a city unit arrives. If requested, officers will stand by with stranded motorists until their car has been moved to a valid parking location or towed and they have secured transportation for themselves if staffing permits.
    6. Police officers will not perform any emergency escorts of vehicles however they will render emergency aid to any motorist regardless of whether they are on public or private property and request Emergency Medical Services if needed.
  
  - B. Bank Escorts
    1. The officer will respond to appropriate location to meet with the requester.
    2. The officer will escort the requester to each destination.
    3. If requester is unable to perform bank runs, officer will transport the locked bank bag to destination.
      - a. If officer is dispatched on an emergency run during the bank escort, officer will secure locked bank bag in the vehicle.

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4. The officer will complete an [Aided Case](#) form.
  5. The officer will notify the dispatcher of the disposition of the run on completion.
- C. Escorts
1. The officer will respond to the requester's location and escort the requester to their destination. The location of requester and destination should be on University property or within the CSR.
  2. The officer should wait until the requester is safely inside a building or vehicle.
  3. If the requester enters a vehicle, the officer should make sure the vehicle starts before leaving the area.
  4. The officer will notify the dispatcher of the disposition of the run on completion.
- D. Building, Room and Office Unlocks/Locks
1. See UCPD policy 9.1.802 Keys: Building, Room and Office Locks and Unlocks
- E. All other service calls
1. All service calls are to be completed as soon as possible and an [Aided Case](#) form is to be completed.
  2. Notify the dispatcher of the disposition of the run on completion.

## **References**

UCPD policy 9.1.802 Keys: Building, Room and Office Locks and Unlocks