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**CSU FULLERTON POLICE DEPARTMENT  
GENERAL ORDER NUMBER 5-15**

**CAMPUS SECURITY AND SAFETY**

**SUBJECT:** Procedures for crime awareness information disclosure and campus emergency access, physical security and personal safety.

**PURPOSE:** To establish the proper procedures for maintaining campus crime awareness, emergency access, physical security and personal safety; and the disclosure of campus crime and security information in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act.

**POLICY:** It is the policy of this Department to enhance physical security and personal safety for the campus community by providing emergency access and response along with prompt specific crime awareness information and annual summary information on campus crimes and security policies.

**PROCEDURE:**

**I. Annual Security Report**

**A.** The campus Annual Security Report (also known as the Clery Act Report) will be prepared, documented and distributed as mandated by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. Publication and distribution will occur prior to October 1<sup>st</sup> of each year.

1. The statistical report required by federal law notes crime statistics on campus and satellite campuses. It also notes such things as procedures for reporting sexual assaults, resources available and crime prevention programs offered.  
[CALEA91.4.1a, 91.1.5a]
2. The Records Supervisor is responsible for collecting the data and preparing the report for approval by the Chief of Police by May 31<sup>st</sup> of each year. Statistical data will be collected from [CALEA91.4.1a]:
  - a. CSU Fullerton main campus and Irvine Center
  - b. Applicable police reports from CSUF Campuses including Garden Grove Center, Grand Central Art Center, and Desert Studies Center at Zzyzx.
  - c. Applicable police reports from the cities of Fullerton, Garden Grove, Santa Ana, and Irvine.
  - d. Student Conduct and Student Housing on disciplinary actions related to alcohol, drug or weapons violations.
  - e. All Crime Incident reports submitted from Campus Security Authorities to include the Title IX coordinator.

3. The approved Annual Security Report with input for the Chief and organizational components of the Department will be made available on the Department web page and in hard copy with e-mail distribution to all current and prospective students and employees. When a request for a hard copy of the report is received, the University Police employee receiving the request will print a copy from the web page and provide it to the requestor [CALEA91.4.1a].
  4. The Clery Director is responsible for entering and locking the statistical data into the Department of Education (DOE) Campus Crime and Security Survey website prior to the October 15<sup>th</sup> deadline. [CALEA91.4.1d]
  5. The Clery Director is also responsible for keeping current with Clery Act requirements and for annually notifying and training the Campus Security Authorities (CSA) of their responsibilities under the Clery Act. [CALEA91.4.1f]
    - a. A CSA is defined as “An official of the institution who has significant responsibility for student and campus activities, including but not limited to, student housing, student discipline, and campus judicial procedures.”
    - b. Campus Security Authorities include Student Health Center staff, Athletic coaches, Student Affairs directors, Faculty advisors, Student Activity directors, Dean of Students, Judicial Affairs staff, and Housing staff including residential advisors.
    - c. Although all members of the campus community are encouraged to report criminal activity directly to University Police, in some instances they may choose to file a report to a Campus Security Authorities (CSA).
    - d. Annually the Clery Director will notify and train all CSAs of their responsibilities in reporting crime information per federal law, along with copies of the Crime Incident Report Form to be used for this purpose.
  6. The Clery Director is responsible for processing the report as well as ensuring the compliance notice appears [CALEA91.4.1f]:
    - a. On the CSUF admissions application and web page;
    - b. On the Human Resources job application and web page;
    - c. Annually on CSUF employees pay warrant stub;
    - d. And is distributed at all new student, faculty, and staff orientations.
  7. The Clery Director will maintain all required documentation of statistical data, Clery notification and training for a minimum of 5 years. [CALEA91.4.1f]
- B. A Campus Timely Warning advisory to alert the campus community about any reported crime that represents a serious or continuing threat to the safety of students, faculty and staff will be designed to heighten safety awareness to the campus community and provided in a manner that will aid in the prevention of similar crimes. The circumstances of any specific situation coupled with the police Department’s assessment of the threat potential will dictate the need and manner of issuance of a Campus Timely Warning. [CALEA91.4.1b]

