



California State University, Sacramento
Police Department
CSO TRAINING PACKET

This Packet Belongs to:

This packet contains all the instructions for new CSO's to complete their training before they are assigned shifts.

COMMENTS:

Day 1:

CSO ORIENTATION

NEW CSO'S ATTENDING TRAINING WILL WEAR BUSINESS ATTIRE OR UNIFORM IF AVAILABLE

Section 1 Orientation

1. Welcome to the program
2. New CSO's must complete PERSONAL INFORMATION AND EMERGENCY NOTIFICATION form.
 - Form will require new CSO's personal info so it can be recorded into CAD
 - Issue new CSO call sign (David number) and write the call sign on the form
3. New CSO's must read and sign the SACRAMENTO STATE POLICE USE OF CRIMINAL JUSTICE INFORMATION form.
 - Advises CSO they will have access to confidential information
 - Revealing confidential information to anybody not working for the Sac State Police Department is punishable by law.
4. New CSO's must complete DRIVER AUTHENTICATION PACKET.
5. New CSO's must read and sign the MANDATED REPORTER STATUS form.
6. New CSO's must visit the Reprographics and Mail (Facilities) building on the northwest side of campus to be issued a FOB so that they may have access to the Sac State Police Station. (ADMINISTRATION ANAYLIST/SPECIALIST) and (LIEUTENANT)
 - CSO's must obtain necessary FOB issuance paper work from the ADMINISTRATION ANAYLIST/SPECIALIST
 - FOB issuance must be signed and approved by the LIEUTENANT or DIRECTOR OF SECURITY
 - Take paperwork to Facilities building and they will issue the new CSO a FOB

Shift Structure:

1. Arrive to the station AT LEAST 15 minute before the start of your shift, or with enough time to get to your assigned post by your shift start time.
2. Change upstairs in the locker rooms, or arrive in uniform with patches covered.
3. Come into the CSO area/room and pick up:
 - a. Radio: make sure it is turned on and functioning properly
 - b. Flashlight (Traffic and night shifts) (optional)
4. Sign in on the clip board located on the wall above the flashlights, and sign out the radio/flashlight you are using.
5. Check in with the CSO Corporal or CSO on patrol to let them know you are here (**logging on**)
 - a. If no one is in the station text the lead CSO and place your magnet next to your post
6. Familiarize yourself with the other CSOs on duty, especially the patrol/parking structure units (write it down in your beat book or take a picture or have PlanIt App).
7. Leave the station with enough time to walk to your assigned post in order to relive the person before you, so that they have enough time to get back to the station and get off on time.
8. Keep in mind that while you are outside of this department in your uniform you are representing the entire police department and our Chief of Police. Act accordingly knowing that you are held to a higher standard because of the uniform you wear, PUBLIC PERCEPTION IS EVERYTHING.
9. If you are at a fixed post you must remain at your post until you are relieved. If you are on a patrol/ps shift you many returns to the station 15 minutes before your shift end time to wait for your relief.
10. Notify your relief of any major event that happened during your shift that they should be aware of (change in policy, special assignment, BOLO, etc.)
11. Return your equipment.
 - a. MAKE SURE your radios are put back properly and are charging properly
12. Make sure the CSO lead knows that you are leaving and David # is relieving you (**logging off**)
 - a. Most shifts are structured so that multiple units are getting on and off at the same time, so a shift lead or a CSO Corporal should be in the station logging people off, if not text them.

