



# BOBCAT BOBBIES INFORMATION PACKET

## Ten Codes

Ten codes are the way the Bobcat Bobbies communicate with dispatch, as well as each other. It is important to know and understand these 10-codes at all times. If at any time you are unable to recall a 10-code, or require an explanation, please be sure to ask. In the case of an emergency, use plain language to get your point across.

10-1	Unable to Copy; Bad Radio Signal
10-2	Radio Signal Good and Clear
10-4	Acknowledgement
10-6	Busy-Unless Urgent; Out of Service
10-8	In Service
10-9	Repeat
10-10	FIGHT
10-12	Stand By
10-19	Return To Location
10-20	Location
10-22	Disregard; Cancel
10-23	Arrived at scene
10-25	Meet
10-30	Unnecessary Radio Use
10-32	Man with A Gun
10-33	<u>EMERGENCY</u>
10-41	On Duty
10-42	Off Duty
10-43	For Your Information
10-44	Dinner Break
10-56	Intoxicated Pedestrian
10-59	Escort
10-76	En Route

## Campus Locations

Bobcat Bobbies are expected to know all buildings, parking lots, and parking garages on campus. Bobcat Bobbies on golf carts only pick up and drop off escorts at on-campus locations. Please ask if you are unsure of any locations.

### Dormitories:

Falls Hall, Lantana Hall, Sterry Hall, Butler Hall, Retama Hall, Beretta Hall, Brogdon Hall, Laurel Hall, Jackson Hall, Hornsby Hall, Burleson Hall, Smith Hall, Arnold Hall, San Marcos Hall, Blanco Hall, Bexar Hall, San Saba Hall, San Jacinto Hall, Elliot Hall, The Tower, College Inn

### Apartments:

Comanche Hills Apartments, Bobcat Village Apartments, Campus Colony Apartments, Clear Springs Apartments

### Parking Garages:

LBJ Parking Garage, Woods Street Parking Garage, Tower Parking Garage, Academy St. Parking Garage (Bexar Parking Garage), San Jacinto Parking Garage, Pleasant Street Parking Garage (Pit), Blanco Parking Garage

### Parking Lots:

Speck Lot, Lindsey Lot, President's House Lot, Strahan Coliseum Lot, Bobcat Stadium Lot East & West, Bobcat Village Lot, Peques Lot, Sessoms Lot

**\*\*BE FAMILIAR WITH ALL DORMITORY PARKING LOTS AS WELL AS ALL ACADEMIC AND ADMINISTRATIVE BUILDINGS ON CAMPUS\*\***

## **RULES FOR BOBCAT BOBBIES AND RIDERS**

### **Bobcat Bobbies**

- Bobbies are representatives of the Texas State University Police Department. Please act accordingly. Bobbies words and actions reflect the Texas State Police Department.
- All Bobbies must be prepared to take calls at the **START** of their shift. Try to arrive 5 minutes **EARLY** to collect all necessary papers and equipment. Always go 10-41 over the radio, so dispatch and other Bobbies are aware of your arrival. Always go 10-42 at the end of your shift. At the end of every shift, make sure to fill out paper and online time sheets before leaving UPD. There are computers in the security access room for Bobbie use. Always make sure that the paper timesheet and online timesheet match. If timesheets do not match, your paycheck will be delayed.
- All Bobcat Bobbies are expected to wear appropriate work clothing. Wear closed-toed shoes. **DO NOT** wear flip-flops. Remember, Bobbies sit outside for 5 hours on a golf-cart, dress comfortably. Wearing sweats, or jeans, and a t-shirt is acceptable attire. Dress according to the weather. Remember the temperature is cooler at night. Not having proper clothing is **NOT** a reason to come sit inside. If it rains, or there is lightning, Bobcat Bobbies will be brought in. In the event of bad weather, some or all of the Bobbies may be released from their shift by Sgt. Fuller #801.
- All Bobcat Bobbies are expected to have a radio, vest, golf cart key, clipboard, and golf cart at all times during their shift. Bobbies will need to record case numbers and times. It is important to have a pen or pencil, and a watch or cell phone. **DO NOT** leave golf cart unattended anywhere but PD or other specified areas for dinner breaks, such as Jones Dining Hall or LBJ. **NEVER** leave a golf cart key in the ignition, or anywhere on the golf cart or van.
- Bobcat Bobbies are expected to obey all traffic laws. **DO NOT** go the wrong way on one-way streets. **NEVER** drive on a sidewalk that is not a designated "Bobbie Area". Police officers on campus, as well as San Marcos Police Department, can ticket any Bobbie for a moving violation. Also, our mission is to provide safety escorts. We cannot achieve that mission by driving recklessly, or carelessly. **ALWAYS** drive safely and courteously. Do not drive fast around corners or near pedestrian traffic. Avoid driving over any obstructions. Everyone sees Bobcat Bobbies, and anyone who sees Bobbies driving in an unsafe manner will report it.