1. With the occurrence of such a crime the Chief of Police will make the decision, on a case-by-case basis in compliance with the Jeanne Clery Act and considering the facts surrounding a crime, including factors such as the nature of the crime, continuing danger to the campus community and the possible risk of compromising law enforcement efforts.
  2. The Department's public information officer or the assigned Investigator will prepare for the Chief's approval the Campus Timely Warning advisory. A copy will be maintained in the Campus Timely Warning file and one will be given to the Accreditation Manager. This public notice will include the following information, if available:
    - a. Type of Crime, date and time of occurrence, and the location;
    - b. Physical description of the offender;
    - c. Composite drawing or photograph of the offender;
    - d. Any connection to previous reported incidents;
    - e. Descriptions of uses of force or injuries, if relevant;
    - f. Emergency contact phone number and web site;
    - g. Date the Campus Timely Warning was issued, and
    - h. Crime prevention tips.
  3. Distribution of Campus Timely Warning advisories will depend upon the circumstances of the particular case. Advisories may be limited to a specific segment of the campus community, e.g., crimes targeting the resident students. In some situations, the entire campus community may be at risk and a campus wide advisory will be issued.
  4. Campus Timely Warnings will be issued as soon as practical after all of the facts are determined. Systems of delivery for issuing Campus Timely Warnings include postings, direct distribution of flyers, campus email, and the campus website.
- C. The Daily Crime Log contains at a minimum the nature, date, time, and general location of each crime, as well as the disposition, if known. It is the responsibility of the Records Supervisor to update and maintain the Daily Crime Log to ensure the most recent sixty (60) days of crime logs are available to the public at all times.  
[CALEA91.4.1c]
1. The Records Supervisor shall provide hard copies for requests for crime logs prior to the previous sixty (60) days within two (2) days from receipt of the request. All requests will be maintained in a file for a period of one (1) year.  
[CALEA 91.1.5a]
  2. The Sergeant of Investigations is responsible for submitting changes in the disposition on the Daily Crime Log to the Records Supervisor. The Records Supervisor will update the changes within two (2) business days. Exceptions to updates must be approved by the Chief of Police and will only be granted if the change will potentially:
    - a. Jeopardize the confidentiality of the victim;

- b. Jeopardize the safety of any individual(s);
  - c. Jeopardize an ongoing investigation;
  - d. Cause a suspect to flee or evade detection; or
  - e. Result in the destruction of evidence.
3. The Records Supervisor will follow all procedures listed in the Uniform Crime Report (UCR) handbook in the reporting of crime statistics and will ensure all Clery-related statistical documentation is maintained for a period of five (5) calendar years.
  4. The Records Supervisor will train all University Police employees on Clery Compliance, as well as procedures for handling requests for copies of the Daily Crime Log and Annual Security Report.

## II. Emergency Notification System (ENS)

- A. The campus contracts with an outside agency to provide the internet-based program for emergency notification of faculty, staff and students. [CALEA 91.1.5d]
  1. Access to the system is granted via authorization and passwords to the following personnel:
    - a. Dispatch Supervisor
    - b. Chief of Police
    - c. Emergency Management Coordinator
    - d. Command Staff
    - e. Dispatchers
  2. Messages can be sent via text message, phone and email to pre-designated lists, or to the entire system's database, which encompasses every faculty, staff and student currently enrolled or employed at CSUF. [CALEA 91.1.5c]
- B. Conditions to Initiate the ENS [CALEA 91.1.5b]
  1. The ENS is used in situations where immediate notification is required for life-saving situations, or any other emergency situations in which information needs to be disseminated quickly to the campus community.
  2. The ENS is used for one of the following situations:
    - a. Alert persons of emergency situations, such as shelter in place, active shooter or other potentially life-threatening situation.
    - b. Announcement of drills and exercises, such as evacuation or shelter in place drills.
    - c. Alert persons to non-life threatening situations, such as avoidance of an area because of a broken water line, or other unplanned events.
    - d. Any other situation deemed necessary by the University President, Chief of Police, or other person acting in their behalf.
- C. ENS Messages

1. Messages will be approved by the Chief of Police, Emergency Management Coordinator, Clery Director or the Captain(s) before they are sent.
2. Messages for this system are one of the following:
  - a. A pre-set message that can be used for a specific incident, such as a fire or avoidance situation.
  - b. Messages created for that particular incident. Messages of this type will be in the following format:

EMERGENCY NOTIFICATION for CSU Fullerton. [SITUATION] in progress at/in [LOCATION]. –Or- [SITUATION] occurred at [TIME]. [PERSON/AGENCY/DEPT] on scene. Situation is [STABLE/UNDER CONTROL/SERIOUS]. Access to campus is [RESTRICTED/CLOSED/NORMAL].

D. Testing of the ENS [CALEA 91.1.5e]

1. Testing of the ENS will occur at least twice a year:
2. Two emergency drills occur every spring and fall. During this exercise, all persons in the CSUF database are sent text and email messages.
3. Specialized groups will be tested at the beginning of fall semester.
4. Results of the tests (message receipt data) are sent to the Administrators of this program.