Section 2 Department Tour

1. Conference room
 - a. Eat/study/socialize
2. Report writing room/ Patrol room
3. Dispatch/downstairs hallway
 - a. Do not disturb dispatch or be loud in the hallways as office business and investigations are often being conducted
4. CSO area
 - a. Leadership desk (do not go through)
 - b. Radios, shift board, battery packs, extra duty belts
5. CSO room
 - a. CSO computer/printer: for printing timesheets
 - b. Sign-in clip board, flashlights, golf cart checkout, Res Hall phone, daily hours binder, general operations binder, timesheet basket.
6. Briefing room
7. Locker rooms
8. Chief's secretary's office

Section 3 Uniform Issuing

- What you will need to buy for yourself:
 - Black short or long sleeve undershirts
 - Black leather under belt (No Buckle)
 - Black duty boots
 - Black socks

DAY 2:



California State University, Sacramento Police Department **CSO FIELD TRAINING GUIDELINES**

Section 4 Introductions

1. How to come in and prepare for work

- Early is on time, on time is late, and late is unacceptable
- Come to the station 30 minutes before the start of your shift (preparation time)
- Get dressed into uniform in the locker rooms
- Come down stairs into the CSO equipment room
- Grab a radio and make sure it is turned on
- Sign in your hours and shift on "CSO Hour Log"
- Write down all of the CSO's currently working from the white board or download the PlanIt App
- Check in with current CSO Corporal on duty so that they will sign you in with dispatch and write you on the CSO white board
- If no CSO Corporal is present, contact the CSO on patrol, DO NOT LOG YOURSELF ON UNLESS INSTRUCTED TO DO SO BY OIC
- Leave station and work assigned shift

2. Uniforms/Grooming

- You will be assigned a locker during this training for uniform storage, you may not switch lockers unless there is a mechanical issue with it
- Correct standard uniform:
 1. Blue short or long sleeve shirt with department patches
 2. Black short or long sleeve under shirt
 3. Silver nametag

4. Black leather belt
 5. Black or navy blue 5.11 cargo pants
 6. Black socks
 7. Black tactical duty boots
 8. Department issued duty belt and keepers
 9. Jackets and rain coats
 10. Black CSO hat (optional; available at own cost)
- Optional uniform accessories (provided at your own cost):
 1. Black sunglasses
 2. Radio ear piece
 3. Black Beanie
 4. Black Gloves
 5. American flag pin above name tag
 6. Your own duty belt and keepers
 - Uniforms are required to be clean and pressed
 - Boots are required to be clean and shined
 - CSOs are not authorized to carry any type of weapon, baton, knife (exposed), or handcuffs
 - While on duty or representing the department in any official capacity, tattoos or body art shall not be visible
 - Hair must be kept clean and trimmed
 - Sideburns must be no longer than the bottom of the earlobe
 - Mustaches must be no longer than the lower lip and corners must be no longer than the lower lip
 - CSOs shall be clean shaven
 - Beards are not allowed unless given prior authorization by the Chief of Police
 - One stud earring is permitted on each earlobe. If piercing is on another part of the body/ear and will close up, it must have a transparent plastic stud or be covered by a band aid with CSO Sergeant or Program Coordinator permission.
 - Females must wear their hair no longer than the horizontal level of the bottom of the uniform patch or worn up in a braid, ponytail, or bun.
(Refer to personal appearance standards for greater detail)

3. Beat Books

- Beat books will be inspected by CSO Leadership
- Beat books shall be carried by CSOs at all times while working
- The following shall be noted inside:
 - Time and date of shift
 - CSOs on shift

- Any calls to which you are dispatched to
- Any actions/observations made during your shift

4. On being a CSO

- It is important to remember that a CSO is **NOT** a peace officer.
- When working, you are representing the entire department. Do not engage in behavior which would diminish the professionalism of the department.
- You are always being observed/recorded by somebody, whether you see them or not. Be aware of this and act accordingly.
- Unprofessional behavior and attitudes will not be tolerated
- How is a CSO DIFFERENT from a peace officer?
 - CSOs do not have:
 - The same job duties as a peace officer
 - The same training
 - The same powers as a peace officer, according to the law
- What happens when a CSO PRETENDS to be a peace officer?
 - Any CSO who pretends or even implies (lets others think) that he/she is a peace officer is committing a crime. A person who is found guilty of impersonating a peace officer could be punished by a fine or serve time in the county jail.
- What are a CSO's ROLES and RESPONSIBILITIES?
 - A CSO's role is to PROTECT people and property of CSUS.
 - A CSO's responsibility, BEFORE an incident/offense has occurred, is to PREVENT.
 - A CSO's responsibility AFTER an incident/offense has occurred is to OBSERVE and REPORT.
- Public Relations
 - CSOs are considered ambassadors for the community; therefore, there is great importance in being personable. You are expected to be sociable, answer any questions, and be proactive in keeping the campus safe. This will establish trust with the community and help them understand in which ways we are available to assist them. Establishing a relationship with the community will also encourage compliance with sworn officers and CSOs. (Community Oriented Policing)
 - Be approachable
 - Be mindful of your body language/facial expressions
 - Be courteous
 - Be respectful
 - Be helpful

