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POLICY/PROCEDURE NUMBER: 07-S.S.-005

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SUBJECT: AUXILIARIES – MATADOR PATROL

EFFECTIVE DATE: December 18, 2019

REVIEW DATE: December 18, 2020

AMENDS/SUPERSEDES: June 14, 2007 version; January 27, 2010 version, February 16, 2011 version;  
January 8, 2014 version; January 7, 2015 version.

IACLEA STANDARDS: 9.2.8, 9.2.9

CSU POLICE SYSTEMWIDE POLICY – NO

APPROVED: Gregory L. Murphy, Chief of Police

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I. PURPOSE

To outline the procedures and responsibilities for operation of the Matador Patrol Program.

II. POLICY

It is the policy of this Department to hire and train students to serve as community service officers in community relations and crime prevention functions. The Matador Patrol Program was established to enhance student commitment and involvement in a community-based policing program and to provide a number of general assistance services to the campus, including the nighttime safety escort program.

III. DEFINITIONS

- A. Auxiliary - A civilian affiliated with a law enforcement agency in a part-time, non-sworn capacity, with or without compensation, because of his or her interest in contributing to the department's role in a support capacity, e.g., volunteers, senior citizens, or students.
- B. General Assistance - Services that are non-emergency by nature such as giving directions and providing safety escorts.

IV. PROCEDURES

- A. Auxiliaries, in the capacity of Matador Patrol, are non-sworn student assistant employees who perform duties that do not require sworn authority.
- B. Matador Patrol duties, roles, and scope of authority include five (5) functions:
  - 1. Walking/bicycle/electric cart safety escort services;

2. Student Housing guest registration process;
  3. Library patrol;
  4. Administrative details, as assigned. Examples include filing, report logs, etc.;
  5. Contracted special events on campus.
- C. Matador Patrol members receive training in authorized and assigned duties to ensure understanding of job responsibilities and authority and to increase the probability of successful performance.
1. All new student assistants will receive the following basic training for their new authorized and assigned duties:
    - a. Unit Policy and Procedures
    - b. Radio Communication Protocols and Procedures
    - c. Duty Logs (reports) and Other Unit Forms
    - d. Safety Escort Procedures and Responsibilities
    - e. Contracted Services (i.e. housing, library, student union)
    - f. Campus Geography and General Patrol Techniques
    - g. Aerosol Defense Course (i.e. pepper spray)
    - h. Campus Security Authority (Clery) and Title IX Responsible Employee
    - i. Interpersonal Communication
  2. As authorized by the Special Services Captain, student assistants may receive the following training courses:
    - a. Other Modes of Transportation to include Electric Carts and Bicycles
    - b. Defensive Driving – CA State Course through the EH&S Office
    - c. CPR / First Aid
    - d. Leadership and Supervisory Styles (student advisors and coordinators)
    - e. Cart Training – through the CSUN DPS Unit Manager
    - f. Mandatory Annual Aerosol Defense Course Remedial Training (i.e. pepper spray)
    - g. General Self Defense
- D. Supervisory Chain of Command
1. The Special Services Division Captain has managerial oversight over the Matador Patrol Program and works closely with the student coordinator(s) for scheduling and unit supervision. The on-duty Police Patrol Supervisor supervises all active field activities, providing immediate functional field oversight of the Matador Patrol student advisors and student field assistants on their respective shifts. The student coordinator(s) and advisors shall assist the Special Services Captain and patrol supervisors with oversight of the Matador Patrol program to include, but not be limited to, scheduling, equipment maintenance, interdepartmental/unit communication, recruitment and selection, and training. Matador Patrol student advisor responsibilities include:

- a. Ensure that assigned Matador Patrol student assistants arrive and depart on time, and are wearing an authorized uniform and department issued identification badge.
  - b. Facilitate and ensure that Matador Patrol student assistants accomplish their assigned duties.
  - c. In matters of a serious or criminal nature, the Matador Patrol student advisor is to immediately notify the on-duty Police Shift Supervisor. They are also responsible for reporting any matters involving inattention to assignments, absenteeism, and any other employee problems or concerns, both verbally to the on-duty police supervisor and in writing to the Special Services Division Captain.
  - d. Conduct any supplemental/remedial training required as approved by the Special Services Division Captain.
2. Responsibilities of the Matador Patrol Administrative Coordinator and Field Operations Coordinator include:
- a. Hiring: Matador Patrol student assistants will be hired in conformance with the Financial Aid Work Study Office and Department of Human Resource guidelines for student assistants which may be located on their respective websites. The Department's Matador Patrol hiring and selection process is as follows:
    1. Submit Application
    2. Oral interviews for field assistants may be conducted by 2 or 3 coordinators or advisors. Oral interviews for coordinators shall be conducted by the Special Services Division Captain.
    3. Written exams conducted for coordinator and advisor positions.
    4. Documented Background Investigation (prior employer contact, reference(s) contact, local police records contact check, and criminal/applicant history fingerprint check)
    5. Application, testing review, and interviews by the Special Services Division Captain as applicable.
    6. Job offer made and office of human resource paperwork completed.
  - b. Orientation and Training: The Matador Patrol Field Operations Coordinator or his/her designee will assemble training packages, manuals, and documents as appropriate. Student assistants will be field trained by Matador Patrol student coordinators and advisors in the areas of their assigned duties.
  - c. Scheduling: Matador Patrol students will be scheduled to work hours that are in conformance with the guidelines of student assistant HR rules and regulations (between 6-20 hours per week during academic weeks and no more than 35 during the summer and winter break periods).
  - d. Discipline: Shall be handled in conformance with Department standards of progressive discipline (i.e., Verbal Reprimand/Counseling Memorandum, Written Reprimand, Suspension, Termination). Only the Special Services Division Captain or other command staff member may issue the above forms of discipline. The Matador Patrol Coordinator and Student Advisors who come into contact with violations of this policy, the Department policies, or any other performance issue shall document said matters in written form and forward them to the on-duty patrol shift supervisor who will in turn forward them onto the Special Services Division Captain.

- e. Equipment: The Matador Patrol Field Operations Coordinator or their designee will issue and receive uniform and equipment items. All items will be issued and documented on the Matador Patrol equipment issuance form. Duty equipment issued separately by shift will be issued by the assigned on-duty Matador Patrol student advisor. The Field Operations Coordinator is responsible for all unit inventories and ensuring that equipment is maintained in a proper state of readiness.
- f. Maintenance of Matador Patrol Records: Past logs and records will be compiled by the Matador Patrol Administrative Coordinator and forwarded to the Records unit for central storage. Current logs (i.e., current year) and records shall be secured within the Matador Patrol office and maintained by the Administrative Coordinator.
- g. Radio Call Signs: Each individual student assistant will be given their own radio call sign identifier beginning with the letter “W” for Coordinators and Advisors, and “O” for Field Assistants. (For example, O123, phonetically, will sound like “Ocean One Two Three”.)
- h. Time Keeping and Pay: Student assistant time sheets will be completed by the Administrative Assistant to the Special Services Division Captain and reviewed by the Matador Patrol Coordinators for accuracy during the payroll approval process within SOLAR.
  - 1. Daily shift logs are to be given to the on-duty Coordinator or Advisor upon the completion of a CSAs shift.
  - 2. The Assistant to the Special Services Division Captain will check to verify the hours worked according to the Matador Patrol master shift schedules and then enter said time in to the CSA Daily Time Record excel spread sheet (a.k.a. CSA timesheets). During the academic semester periods, hours worked shall not exceed 20 hours per week. After entering all hours worked, the original daily shift logs will be given to the Matador Patrol coordinators for review of the employee log synopsis and a second review of the listed hours worked for verification purposes.
  - 3. At the end of each month, the Assistant to the Special Services Division Captain will print out the CSA timesheets and enter all CSA hours worked into the Student Assistant Payroll Summary worksheet. CSA Work Study student employees will be entered into the Work Study Award Analysis Summary worksheet. These worksheets will be forwarded to the department’s financial analyst who will enter the data into the PeopleSoft payroll system to initiate the check processing function.
- i. Matador Patrol will utilize room #220 on the second floor of the Department of Police Services (DPS) for paperwork, equipment storage, meetings, etc. Only the Coordinator and Advisors shall have access to various secured areas within the Department as authorized by the Special Services Division Captain. All other Matador Patrol members must be escorted by a police officer, Matador Patrol Coordinator or advisor, or other full time employee of the Department when operating within the secured areas of the facility. All Matador Patrol employees shall visibly wear their department issued identification badge while operating within the secured DPS areas.