- Bobcat Bobbies are responsible for taking care of all equipment they use. Take care of the Golf carts because we need them to do our job. Perform an inspection of the cart before beginning your escorts for the night. Check the lights, tires, gas, etc. Note any problems or damages and report them to Sgt. Fuller #801.
- Bobcat Bobbies must have their radio with them and have it turned on. All radio traffic is subject to FCC laws. Radio traffic should always remain professional, courteous, and concise. There should not be any extraneous talking to each other on the radios. The radios are provided as a tool to help achieve the mission of the job, and to provide a way to communicate emergency information.
- Bobcat Bobbies are expected to listen to **ALL RADIO TRAFFIC**. If told by dispatch to 10-12 (Stand By), all Bobbies must stop their radio traffic to dispatch.
- If a Bobcat Bobbie is involved in an accident, damages the golf cart or vehicle they are driving, or if they or a passenger are injured, the Bobbie is to cease all normal operations, and immediately call dispatch and request that a Police Officer be sent to their location.
- Have fun! Bobcat Bobbies is a great way to meet other students, teachers, and staff around campus while keeping campus safe for everyone. If at any time Bobbies have any concerns, problems, questions, or comments, feel free to ask.

## Bobcat Bobbie Riders

- Limit number of group riders to 2 people, regardless of gender. Another person may be picked up along the way. A group of three or more people is considered a safe walking group.
- Bobcat Bobbies are not to allow passengers to carry excessive baggage and equipment that would make it unsafe for driving the golf cart.
- Bobcat Bobbies must wait 1 minute from the time a Bobbie arrives at a location to the time they cancel the call. Riders must be waiting outside. If the rider is not outside in 1 minute after arrival, cancel the call.
- Bobcat Bobbies are expected to give self-initiated safety escorts, and should not refuse escorts when asked, unless there is a valid reason for refusing, i.e.: the cart is already full of riders, or the cart is returning to PD for an emergency.
- Bobcat Bobbies are a ONE WAY service. Therefore, Bobbies should not drop someone off at a specific location, and wait to take that rider back. If the rider needs a ride back, tell him or her to call again.
- Bobbies work for the Texas State University Police Department. That means they are entitled to some respect. If at any time it feels as though people are getting out of hand with actions or words, call in to dispatch.
- If at any time Bobbies arrive at a dispatched call and find that there is an intoxicated rider, call dispatch and inform UPD of the situation. An intoxicated rider and a golf cart are a bad mix. Try to keep the person in sight, but tell dispatch as soon as possible and follow instructions.
- If Bobbies see something suspicious, or witness a crime, they are expected to immediately call UPD Dispatch to inform them of the situation. Gather appropriate information (license plates, locations, number of people involved, physical descriptions, etc.) and call in to dispatch.



## **Bobcat Bobbies Training Manual**

**Mission Statement:** The Texas State Bobcat Bobbies shall assist in providing for the safety and security of the Texas State San Marcos Campus community and visitors. This is to be accomplished by working in cooperation with the Texas State University Police department & security services to deter and report criminal activity on or about the Texas State Sam Marcos campus as well as conducting security escorts.

**Job Description:** Provide security escorts for students, faculty, and staff. Operate a gas powered vehicle. Conduct crime prevention measures, and other special duties appointed by security supervisor.

**Note to Reader:** This training is designed to help you be a better Bobbie it is not the definitive answer on all things. It was created to give you the reader a foundation to be successful and enjoy your experience as a Bobcat Bobbie. Remember you the individual have decided to be a Bobbie, so be the best you can.