- What should a CSO do if an incident/offense does occur?
 - Stay calm
 - Observe and remember events
 - Report to dispatch (use your radio)
 - Do not approach the scene unless instructed to do so
- During an emergency
 - You may not interfere with peace officers that may be on the scene. You must cooperate with officers to the extent of your role as a CSO. You cannot be lawfully ordered to apprehend a criminal offender at the scene, as that is the duty of law enforcement officers. Your role remains as the protection of property belonging to the University and/or the protection and/or defense of persons of the University community.
- Medical responses
 - Wait for instructions from a responding officer. On occasion it becomes the duty of the CSO to direct medical response units to the person(s) in need. However, officers may ask you to assist in a variety of other ways.
 - If you are CPR/AED trained, you might have to perform CPR on certain medical Calls

5. CSO Chain of Command

- From Top to Bottom
 - Chief Madison
 - Deputy Chief Lofthouse
 - Lieutenant Woo
 - CSO Coordinator Sergeant Reinl
 - CSO Sergeants
 - CSO Corporals
 - CSOs

Section 5 Radio Usage

6. Taking Action

- The best course of action in any situation is to USE YOUR RADIO. An officer on duty is likely to provide you with instructions on how to proceed.
- Communication is key
- Self-defense is permitted ONLY when necessary
- In all situations, use common sense

7. Radio Etiquette

- Importance of Radio Use
 - Our radio is our most important, and sometimes, our only tool as a CSO; therefore, it is critical that we spend some time going over its functions and proper usage.
 - When going over the radio make sure that you have **correct** radio etiquette.
 - FTO should practice going over the radio with CSO. Conduct sessions between FTO and CSO on how to properly go over the radio.
- Your radio should be on the primary CSUS channel at all times. You are not to switch channels at any time for any reason.
- When using the radio, please wait 2 seconds between pushing the transmission button and speaking. The first two seconds are dead air and if you speak during this time, you will “clip” your transmission and not be heard.
- Advise the on-duty Corporal CSO of your assignment and call sign before your shift so they can advise dispatch to enter it into the CAD system.
- Turn off and plug in radio at end of shift.

8. Call Sign and Codes

- Call signs
 - Control- Dispatch
 - David Units- Community Service Officers
 - Edward Units- Community Service Specialists
 - Adam Units- Patrol Officers
 - Ida Units- Detectives
 - Charles- Corporals
 - Sam Units- Sergeants
 - Lincoln 1 -Lieutenant
 - DC 2- Deputy Chief
 - Sac State 1-Chief

9. How to log off your shift

- Return back to the station at the end of your shift (if you’re at the bike compound you must be relieved by another CSO before leaving)
- Write down your shift and hours worked into the “CSO Hours Log” (see next section)
- Check in with the CSO Corporal on duty to let them know you are logging off, they will then log you off with dispatch and erase you from the white board
- If there is no CSO Corporal present then contact the patrol CSO on duty.