#### E. Matador Patrol General Procedures

1. All Matador Patrol student assistants shall be on time to their scheduled work assignment(s) and in full uniform. Detailed work schedules of assigned duties are readily available in written form within the Matador Patrol office.
2. Personal appearance of Matador Patrol student assistants will be consistent with the professional appearance expectations of the University and Department while on duty.
  - a. Haircuts – All employees' hair shall be clean, neatly kept and trimmed at all times. Hair longer than shoulder length shall be worn up in a Matador Patrol or CSUN black baseball cap or ponytail.
  - b. Facial hair – A clean, neatly trimmed mustache, goatee, or beard may be worn.
  - c. Hoops and dangling earrings/jewelry may not be worn as they pose a potential safety issue in the course of one's assignment. Only stud type earrings may be worn.
  - d. Jewelry – Employees are limited to one ring per hand. Bracelets are not to be worn and necklaces shall be tucked under a black or white undershirt.
3. Clothing and Equipment
  - a. **Uniform:**
    - i. **Pants** - Must be black standard single color fatigues (BDU's). Non-faded jeans of any brand are also an acceptable alternative and may be substituted until the required fatigues can be purchased. These are to be purchased by the employee him/herself.
    - ii. **Shirts/Jackets/Raingear** – Provided by the Department and worn only while on duty with a clean white or black undershirt. Shirt/jacket shall be worn in a neat and well-maintained manner which befits the professional standards of this department. While on duty, any amount of clothing is permissible, however, the outer most layer of clothing must be the CSA shirt and/or jacket.
    - iii. **Hats** – Plain, California State University, Northridge or Matador Patrol baseball caps are permissible provided they are black in color. Additionally, these hats must be worn forward and in a professional manner. Black beanies or black ear warmers are permissible during cold weather and when authorized by a Matador Patrol Advisor or Coordinator.
    - iv. **Identification** – All student assistants are issued a photographic ID badge which shall be worn attached to the uniform in plain view while on duty at all times.
    - v. **Shoes** – Student assistants are required to wear shoes at all times. Shoes must be black tennis shoes or military/work boots (excluding cowboy boots) and shall not possess any bright accent colors.
    - vi. **Belt** – Student assistants are required to wear a thick, durable black leather type belt which is sturdy enough to carry the weight of their assigned duty equipment.
  - b. **Equipment:**
    - i. **Radios** – Will be issued to, and worn by, all student assistants while on duty.

- ii. **Flashlights** – Will be issued and worn both during daylight hours and at night.
- iii. **Key Sets**- Housing and campus key cards are issued by the on-duty Coordinator or his/her designee at the start of watch to student assistants working the respective shift. Keys will be collected and returned to the Coordinator or her/his designee at the end of watch.
- iv. Check out of all issued equipment is to include: **radio/holder, flashlight/ring, pepper spray/case, keys, rain gear, report forms, bicycles, and/or electric carts.** These shall be issued at the start of watch from the Matador Patrol office by the on-duty Matador Patrol Advisor or Coordinator. Student assistants will be responsible for checking to ensure all equipment is functioning properly before returning it at the end of watch. Any item requiring maintenance or repair shall be immediately brought to the attention of the on-duty Advisor/Coordinator or to the on-duty Police Supervisor when neither the Advisor nor the Coordinator is available.
- v. **Pepper spray** is issued to Matador Patrol personnel for self-defense purposes and shall only be used for self-defense while in the performance of their assigned duties. In the event a CSA uses his/her issued pepper spray, he/she shall immediately notify the police shift supervisor who in turn will notify the Special Services Division Captain and the shift's Patrol Operations Commander and complete a written report of the incident via RIMS.
- vi. Any **misuse of department equipment** (radio, flashlight, pepper spray, uniform, etc.) may result in disciplinary action.

#### F. Department Vehicles

1. Student assistants must have a valid California driver license, have completed the CSUN defensive driver course/CSUN electric cart training and signed in to the DMV pull notice program before they may be allowed to operate a state vehicle (i.e., Matador Patrol electric carts).
2. In the event of an accident involving a state vehicle, the student assistant will immediately notify his or her Advisor and the on-duty Police Shift Supervisor.
3. Matador Patrol assistants shall inspect their issued cart prior to and at the end of watch, completing a Matador Patrol Vehicle Inspection Form. Any vehicle damage must be immediately reported to the on-duty Police Shift Supervisor and on-duty Matador Patrol Coordinator/Advisor. Maintenance issues shall be forwarded to the Field Operations Coordinator for handling.

#### G. Nighttime Safety Escort Program

1. Assigned hours: Monday through Thursday, 1845 (or dusk, during Daylight Savings Time) - 2330 hours.
2. Safety Escort Duties:
  - a. Each student assistant will be assigned a designated area (i.e., sector) by the shift's student advisor, from which to solicit or answer calls for night safety escorts.

- b. When not providing safety escorts, Matador Patrol assistants will be walking through their respective sector remaining visible and observant, looking for safety issues of concern.
- c. Any unusual, serious safety issue or criminal activity shall be reported to the police dispatcher immediately. Matador Patrol assistants are to observe and report only; no other action or intervention shall be taken unless someone's life is in jeopardy. Be a good witness!
- d. A log (i.e., Matador Patrol Escort Tally Sheet) detailing requests for a safety escort will be completed by each safety escort dispatcher. The log shall accurately denote the unit assigned, arrival time and time cleared, along with the starting location and destination for each safety escort. Logs will be completed at the end of watch by the on-duty Matador Patrol Advisor and turned into the Coordinator's box prior to the end of watch.
- e. The Special Services Division Captain, a Patrol Operations Commander, and on-duty police shift supervisor are the only individuals authorized to cease or change the safety escort patrol numbers or job responsibilities.

