

**REED COLLEGE
COMMUNITY SAFETY
DEPARTMENTAL DIRECTIVE**

General Patrol Guidelines

Source: Departmental Directive issued by the Community Safety Director.

Original Publication: August 2013

Latest review & revision July 2018

Purpose

Reed College Community Safety is responsible for ensuring the safety and security of persons and property on Reed campus, and performs these duties primarily by self-initiated patrols. To ensure the safety and security of each building and of community member, Community Safety Officers (CSOs) must patrol the interior and exterior of every building on campus. CSOs will ensure that these buildings are properly secured, that no unauthorized individuals are inside or have gained entry, and that no activities are occurring that present safety hazards, degrade security, violate the law or college policy, or are disruptive to the campus community.

Patrol Standards

Community Safety Officers are expected to begin patrols and other field duties as soon as possible after clocking in, putting on their uniform, and getting any required equipment. If a CSO needs to engage in administrative duties at the start of a shift, on duty CSOs will coordinate their activity to maximize the number of officers in the field while allowing for necessary administrative tasks. Except in extraordinary circumstances, officers should begin field or operational duties within 30 minutes of the start of their shift. Administrative duties that require more time than this should be planned throughout their shift when appropriate.

Community Safety Officers are expected to stay in the field for the duration of their shift (excluding reports, administrative necessities, dispatch relief, and breaks) and not return to the office more than 15 minutes prior to ending their shift to allow time to change clothes, return equipment, and take care of other end-of-shift duties. Dispatchers shall ensure they minimize the disruption of the above by ensuring any calls occurring over shift change are assigned to an appropriate CSO. This means assigning calls during a CSOs last 15 minutes of shift to the oncoming shift, or assigning a call to the shift getting off if the call is within the first 15 minutes of a CSO coming on, or when practical, delaying the service call until an on-coming CSO is able to respond to the call.

Patrol Defined

The term "patrol" implies that a CSO is actively observing, examining, and/or moving through the area being patrolled. While patrolling of a parking lot or other open area

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may be accomplished while driving a vehicle through or adjacent to the area, or by walking around a perimeter, “patrol” of any facility (except specified residence houses) includes entering the facility in order to check the operation of locks, detect unusual odors or sounds (e.g., smoke, chemicals, running water, etc.), and observe individuals and objects inside.

Specific Patrol Procedures

Community Safety Officers are expected to patrol the following areas according to the *minimum* standards listed in this directive. However, Patrol Guidelines (released weekly) make supersede these:

- ❑ Residence Halls:
 - ❑ One CSO patrol per CSO shift, or three times within a 24-hour period, whichever is greater, or as directed per weekly patrol priorities.
 - ❑ Patrols will include the exterior, as well as interior common areas (e.g., hallways, common areas, kitchens, bike storage, etc.)
 - ❑ Each interior patrol need not include every common area. However, each interior patrol should be thorough enough to reasonably achieve the purposes of a patrol.
- ❑ College apartment common areas:
 - ❑ One CSO patrol per CSO shift, or three times within a 24-hour period, whichever is greater.
- ❑ Communal residence houses (Garden, Canyon, Farm, and the Language Houses):
 - ❑ One CSO patrol per CSO shift, or three times within a 24-hour period, whichever is greater.
 - ❑ Patrols will include the exterior of the houses, but will not normally include the interior unless there is reason to believe that there is activity that requires a CSO’s engagement, such as a door propped open, an active party that appears to involve non-residents of the house, etc.
- ❑ Reactor:
 - ❑ One CSO patrol at intervals not to exceed four hours, meaning that patrols may be done more frequently, but the time between patrols may never equal or exceed four hours.
 - ❑ All Reactor patrols should include visual inspection of the north side, including the dock area, exterior mechanical systems, the pedestrian entrance, and the west side mechanical space access panels.

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- At least one Reactor patrol in every 24-hours should include an interior patrol of areas of the facility accessible by CSOs, as well as the access route inside the Psychology building.
- Academic Buildings:
 - One CSO patrol per CSO shift, or three times within a 24-hour period, whichever is greater.
 - Patrols will include the exterior, as well as interior areas.
 - Each interior patrol need not include every common area. However, each interior patrol should be thorough enough to reasonably achieve the purposes of a patrol.
- Other Facilities:
 - One exterior CSO patrol per CSO shift, or three times within a 24-hour period, whichever is greater.
- Canyon:
 - Grounds staff work in the Canyon and can be expected to report issues quickly to Community Safety.
 - CSOs working daylight hours should attempt to conduct at least one patrol of a substantial portion of the Canyon daily. However, call load and CSO availability may be taken into account in deferring a patrol.
 - CSOs working during the hours of darkness are permitted—but not required—to patrol the Canyon alone.
 - When adequate staffing permits, pairs of CSOs working during the hours of darkness should attempt to conduct at least one patrol of a substantial portion of the Canyon.
 - CSOs patrolling the Canyon, either alone or in pairs, should exercise caution and avoid engaging overtly dangerous situations without adequate backup.
- Parking Lots, Roads, Fields, and other exterior areas:
 - Exterior areas should be patrolled frequently throughout all CSO shifts
 - Every exterior area should be patrolled at least once per 24-hour period, and ideally once per CSO shift.

CSOs are expected to work cooperatively on each shift to coordinate how patrol activity is distributed among on-duty staff. All on-duty CSOs are equally responsible for ensuring that the minimum required patrols are completed.