10. Logging on and off

- 909 = On duty
- 908 = Off duty
- Use post-it notes, NOT RADIO!
- Proper Format

<u>908</u>	<u>909</u>
D 30	D 70-Pat
D 31	D-71-AIRC

11. 9 codes or 10 codes

- This department uses the 9-code system. Speaking in codes cuts down on radio traffic and quickly identifies the problem.
- Learn the codes, and use them.
- However, remember to “K.I.S.S.” it. If you don’t know the code, don’t hesitate to call in, use plain language, be brief, but get the point across.
- Frequently used and heard codes by CSOs:

459 – Burglary	924 – Police Department	Medical Call
481 – Hit and Run (Misd.)	925 – Location	992 – Male Escort
901 – Vehicle Accident	928 – Narcotic Activity	992X – Female Escort
901A – Vehicle Accident With Injury	927 – Suspicious Person	5150– Threat to themselves/others
906 – On Scene	940 – Meet/Meet up	
914 – Phone Call	952 – Incomplete 911 Call	
922 – Drunk Person	978 – Driver’s License Check	10851- Stolen Vehicle
	981 – Welfare Check/	

12. Order of Call Information for 9 and 10 codes

- Used mostly in “927” calls
 - There is a standard order in which calls should be given over the radio:
 - 1) Type of call
 - 2) Location
 - 3) Circumstance (further details on the call)
 - 4) Descriptions (of victim, suspect, vehicles, etc.)
 - 5) Direction of travel
 - 6) Time elapsed
 - Subject descriptions should be dispatched from top to bottom/outside in:
 - 1) Sex
 - 2) Race
 - 3) Age
 - 4) Height / Weight (or build)
 - 5) Hair / Eyes / Facial Hair
 - 6) Hat / Glasses

- 7) Jacket / Shirt
- 8) Pants
- 9) Shoes
- Other important subject information:
 - If they are carrying anything (weapons, bags, etc.)
 - Mode of transportation (vehicle, bike, on foot, etc.- and description)

13. Response Codes

- Because of the nature of police calls, there must be a system which allows officers to expedite their response according to the degree of emergency.
 - Code-1 This is a routine call and it is to be answered by observing all traffic laws at the leisure of the officer.
 - Code-2 This is an urgent call. Officers will respond as quickly as possible, but will observe all traffic laws.
 - Code-3 This is an emergency. Officers will respond by using lights and sirens. This code is to be with discretion and only in situations where the possibility of serious injury or death is present.
 - Code-4 Everything is OK/ No assistance needed
 - Code-7 Out to lunch

14. Phonetic Alphabet

- When giving information use the phonetic alphabet to help distinguish between similar sounding letters.

	E – Edward	M – Mary	
	F – Frank	N – Nora	U – Union
	G – George	O – Ocean	V – Victor
	H – Henry	P – Paul	W – William
A – Adam	I – Ida	Q – Queen	X – X-ray
B – Boy	J – John	R – Robert	Y – Yellow
C – Charles	K – King	S – Sam	Z – Zebra
D – David	L – Lincoln	T – Tom	

15. Responding to calls of service

- CSOs may observe calls for service from a safe distance, but should not interfere with or distract sworn officers on a call. There are routine calls where CSOs will provide valuable support as a force multiplier (e.g. medical calls, locating 927 subjects). Training staff will provide further details and scenarios for context.

16. Remember the ABC's of Radio Communication

- **A- Accuracy**
 - Inaccurate information may endanger field units or result in a poor response to calls for service. In addition, inaccurate information may result in the extensive use of air time to clarify information. If the information is not understood, clarify it before putting it over the radio. Do not make assumptions. Errors are frequently caused by haste, impatience, or inattention. Although speed is important, do not sacrifice accuracy for speed.
- **B- Brevity**
 - Brevity is important to ensure minimum use of air time and prompt response to emergency situations. Use only those words that are needed to effectively communicate the situation. Simple messages can become confusing when too much is said. Use simple phrases and avoid humorous comments. The radio is for the conduct of police business only.
- **C- Clarity**
 - Always speak in a normal tone of voice at the proper distance from the microphone. Do not speak on the radio while eating or drinking. Speak at an even pace and enunciate every word. To help distinguish between similar sounding letters, use the phonetic alphabet.
- **C- Courtesy**
 - Courtesy should be used at all times with everyone. Because of the requirements for brevity, expressions of gratitude and courteous requests are not made over the air. Courtesy on the radio is more a form of respect than a verbal expression. Maintain an even tone of voice because the voice communicates as much as the words used. Do not use personal remarks on the radio. Use of profanity may result in disciplinary actions being taken.