#### H. University Park Apartments Housing Guest Registration Assistant Duties

- 1. Assigned Hours: Sunday through Saturday, 1900-0300 hours.
- 2. Duties:
  - a. Seven nights a week during the academic calendar, student assistants and/or the contracted security guards will lock the perimeter gates of the Housing complex and monitor resident/guest ingress and egress at the Lindley Avenue gate (Post 1), Zelzah Avenue gate (Post 2), and lobby of UPA 14. Student assistants shall ensure that guests of residents are authorized to be within the complex through the use of a registered guest list or by calling the resident for approval. A guest log shall be maintained at each Post, documenting each guest, identification number, and the resident's name and apartment number they are visiting.
  - b. Daily shift logs are to be given to the on-duty Coordinator/Advisor upon the completion of a CSA's shift.
  - c. The Special Services Division Captain, a Patrol Operations Commander, and on-duty police shift supervisor are the only authorized individuals who may cease or change the housing patrol numbers or job responsibilities.

#### I. Library Patrol (when contracted)

- 1. Assigned hours: Monday-Thursday, 1630-2330; Saturday, 0830-1730; Sunday, 1230-2230.
- 2. Duties:
  - a. Maintain a walking patrol through the library, utilizing the authorized Oviatt Library route map.
  - b. Student assistants shall assist library staff with monitoring the proper observance of library rules and regulations by library guests, while assisting patrons with their requests as needed.

- c. A log entry detailing observations and incidents shall be completed by the student assistant and submitted to the Matador Patrol Field Operations Coordinator at the end of watch.
- d. The Special Services Division Captain, a Patrol Operations Commander, and the on-duty police shift supervisor are the only authorized individuals who may cease or change the library patrol number(s) or job responsibilities.

J. CSA Paycheck Distribution Process:

1. A Department Designated Representative (DDR) will pick up the pay warrants from University Cash Services (UCS). Upon arrival at the department, the DDR will send out an e-mail notifying the department that the pay warrants are available for pick up.
2. The DDR will have custody of the pay warrants which will be available for pick up at the following locations and hours:
  - Parking Office: Monday – Thursday from 8:30 am – 4:30 pm
  - 
  - Parking Office: Friday from 8:30 am – 3:30 pm
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3. When picking up pay warrants, CSAs will sign and date the Pay Warrant Distribution list. Questions regarding actual pay should be directed to payroll services.
4. If a CSA will not be present during the pay warrant distribution period, the records supervisor will be responsible for following the PAY WARRANT DISTRIBUTION CHECK RELEASE AUTHORIZATION form, if any has been submitted.
5. Generally, pay warrants will not be mailed for employee convenience, but may be done so in such cases as illness, travel or training. CSAs are encouraged to sign up for direct deposit.
6. After 5 business days, if a live pay warrant (green) has not been picked up, a Parking & Transportation Services Office Lead shall ensure the return of the pay warrant along with a list of employee names and warrant #s to University Cash Services.
7. Direct deposit pay warrants (white) will not be returned to UCS and must be distributed. If not picked up within 5 business days, the pay warrants will be given to the Matador Patrol Administrative Coordinator for distribution.
8. If a pay warrant is missing, the DDR will notify UCS who in turn will notify Payroll Services for appropriate action.

V. Appendix

A. Pay Warrant Distribution Check Release form





University Cash Services

**PAY WARRANT DISTRIBUTION  
CHECK RELEASE AUTHORIZATION**

Bayramian Hall Lobby  
Phone: (818) 677-8000 Option 3  
Fax: (818) 677-4911  
Mail Code: 8214

University payroll distribution procedures state that pay warrants must be handed directly to each employee on payday, and if an employee is not present, the warrant must be handled according to written instructions previously received from that employee, if possible.

Please have the employee fill out the section below if the employee will not be present on payday. The completed form is to be retained by the Department Designated Representative (DDR).

**CHECK RELEASE AUTHORIZATION:**

Date: \_\_\_\_\_

DDR's Name: \_\_\_\_\_ Title: \_\_\_\_\_

Dept. ID#: \_\_\_\_\_

In the event of my absence on payday, I request that my pay warrant (paycheck) be handled as follows:

Locked in a file cabinet or drawer in the office until the next business day.

Mailed to me at the address listed below:

Address: \_\_\_\_\_

Picked up by the authorized person below:

Authorized Person's Name: \_\_\_\_\_

*Please provide full name of individual below. Photo ID must be presented for pick up.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_