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Additional patrol priorities and standards may be assigned by the Community Safety Director or any CS manager based on specific safety or security needs and/or in conjunction with events on or adjacent to campus.

Exceptions

While CSOs are expected to make reasonable efforts to accomplish all routine patrols and patrols listed on the weekly patrol priority sheet, *it is common for unplanned service calls and other events to take priority over some patrol activity*. CSOs who believe that they will not be able to complete all expected patrol activity for a shift should either notify an on-duty CS Manager **or** make a notebook entry in their work notebook with information about why some patrol activity was not completed. Should a CS Manager inquire about incomplete patrol activity or other questions arise, the CSO should be able to refer to the specific information related to the date and time in question.

Significant deviations from expected patrol activity should be communicated as soon as possible to an on-duty CS Manager or communicated via e-mail to the cs-ocmgr@reed.edu email group.

High Risk Times and Exceptions

Certain times and days represent a higher risk of unsafe, criminal, or disruptive activity. CSOs are expected to be aware of high-risk times and days, and to adapt patrol practices accordingly. The daily shift summary, patrol priorities list, and the Event Management System (EMS) report for the day will typically contain information relevant to patrol priorities. The following are examples of known high-risk times, days, and periods:

- Early morning from 0200 to 0700 hours: high risk for burglary
- Morning from 0500 to 0700 hours: high risk for bike theft
- Holidays, especially early morning: high risk for burglary
- Weekend nights from 2100 to 0200: high risk for residences being propped open or left unlocked due to student social activity, as well as AOD related issues
- Orientation Week, Spring/Fall celebration, Winter Break beginning and end, Renn Fayre, final week of the academic year: high risk for theft on all areas of campus, especially the Library, as well as trespassing and AOD related issues
- Special events such as dances, performances, etc.: high risk for theft, trespassing, and AOD related issues

Patrol Priorities

Community Safety Officers should prioritize their patrols based on the following:

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- High risk times (above)
- Scheduled lock and unlock times
- Time between last patrol check
- Posted patrol priorities

Scheduled lock and unlock times refers to the times when CSOs are required to be in a building. For example, academic buildings that are unlocked at 0700 hours should receive a patrol at 0700 hours. This patrol does not need to be notated in ARMS (Automated Records Management System) separately from, or additionally to, the unlock.

'Time between the last patrol check' is to ensure that no facility goes without a patrol for an extended period of time. For example, if swing shift completely locks the sciences at 1800 hours, grave shift should not patrol the sciences at 2100 hours and leave the building unpatrolled for the next 9 hours until day shift arrives. In some cases facilities may be patrolled more frequently than the minimum standard in order to prevent long periods without any patrol. Under normal circumstances, no facility should go without a patrol for more than 5-6 hours.

Exceptions

Special events, emergencies, staffing shortages, and other factors may prevent minimum patrols from being carried out. CSOs who believe that they will not be able to complete all expected patrol activity for a shift should either notify an on-duty CS Manager *or* make a notebook entry in their work notebook with information about why some patrol activity was not completed. Should a CS Manager inquire about incomplete patrol activity or other questions arise, the CSO should be able to refer to the specific information related to the date and time in question.

The Community Safety Director or a supervisor may make exceptions or alter patrol requirements on a case-by-case basis as necessary.

Note: These guidelines are intended to provide general minimum standards to assist CSOs in structuring their patrol activity. CSOs are expected to be aware of the current climate on campus and should adjust patrol activity accordingly.

Procedure for use of CAD

Each patrol conducted must be called into dispatch to be documented in the Computer Aided Dispatch (CAD) system. Patrols for specified facilities or general areas of campus

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must be called in both upon their beginning and upon their conclusion. Notifying Dispatch of patrol activity is important as a record-keeping mechanism, for efficiency, and as a safety practice. For example, if a CSO is in ODB doing a patrol and an unlock request is received for ODB, the Dispatcher can quickly dispatch that CSO (since they are presumably the closest CSO). More importantly, if a CSO calls for help, if other CSOs on duty and Dispatch know the CSO's current location, help will arrive much more quickly.

Example radio calls:

- [26] "26 to base" [base] "go ahead" [26] "I'll be doing an internal/external patrol of Art" [base] "copy. 2230"
- [26] "26 to base" [base] "go ahead" [26] "clear of Art and I'll be on vehicle patrol" [base] "copy, vehicle patrol at 2245 hours"

CSOs may call in once for logically grouped areas to be patrolled, such as the Grove residences, Language Houses, Cross Canyon residences, or a general exterior patrol of campus (as patrolled from a vehicle).

All of an on-duty CSO's time should be accounted for in the CAD system. CSOs are responsible for relaying the appropriate information to dispatch in a timely manner and dispatchers are required to enter the information in a timely manner. When the volume of calls or other circumstances delay this information exchange, reasonable attempts should be made to put the information in as soon as possible. CS Management on duty may temporarily modify this practice if circumstances warrant.

Performance Monitoring and Management

Community Safety Managers routinely review patrol activity in order to evaluate effectiveness, ensure minimum standards are being met, and assess the performance of individual CS staff members. Review procedures include, but are not necessarily limited to, the following:

- Review of CSO activity log in the ARMS system
- Review of incident reports
- Review of card swipe activity logs
- Active monitoring of CS radio traffic
- Active monitoring of CS patrol activity