Section 6 Shift Structure

17. Know the campus

- **CARRY A MAP** (recommended)!
- We are highly visible on the campus and are often approached to give directions, so it is important to be familiar with the campus
- Maps are available in the dispatch area, under the lobby window, on the CSO computer, and also in multiple locations around the building and campus.

18. The FTO will explain what each CSO shift entails. The FTO will also take NEW CSO's to each shifts location:

- **Bike Compounds (Riverside #1, Eureka #2, Benicia #3):**
 - CSO's opening the Bike Compounds at the beginning of each day must un-lock the booth using the key attached to each clipboard assigned to that bike compound.
 - CSO's will remain within Bike Compound boundaries during their assigned shift.
 - CSOs will maintain a constant surveillance over bikes in compound, ensuring no tampering of any kind is made on student /university property.
 - CSOs will call in any suspicious people (927 subjects) who are seen tampering or attempting to steal any bikes
 - CSOs will offer bike registrations to students, and provide information as to why licenses pertain to the safety of their property.
 - Provide information to public when needed. Ex: Bike Policy Pamphlet, ENS Card, Campus Maps, etc.
 - CSOs will check bikes within compound every half hour/on regular basis, ensuring bikes are locked/secure to bike racks. Bikes that are not secure will be moved next to the CSO booth to be claimed by the owner. When owner claims bike discusses bike security and bike registration. If unclaimed at end of the day, bring to PD for lost and found and leave note stating where it was found.
 - CSOs will remain visible to public, ensuring a CSO's presence is known to the area.
 - CSOs are to meet and greet everyone entering and leaving the Bike Compound.
 - CSOs are not to leave a Bike Compound until the CSO assigned to work there after their shift has arrived to relieve them.
 - CSOs are not authorized to carry any type of weapon, baton, knife (exposed), or handcuffs on their utility belt.
 - CSOs assigned to Bike Compound Riverside will assume role as dispatch for the Hornet Night Shuttle from the hours of 1830-2400.
 - CSOs closing the bike compounds at the end of the day must lock the booth using the key attached to the clipboard assigned to that bike compound.
 - CSOs assigned to Bike Compound Riverside (BC1) during closing will also lock the main gate of the compound.
 - CSOs will arrive to their shift with enough time to WALK to their assigned compound and relieve the person before them 5 minutes before their shift, so that the CSO being relieved will be back at the station and get off on time

- **AIRC**

- CSOs working from 1900 to 0700 will be stationed at the front doors of the AIRC (second floor).
- CSOs working at 1900 hours are responsible for setting up the CSO desk and portable security rails that are located next to the AIRC's main entrance.
- CSOs working from 1900-0700 are to make sure only students and faculty are entering the building by checking their student One Cards or CSUS Canvas.
 - Everyone entering the building must have their One Card, otherwise access to the building will be refused
 - Those who present a valid One Card will have the option to invite guest(s). They will have to completely fill out the Sacramento State Police Department Guest Acknowledgement Form.
 - In the event that anyone refuses to present a valid One Card and force an entrance, radio for an officer's assistance.
- CSOs ending the AIRC shift at 0700 must retract the guard rails from the main entrance
- Use of cell phones and ear phones are prohibited for CSOs during AIRC shift, unless for work related business.

- **Library:**

- CSOs will maintain constant surveillance of those entering and exiting the library.
- CSOs must go behind the Library front desk and sign the CSO Library sign-in sheet. CSOs will make contact with the on-duty Library staff at the beginning of their assigned shift.
- CSOs will take the library lost and found bag, located hanging on the wall in the CSO room, to their shift and bring it back after their shift
- CSOs must obtain a library radio (separate from the SACRAMENTO STATE Police Department radios) to maintain contact with the Library staff supervisor.
- Maintain highly visible patrols of the interior of the Library building, conduct inspections of all sensitive areas within the Library building (stairs, study rooms, restrooms, etc.), and report all suspicious activity to dispatch.
- Patrol building for potential safety hazards – graffiti, water leaks, noise, and safety violations.