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## Rules, Regulations, & Policies

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- All Bobbies must be prepared to take calls at the **START** of their shift. Try to arrive 5 minutes **EARLY** to collect all necessary papers and equipment. Always go 10-41 over the radio, so dispatch and other Bobbies are aware of your arrival. Always go 10-42 at the end of your shift. At the end of every shift, make sure to fill out paper and online time sheets before leaving UPD. There are computers in the security access room (#157) for Bobbie use. Always make sure that the paper timesheet and online timesheet match. If timesheets do not match, your paycheck will be delayed.
- All Bobcat Bobbies are expected to wear appropriate work clothing. Wear closed-toed shoes. **DO NOT** wear flip-flops. Remember, Bobbies sit outside for 5 hours on a golf-cart, dress comfortably. Wearing jeans and a t-shirt with collar is acceptable attire. Dress according to the weather. Remember the temperature is cooler at night. Not having proper clothing is **NOT** a reason to come sit inside. If it rains, or there is lightning, Bobcat Bobbies will be brought in. In the event of bad weather, some or all of the Bobbies may be released from their shift by supervisor on duty.
- All Bobcat Bobbies are expected to have a radio, vest, flashlight, golf cart key, clipboard, and golf cart at all times during their shift. Bobbies will need to record case numbers and times. It is important to have a pen or pencil, and a watch or cell phone. **DO NOT** leave golf cart unattended anywhere but PD or other specified areas for dinner breaks, such as Jones Dining Hall or LBJ. **NEVER** leave a golf cart key in the ignition, or anywhere on the golf cart or van.
- Bobcat Bobbies are expected to obey all traffic laws. **DO NOT** go the wrong way on one-way streets. **NEVER** drive on a sidewalk that is not a designated "Bobbie Area". Police officers on campus, as well as San Marcos Police Department, can ticket any Bobbie for a moving violation. Also, our mission is to provide safety escorts. We cannot achieve that mission by driving reckless or carelessly. **ALWAYS** drive safe and courteous. Do not drive fast around corners or near pedestrian traffic. Avoid driving over any obstructions. Everyone sees Bobcat Bobbies, and anyone who sees Bobbies driving in an unsafe manner will report it.
- Bobcat Bobbies are responsible for taking care of all equipment they use. Take care of the Golf carts because we need them to do our job. Perform an inspection of the cart before beginning your escorts for the night. Check the lights, tires, gas, etc. Note any problems or damages and report them to the supervisor on duty.
- Bobcat Bobbies must have their radio with them and have it turned on. All radio traffic is subject to FCC laws. Radio traffic should always remain professional, courteous, and concise. There should not be any extraneous talking to each other

on the radios. The radios are provided as a tool to help achieve the mission of the job, and to provide a way to communicate emergency information.

- Bobcat Bobbies are expected to listen to **ALL RADIO TRAFFIC**. If told by dispatch to 10-12 (Stand By), all Bobbies must stop their radio traffic to dispatch.
- If a Bobcat Bobbie is involved in an accident, damages the golf cart or vehicle they are driving, or if they or a passenger are injured, the Bobbie is to cease all normal operations, and immediately call dispatch and request that a Police Officer be sent to their location.
- The confrontation policy for the Bobbies is simple, avoid conflicts at all costs. Use of force is only authorized as a method of last resort self defense. **DO NOT** put yourself in dangerous situations. Use the radio to contact dispatch.
- Bobbies are not to carry offensive weapons such as an asp, combat knife, firearms, etc.
- No harassment will be tolerated. The harassment policy and other reference materials are posted for review in the Bobbie Closet room #129 at UPD (UPPS # 04.04.42 & 04.04.46).
- When not taking escorts a Bobbie should actively and visibly patrol the campus, or park in a high visibility area to act as crime prevention measure.
- Lost & Found items should be turned into a supervisor with a document listing who, what, when, and where the item was found.
- No consumption of alcohol or prescription medication that would impair the operation of a motor vehicle is authorized before or during a Bobbie shift.
- After receiving a call from dispatch, a Bobbie will immediately move out to conduct a security escort, no waiting or “sitting” on a call for dispatch will be tolerated.
- Bobbies are allowed one 15-20 minutes per shift. Contact dispatch to approve a break before going “10-44”.
- All official business of the university police department will be treated as confidential.
- Trading shifts is the ultimate responsibility of the student originally assigned the shift by the supervisor, if the substitute worker fails to show up for work it will be considered a failure of the individual originally assigned that shift to be present for work. Be sure to advise the supervisor of any shift trading for any reason.



