



# Temple University Department of Public Safety

## POLICIES AND PROCEDURES

<b>Subject:</b> Campus Security Escorts		<b>Number of Pages:</b> 4
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<b>Authorized By:</b> Jennifer Griffin, Ph.D Vice President and Chief Department of Public Safety		<b>Signature:</b> <i>VP/Chief Jennifer D. Griffin, Ph.D.</i>

### PURPOSE

The purpose of this policy is to establish a structured and reliable campus security escort service aimed at enhancing the safety and security of Temple University students, staff, and faculty. This service aligns with the university's commitment to fostering a secure campus environment and supporting the well-being of its community members.

### POLICY

Temple University Department of Public Safety (TUDPS) is dedicated to providing professional, accessible, and effective campus escort services. These services are designed to ensure the safety of individuals traveling within designated campus boundaries, particularly during evening and nighttime hours.

### PROCEDURE

#### I. Program Overview

- A. The program operates under the direct supervision of the contracted security provider and the oversight of TUDPS. Supervisors are responsible for ensuring compliance with operational procedures and addressing any incidents or concerns promptly. (CALEA 91.1.4 c)
- B. Conditions for Supplying Security Escort Services (CALEA 91.1.4 a)
  - 1. Escort services are offered daily 24 hours a day, seven (7) days a week to ensure safe travel of the requesting party. The service is offered within the TUDPS patrol boundaries, as follows:
    - a) North: Susquehanna Avenue: 9th Street -18th Street

- b) West: 18th Street: Susquehanna Avenue-Jefferson Street  
Broad Street: Jefferson Street-Girard Avenue
- c) East: 9th Street: Susquehanna Avenue-Jefferson Street  
13th Street  
Jefferson Street-Girard Avenue
- d) South: Jefferson Street: 18th Street-Broad Street  
Girard Avenue: Broad Street-13th Street  
Jefferson Street: 13th Street-9th Street

- 2. All users of the escort service must present a valid Temple University ID (TUID). Service requests can be made via telephone, mobile app, or in person. Exceptions to eligibility or geographic boundaries require prior approval from the shift commander or designated supervisor.
- 3. Individuals requesting an escort shall provide:
  - a) Full name and TUID;
  - b) A call-back number; and
  - c) Location of pickup and destination.

**C. Notification of the Service to the Campus Community (CALEA 91.4.1 b)**

- 1. The availability and details of the security escort services are communicated through student orientations, the university website, Temple University social media channels, and additional outreach initiatives.

**D. Security Escort Selection**

- 1. Escorts are conducted by contracted security officers or Temple University Police Department (TUPD) personnel, ensuring a professional and reliable service. The selection process for contracted security company officers includes a comprehensive background check to assess their integrity and suitability for campus safety roles. Candidates are also evaluated for professionalism, communication skills, and reliability. (CALEA 91.4.1 d)
- 2. Both contracted security officers and TUPD personnel undergo training specific to Temple University's safety protocols. This training includes situational awareness, effective communication, and maintaining professionalism during interactions. Supervisors regularly review performance to ensure service quality and adherence to departmental guidelines. (CALEA 91.4.1 e)

**II. Rules and Regulations (CALEA 91.4.1 e)**

- A. To maintain the integrity, professionalism, and reliability of Temple University's security escort service, the following rules and regulations apply to all aspects of its operation. These guidelines ensure a safe and consistent experience for everyone who utilizes the service.

1. All personnel providing escort services must maintain a high standard of professionalism and courtesy during interactions with the university community.
2. Discussions unrelated to the escort service or involving sensitive university matters are strictly prohibited.
3. Personnel shall take the most direct route of travel to the destination of the escort and/or must adhere to specific instructions provided by dispatch or their supervisors.
4. Unauthorized stops or deviations from the planned, most direct route are not allowed unless approved by a supervisor in response to specific safety concerns.
5. Escort services will be provided promptly, with response times managed based on the volume of requests and the urgency of each situation. Delays or disruptions in service will be communicated to the requester whenever possible.
6. Personnel are required to maintain confidentiality regarding all escort service requests and interactions. Any personal information collected during the request process will be used solely for operational purposes.
7. All escort activities must be logged in the department's record-keeping system for tracking and accountability. Any incidents or safety concerns observed during the escort must be reported to a supervisor or shift commander immediately.
8. Personnel and users must avoid engaging in any activity that could compromise the safety or purpose of the escort service.

### **III. Walking Escort Services**

- A. When a university member calls #8-WALK (9255) or the outside line at 215-777-9255 to request an escort, the TUDPS dispatcher will contact the contracted security supervisor on duty via radio transmission. The contracted security company supervisor is responsible for assigning the escort to the security officer under their command.
- B. All escorts must be logged into the department's RMS by the dispatcher. Depending on availability and the time of day, the request for service will be assigned as either a walking escort with a contracted security officer or a mobile escort by TUPD.
- C. All escorts will be provided in a timely manner.
- D. Officers providing the escort service will remain professional at all times and are not authorized to discuss any Temple University affairs or business.

### **IV. Virtual Escort Services**

- A. Through the TUSafe App, a university member can request a virtual escort. The member will identify the start and end points for the virtual escort. A TUDPS dispatcher will confirm the request. Using the location services on the member's cellphone, the dispatcher will be able to track the member's journey until the member terminates the escort at the destination.

- B.** The other functions of the TUSafe App are available for use while using the Virtual Escort Services. This App includes a Panic Button feature.

## **V. Additional Services**

- A.** Flight is Temple University's nighttime fixed-route shuttle loop service. Flight-branded shuttles circulate throughout the areas within and surrounding the main campus patrol zone and pick up and drop off students at each of its over 50 stops. The shuttles arrive approximately every 15 minutes at each stop. Flight operates 7 days per week from 6 PM to 2 AM, and the shuttles arrive at each drop-off and pick-up location every 15 minutes during this service time. The service continues to operate in a modified form during university breaks.
- B.** Flight serves the Main Campus patrol zone. It operates in three loops – the north loop, which covers the northern parts of the patrol zone, the south loop, which covers the southern parts of the patrol zone and the east loop which covers the eastern parts of the patrol zone. Shuttles on each loop follow a fixed route around that loop.
- C.** Flight shuttle services can be tracked live during the hours of operation utilizing the TansLoc.app.
- D.** More information on FLIGHT, including details of the available TransLoc App can be found [here](#) or by calling 214-204-7377.
- E.** Temple University's Flight fixed-route shuttle service program is not under the direction or control of TUDPS.