- Provide general information to patrons regarding location of library classrooms, restrooms, specific areas in the library, and campus buildings.
 - Assist the Library staff in enforcing rules and regulations pertaining to the Library. Where safety and enforcement issues arise, contact dispatch.
 - Check stairwells for potential problems and health/safety hazards.
 - Monitor complaints identified by librarians and staff and contact dispatch if a police officer is needed.
 - At the end of the shift, assist the Library staff in securing building.
 - Meet the Library staff in the common meeting area ten minutes prior to closing. When all the closing staff are present and ready to execute the final closing “walk-through,” the CSO is to accompany them. The CSO will check the stairwells while the Library staff ensures that everyone has departed the Library. In any case where patrons refuse to leave or any other issues arise, the CSO is to contact dispatch so they can send an officer.
 - Upon the completion of the final Library “walk through,” the CSO will walk with the Library staff to their vehicles for safety. They generally all park in the same area (lot 6).
 - Use of cell phones and ear phones are prohibited for CSOs during library shift, unless for work related business and must be done out of sight of the public.
- **Residence Halls:**
- CSO’s will log onto a cart or bike (if trained; must remain with partner) appropriate for that shift and drive over to the Residence Halls at 2100 hours or at 0000 hours if that CSO comes on later.
 - CSOs will check out the Residence Halls access cards at the beginning of each shift.
 - CSOs will conduct pool closure with the assigned RA. Please note, the RA will contact Dispatch to ask for the CSO to meet them for pool rounds. The RA will let dispatch know where to meet the CSO.
 - CSOs will patrol the North Village Housing Complex including the Dining Commons, pool, and basketball/tennis courts looking for suspicious activity and safety hazards. When the pool is closed, rounds should still be conducted.
 - Regular walk throughs checking all exterior doors should be made during patrols to ensure that doors are not left ajar at any time. Any unlocked doors shall be broadcasted on the radio.
 - CSOs will check in with the Residence Assistants on a regular basis. When meeting with the Residence Assistants, do checks of the lobby and recreation areas.

- CSOs will make at least one round in the student residence area with an RA.
- CSOs will not patrol in the student residence area unless asked by a Residence Assistant to accompany them, accompanied by an officer, or advised by dispatch to respond to a call for service.
- CSOs are prohibited to stay in one area for a prolonged time and not to group together. CSOs may only group together when exchanging work related information or instructed to do so by an officer.
 - Do not stay in one area for more than 15 to 20 minutes.
- CSOs will remain in the general vicinity of the Residence Halls throughout their shift.
 - Include Parking Structure 5, 5th and 6th floor and the main bus stop in your patrol route
 - CSOs are not allowed to stay in Parking Structure 5 and the main bus stop for a prolonged time.
 - CSO Res. Hall are expected to mainly patrol the general Residential area.
- CSOs working the Res Halls are NOT to respond to other calls outside of the Res Hall area unless asked to by dispatch or an officer.
- After the Escort Shift CSO is off (around 0000) Res Hall CSOs will be dispatched to escorts to and from the dorms. Dispatch should be advised when you are 906 and 909. All escorts will be conducted on foot.
- CSOS working Res Halls on Sunday-Wednesday night will unlock BC1 before they leave in the morning.
- SA CSOs may get a ride over to the Res Halls but do not get a cart
 - This shift is designed for “community policing”
 - Walk around to each dorm and get to know the RA’s and Residents.
- After the Res. Hall shift is completed, return the Residence Hall access cards to their designated area.