- Have fun! Bobcat Bobbies is a great way to meet other students, teachers, and staff around campus while keeping campus safe for everyone. If at any time Bobbies have any concerns, problems, questions, or comments, feel free to ask.

### **Bobcat Bobbie Riders**

- Limit number of group riders to safe capacity of cart. Other individuals can receive escorts in route to a destination.
- Bobcat Bobbies are not to allow passengers to carry excessive baggage and equipment that would make it unsafe for driving the golf cart.
- Bobcat Bobbies must wait 5 minutes from the time a Bobbie arrives at a location to the time they cancel the call. Riders must be waiting outside. If the rider is not outside in 5 minutes after arrival, cancel the call.
- Bobcat Bobbies are expected to give self-initiated safety escorts, and should not refuse escorts when asked, unless there is a valid reason for refusing, i.e.: the cart is already full of riders, or the cart is returning to PD for an emergency.
- Bobcat Bobbies are a ONE WAY service. Therefore, Bobbies should not drop someone off at a specific location, and wait to take that rider back. If the rider needs a ride back, tell him or her to call again.
- Bobbies work for the Texas State University Police Department. That means they are entitled to some respect. If at any time it feels as though people are getting out of hand with actions or words, call in to dispatch and refer the contact to a police officer.
- If at any time Bobbies arrive at a dispatched call and find that there is an intoxicated rider, call dispatch and inform UPD of the situation. An intoxicated rider and a golf cart are a bad mix. Try to keep the person in sight, but tell dispatch as soon as possible and follow instructions.
- If Bobbies see something suspicious, or witness a crime, they are expected to immediately call UPD Dispatch to inform them of the situation. Gather appropriate information (license plates, locations, number of people involved, physical descriptions, etc.) and call in to dispatch.

### **Safety Issues**

#### Vehicle Safety:

As a Bobbie you will be expected to operate a gas operated vehicle. The safety of yourself and your passengers is paramount. Always drive defensively, do not rush to

failure, your vehicle has no restraint devices. You are only to drive in appropriate areas, staying off the grass and sidewalks when even possible. REMEMBER you can be cited for moving violations by any officer of the law. Also your vehicle has a “governor” which will limit the speed of your vehicle, do not restrict traffic flow unnecessarily.

#### Personal Safety:

As a Bobcat Bobbie you assist the Texas State University Police Department by acting as extra “eyes and ears”. You are neither asked nor expected to perform similar duties done by licensed police officers. You are only expected to observe record and communicate incidents to the UPD, being the best witness possible. Physical intervention should NEVER be used except in self defense. To increase your safety always be active in your thought process. Create plans of actions for certain scenarios that best meet the needs of polices listed before and safety concerns.

If at any time you are asked to perform duties that you feel are unsafe, communicate your concern to your supervisor and explain why you do not feel comfortable performing said duties. Remember safety is everyone’s concern.

### Communications

Primary communication for a Bobcat Bobbie is done using a single channel hand held radio. This radio is your most important piece of equipment after the Bobbie go-cart. While Bobbies are a valued member of the UPD team they have the lowest communication priority. This is necessary to ensure the safety of the police and security officers that also work at UPD. Reference the following radio etiquette.

- DO NOT broadcast while others are communicating. Simultaneous transmissions on the same frequency will “jam” both signals.
- Wait and listen to radio traffic for at least 30 seconds before broadcasting to insure a serious incident is not occurring that requires dispatches full attention.
- A **10-33** indicate an emergency and you will be given radio priority to transmit any requests.
- Use the proper call signs to identify yourself and others, in an emergency using common language is acceptable.
- When transmitting a signal first identify your self then the station you are attempting to communicate with.

**Ten Codes:** Ten codes are the way the Bobcat Bobbies communicate with dispatch, as well as each other. It is important to know and understand these 10-codes at all times. If at any time you are unable to recall a 10-code, or require an explanation, please be sure to ask. In the case of an emergency, use plain language to get your point across.

