



CSU Bakersfield

Business and Administrative Services

University Police Department

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To: University Police

From: Chief Marty Williamson

Date: December 17, 2014

Subj: Procedure for Handling Calls for Non UPD Resources

Directive: 14-7

It is recognized that UPD is the only 24/7 service on the CSUB campus. As such UPD is usually the central contact point for campus services when the other areas are closed. These include primarily Facilities, however, IT, Telecom and other requests are not unusual. In order to document the requests and insure that the required contacts are made to resolve the immediate issue, the following procedure will be effective immediately.

When UPD receives a request for non UPD related service UPD will refer the caller to the appropriate department during normal business hours or the UPD dispatcher can make the call depending on the urgency and nature of the request.

During non-business hours, the UPD dispatcher will determine the need of the service, obtain the RP name and contact info. The dispatcher will then contact the responsible on call person and give them the situation with the RP contact info. It will be the responsibility of the responsible department to determine to respond and resolve the situation.

If any situation UPD receives has any potential life safety or liability issues an Officer will be dispatched to assess the situation while the other notifications are being made. If the Officer on scene can determine if another course of action is necessary or if other resources are warranted. The Officer on scene is also expected to take whatever appropriate action he/she deems necessary for the safety of the campus community and limit any liability exposure.

At any point, if deemed necessary, the Sergeant, Lieutenant and Chief may be contacted if needed. If it is an unusual event that requires high level notifications or extraordinary actions from UPD the Chief will be notified per prior directives.

The UPD dispatcher will enter a call for service in RIMS. The action taken, the person(s) called will be recorded in the comments section of the entry. When an Officer responds, the Officer can determine if a report will be generated based on existing policy.

The Sergeants will review the Daily Log at the beginning of each shift. When a service request such as described above is listed, the Sergeant will insure that this protocol was followed and there were no issues with the process and proper action by the UPD was completed. If they find any issues they will contact the Lieutenant and Chief in a timely fashion depending on the situation. If the Sergeant is off the Lieutenant will review the log in their place.

At any time, as our normal protocol, if there is any concern that there may be a public safety issue or a liability issue an Officer will be dispatched. Depending on the situation, further notifications may be made to the Sergeant, Lieutenant and Chief. The Chief can determine if other department heads need to be notified.

If during the call out process during non-business hours, if the dispatcher can't make contact with the appropriate personnel listed for the need, contact the Chief for further direction.