- **Parking Structures**

- CSOs working parking structure shifts will walk between all four parking structures on campus as well as all parking lots
- CSOs working parking structures are NOT permitted to use any golf carts, you may use bikes (if trained and must remain with partner) or walk.
- CSOs will walk the interior of the parking structure maintaining a highly visible presence.
- CSOs will check all stairwells
- CSOs will meet and greet people in the parking structure, and be prepared to answer any questions about parking/directions

- CSOs will know where the parking permit machines are located.
 - CSOs will walk the perimeter of the Parking Structures.
 - CSOs are to “meet and greet” the campus community.
 - CSOs are to check for unattended property and bicycles and will bring to PD if found.
 - CSOs will radio dispatch about any cars that appear to be broken into and any 927 subjects casing cars.
 - CSOs are not allowed to patrol while being on cellphones calling/texting
 - Unless the call/text is work related. Please be out of the public’s site when making/taking work related calls/texts
- **Patrol:**
- The highest-ranking David number on patrol is the shift lead/OIC
 - CSOs on patrol will use the appropriate cart for their shift as discussed under “Cart Usage” below.
 - CSOs are to “meet and greet” the campus community.
 - CSOs will maintain highly visible patrols of the interior of campus.
 - CSOs will conduct walkthroughs and checks of sensitive areas with high public presence. These areas would include the University Union, Hornet Bookstore, The Well, AIRC, parking lots, Riverfront center, Library (when CSO Library shift is not there), Lassen Hall, and academic halls (halls with active classes).
 - Do not call into dispatch if priority traffic is being called out over the radio.
 - CSOs will carry several copies of the campus map so they can effectively give directions to visitors and students. Pass out maps to those lost or need directions.
 - CSOs are to check for unattended property and bicycles and bring found property to the police department.
 - CSOs and CSO Corporals on Patrol will check on the CSOs working fixed positions (Library, AIRC, Bike Compounds, Traffic). Ask if they need a help, bathroom, or food break.
 - CSOs are not to be the primary responders to calls for service including Medical Assists. However, if a CSO has been CPR certified by the department, they may administer CPR if they are the first responder to a scene that requires it.
 - CSOs on patrol will often times help direct fire and medics into campus during a medical emergency
 - CSOs will drive the carts with caution
 - CSOs are not allowed to drive the cart while being on the phone

- **North Traffic (Images in Operational Plan)**

- CSOs working North Traffic Control will obtain an orange reflective vest from the CSO duty belt cabinet near the equipment room and wear this vest while they are on shift.
- Community Service Officers will contact the CSO OIC on duty to be logged in with dispatch.
- CSOs will position themselves in the zone north of the stop sign at State University Drive and Bay Laurel Way and to the west of the bus lane. (Image 1B)
- There are no cones required for North Traffic control.
- CSOs are to keep the bus lane clear at all times.
- The CSOs hand signals should be large and visible. Important! Hands signals which are close to the body or signals which are small cannot easily be seen and should not be used.
- CSOs are to direct traffic entering the school to proceed through the stop sign and continue onto State University Drive. (Image 1C)
- CSOs are not to permit traffic from Residence Way to back up in front of the Transit Center. (Image 1A)
- CSOs are to maintain visual contact with all busses in the Transit Center to be aware of their movement.
- CSOs are to cease the flow of traffic to allow any bus to safely leave the Transit Center. (Image 1D)
- CSOs are to direct traffic at the Bay Laurel Way stop sign to hold until it is safe to proceed through the intersection. (Image 1E)
- CSOs are to stop traffic for any pedestrians or bicycles crossing the traffic lanes.
- CSOs, at times, will be required to provide directions to drivers who are lost. They are to do so quickly and efficiently in order to return traffic to its regular flow as soon as possible. (CSOs may direct these vehicles to move into the CSO zone (Image 1B) or otherwise out of the traffic lane while assisting the driver).
- CSOs are to inform CSO OIC that they are clear from North Traffic at the end of their assigned shift, the OIC will then inform dispatch.

