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<th>Title</th>
<th>SOP Number</th>
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<td>Service Calls</td>
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**Approval Signature**

Chief Maris Herold

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<th>Reviewed/Revised by</th>
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<th>Last Revision Date</th>
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<td>February 20, 2020</td>
<td>May, 6 2015</td>
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Service Calls

I. Purpose: 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 only, unless extenuating circumstances are present.

III. Procedure:

A. Auto Assists
   1. The officer has the complainant fill out and sign an Aided Case form before attempting the auto assist.
   2. The officer will verify ownership of the vehicle.
   3. The officer will complete the Aided Case form including the name, license plate number, and disposition.
   4. The officer will notify the dispatcher of the disposition of the run.

B. Bank Escorts
   1. The officer will respond to appropriate location to meet with the complainant.
   2. The officer will escort the complainant and/or locked bag to each destination.
   3. If complainant is unable to perform bank runs, officer will follow procedure with transporting locked bank bag to destination.
      a. If officer is dispatched on an emergency run, officer will secure locked bank bag in the trunk of the vehicle.
   4. The officer will complete an Aided Case form.
   5. The officer will notify the dispatcher of the disposition of the run.

C. Escorts
   1. The officer will respond to the complainant’s location and escort the complainant to their destination. The location of complainant and destination should be on University property unless extenuating circumstances exists. If off of University property, options should be presented to caller.
   2. The officer should wait until the complainant is safely inside a building or vehicle.
   3. If the complainant 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.
   5. Escorts are performed on the East Campus by officers, however, on the West Campus they are performed by the Night walk Service. Officers can perform escorts as a matter of courtesy.

D. Unlocks/Locks
Service Calls

1. The officer should verify the subject's Identification to the extent necessary (e.g. Photo Identification or key access) to verify authorized access to area requested and obtain a signature on an Aided Case form.
2. The officer performs the lock/unlock and completes the Aided Case form.
3. The officer will notify the dispatcher of the disposition of the run.
4. Access will be denied without proof of University affiliation.

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.

F. Information Notifies
   1. Dispatch will advise patrol of a stranded motorists in close proximity to campus so patrol can check on the person's safety as time allows.
   2. Notify dispatch of the disposition of the run.