10-1	Unable to Copy; Bad Radio Signal
10-2	Radio Signal Good and Clear
10-4	Acknowledgement
10-6	Busy-Unless Urgent; Out of Service
10-8	In Service

10-9	Repeat
10-10	FIGHT
10-12	Stand By
10-19	Return To Location
10-20	Location
10-22	Disregard; Cancel
10-23	Arrived at scene
10-25	Meet
10-30	Unnecessary Radio Use
10-32	Man with A Gun
10-33	<u>EMERGENCY</u>
10-41	On Duty
10-42	Off Duty
10-43	For Your Information
10-44	Dinner Break
10-56	Intoxicated Pedestrian
10-59	Escort
10-76	En Route

**Common call signs:**

801:	Sgt Fuller, Bobbie supervisor.
PD:	University Police Department dispatch.
600 series:	Police supervisors
700 series:	Police officers
800 series:	Security officers
900 series:	Bobbie escorts

The hundreds number series describes the position, and is followed by a number in the tens and ones place holder. For example a Bobbie's number could be 917. The nine lets everyone know it's a Bobbie broadcasting and the other numbers denote the specific individual. Each series operates on their own "Talk Group" (Channel), so a Bobbie usually only hears other 900 series call signs. Each individual Bobbie's call sign will be determined by Supervisor of Security Services.

**Campus Locations**

Bobcat Bobbies are expected to know all buildings, parking lots, and parking garages on campus. Bobcat Bobbies on golf carts only pick up and drop off escorts at on-campus locations. Please ask if you are unsure of any locations. Use only authorized routes to travel. A reference map with the common paths highlighted is located in the Bobbie closet room #129.

**Residence Halls:**

Falls Hall, Lantana Hall, Sterry Hall, Butler Hall, Retama Hall, Beretta Hall, Brogdon Hall, Laurel Hall, Jackson Hall, Hornsby Hall, Burleson Hall, Smith Hall, Arnold Hall, San Marcos Hall, Blanco Hall, Bexar Hall, San Saba Hall, San Jacinto Hall, Elliot Hall, The Tower, College Inn

**Apartments:**

Comanche Hills Apartments, Bobcat Village Apartments, Campus Colony Apartments, Clear Springs Apartments

**Parking Garages:**

LBJ Parking Garage, Woods Street Parking Garage, Tower Parking Garage, Academy St. Parking Garage (Bexar Parking Garage), San Jacinto Parking Garage, Pleasant Street Parking Garage (Pit), Blanco Parking Garage

**Parking Lots:**

Speck Lot, Lindsey Lot, President's House Lot, Strahan Coliseum Lot, Bobcat Stadium Lot East & West, Bobcat Village Lot, Peques Lot, Sessom Lot

**Equipment and Equipment Inspection**

The standard Bobbie equipment should include:

- **Bobbie go-cart:** Conduct a vehicle inspection. First walk around the vehicle to inspect for any recent damage that might impair the vehicles operation such as tire inflation levels or suspension failures. Then inspect the engine compartment looking for any foreign objects and physically observing the fuel level. Then start the vehicle in neutral transmission position with the parking brake engaged. Check to insure all lights and signaling devices are working properly. Check the fuel gage to verify the gage is working properly. Conduct the same inspection at the end of your shift. Park the vehicle by backing into the assigned parking areas. DO NOT leave trash in your vehicle at the end of your shift. Report any issues to your supervisor.

- **Hand held radio:** Inspect the exterior for any frayed or exposed wiring. Conduct a communications check to insure the radio is both transmitting and receiving signals. Ensure the radio is on the proper channel. Ensure the radio is off and seated properly so as to receive a full charge at the end of a shift.
- **Uniform:** A Bobbie's uniform should be presentable to show a level of professionalism.
- **Clipboard:** A clip board is necessary to hold the dispatch documentation and any other documentation needed. Do not forget a writing utensil.
- **Flashlights:** Ensure your flashlight is in proper working order at the beginning of your shift.

NOTE: You the individual assume ultimate responsibility for all equipment you operate or use. Be a steward of this equipment to ensure the Bobbies will not have shortages of serviceable tools that will limit our ability to achieve our mission of helping others.