Section 7 Vehicle Operations and Miscellaneous

19. Bike Usage

- MUST take a police cyclist course before riding the bikes (see CSO Sgt. for details)
- Bike shed is directly behind the station
- Helmets are required and provided
- Log on and off with dispatch when using the bike
- Be safe

- Respect the property of the university and the students
- Do not engage in activity that leaves a bad impression of the CSO program and/or could damage the bikes
- Alert on-duty lead CSO or Supervisor about any problems with the bikes

20. Cart Usage (Patrol and Res Hall use only)

- MUST take Defensive Driving (Online), Golf Cart Training (Online), have a valid California driver's license, and complete Driving Authorization Packet before use
- New CSO's must be shown how to properly drive and use golf cart by an FTO:
 1. Parking Brake
 2. Gas pedal
 3. Light switch
 4. Light switch for strobe light (new carts)
 5. Horn switch
 6. Tow switch under seat
 7. Where to store lock out bag
 8. Back seat extension
 9. Fire extinguisher under back seat extension (older carts)
 10. Plugging in and charging cart
- After use, plug-in the cart for charging
- Place extension cord on hook while driving a cart
- Alert on-duty lead CSO or supervisor about any problems with the carts
- CSOs use the appropriate cart for each shift
- If the cart assigned to your shift is dead or at facilities use an available cart from the shift PRIOR to it
- Cart keys are located inside the CSO room, each key is labeled with the number of the cart it belongs to e.g. "175"
- Log onto the cart by taking the appropriate key and writing your David number and shift assignment in the box located on the white board
- Report all cart damage IMMEDIATELY. We understand that accidents happen but lying is never acceptable.
 - Send an IMMEDIATE email to:
 - Sergeant Reinl
 - Lieutenant Woo
 - CSO Sergeants
 - CSO Cart Corporals
- If cart damage goes unreported, your cart privileges can be revoked and other consequences may apply

21. Time Sheets

- Timesheets will be explained by FTO's

22. Daily Hours Log

- CSOs will fill out the Daily Hours Log located in the binder in the CSO room AFTER EACH SHIFT.
- DO NOT fill out any days in advance or all at the last minute to avoid mistakes and confusion
- CSOs will located their name, organized by David numbers, and fill out the appropriate information with start time, end time, total hours, and shift assignment.
- CSOs will fill out their timesheets according to their Daily Hours Log, therefore both should be 100% truthful and exactly the same

23. House keeping

- The CSO locker rooms, the CSO room, nor any other part of the department is your personal space and SHOULD NOT be treated like your bedroom
- CLEAN UP AFTER YOURSELF
- CSOs will not leave personal items such as jackets, backpacks, computers etc. around the department or in the CSO Room, if found lying around they will be placed in the lost and found
- CSOs have the privilege of using the kitchen BUT please keep it clean
- CSOs may use the fridge for food storage during their shift but may not leave ANY food in their for longer than 24hrs
- CSOs are welcome to use any utensils such as plates, forks etc. located in the kitchen but MUST wash them immediately after use and may not take them home or leave them in their locker
- CSOs will not eat any food that does not belong to them. Often times officers will leave out extra food to share but they will be clearly labeled, if you are unsure you can always ask someone

Section 8 Campus/Shift Tour

1. CSOs will walk around with FTOs to every CSO position and be shown the duties for each position.
**Bring water and comfortable shoes

DAY 3 & 4:

Section 9 Vehicle Unlocks/Jumps.

1. CSO's will be shown how to preform both vehicle unlocks and vehicle jump starts. Each CSO must then unlock the practice car by themselves.

Section 10 Radio Practice

- **David Unit to Control:**
 - David Unit – David X.
 - Dispatch – David X go ahead.
 - David Unit – (Reason for call)
 - David X
 - Code
 - Description of Code
 - Location of Incident
 - Subject Description
- **Unit to Unit:**
 - David X from Sierra X
 - David X, go ahead
 - Sierra X (Reason for call)
 - David X Copy/Affirm/Enroute
- **Control to David Unit:**
 - Control - David X
 - David Unit - David X go ahead
 - Control - David X (Reason for call)
 - David Unit – David X, Copy/Affirm/Enroute

DAY 5:

- ONLINE TRAININGS