E. Administration of the Program [CALEA 91.1.5f]

1. The Emergency Management Coordinator takes the lead in the set up, testing and administrative aspect of this program.
2. Other authorized personnel have access to this program and can resume these duties at any time that is required, or when the Emergency Management Coordinator is unable to access the system.

III. Emergency Access and Response

A. The CSU Fullerton main campus has over 194 emergency “Blue Phones” that transmit directly into the communications center on a designated emergency line. All campus elevators also have emergency phones that transmit to this designated emergency line.

1. The designated emergency line is high priority and dispatchers will answer immediately with “What is your emergency.” This type of call will automatically generate an incident the location already populated in RIMs, which initiates the GIS mapping to display the location of the caller.
2. To ensure constant emergency access to the campus community, Community Service Officers (CSO) are to inspect and test all the Campus Elevator Emergency Telephones and “Blue Phone” Telephones on a monthly basis.  
[CALEA 91.1.9b]
  - a. All testing shall be logged and the logs turned in to the CSO Supervisor for filing. CSO Supervisors shall notify telephone services via email of any problems or failures as soon as the log sheet is received. Any noted

malfunctions or deficiencies will be brought to the attention of the appropriate agent for timely repair.

- b. Emergency phone tests shall be documented and records shall be kept for a minimum of three (3) years and are subject to review by the Emergency Management Coordinator and/or Department Command Staff.

3. The type of response to Emergency Blue Phone activation will depend on the nature of the services needed by the caller. [CALEA 91.1.9c]
  - a. Activation with a caller, the dispatcher will send the appropriate personnel depending on the services needed by the call (i.e. parking, police, or no response).
  - b. Activation with no caller, a CSO or Police Officer will be dispatched to the location to determine if there is an emergency.
4. The University Police will be responsible for notifying the campus community regarding the Emergency Blue Phone service through different media and forums such as the Department website, New Student Orientation, Safety Presentations, and others. [CALEA 91.1.9d]
5. CSUF Parking and Transportation has responsibility for placing “emergency phones” after consultation with the University Police Department. Strategic locations are determined by foot traffic, proximity to other “emergency phones” and campus need. [CALEA 91.1.9a]
6. The CSO Corporal will provide a security survey that will outline a needs review analysis for existing and potential new Emergency Blue Phones on a tri-annual basis. [CALEA 91.1.9e]

- B. All panic alarms utilized on the CSU Fullerton campus report directly to the communications center on the Ademco Alarm panel. There are panic alarms in the Bookstore, Alumni House, Cashiers, and President’s Office.

1. On a quarterly basis, Dispatch will initiate a test by contacting the responsible person for the panic alarm and instructing them to set off the alarm.
  - a. The dispatcher will log this test into RIMs recording the alarm is functioning appropriately.
  - b. If the alarm is not working the dispatcher will contact the alarm company and conduct a retest when it has been repaired. The dispatcher will log this information into RIMs.

#### IV. Physical and Personal Security

- A. The Investigations and Community Services Units are responsible for conducting security analysis of workplace environments and residence halls to include suggestions for creating safer environments.

1. They will also provide crime prevention training to employees who work in areas that handle money and/or sales of merchandise and other high-risk areas or upon request.
- B. With the exception of the University Book Store, constant video surveillance is not operated on the CSU Fullerton campus. There are cameras posted in some areas on campus that may be monitored in the University Police Dispatch Center, but these are not constantly monitored.
1. The University Police has the primary responsibility for assessing the need for cameras. The final approval entity for the location of cameras, location of the Digital Video Recording (DVR) devices and the make and model of equipment is the University Police at the Command Staff level. [CALEA 91.1.8a]
  2. When University Police personnel are assessing locations for camera equipment, various factors should be taken into consideration such as the physical make up of an area, the nature of business conducted, crime statistics and the level of activity at what time of day. [CALEA 91.1.8a]
  3. Although active video surveillance is not occurring currently, all dispatchers have access to view a live feed and review events that have been recorded. If an incident is occurring or has occurred, trained personnel may access the monitoring station in the Communications Center and view a live feed or review a recorded video. The access to the video may assist in determining if a crime has or is being committed as well as identifying suspects. Information gained from viewing the video should be transmitted to the responding officers. [CALEA 91.1.8b]
  4. The video recordings are stored in Panasonic DVR devices in multiple secure locations on the Fullerton and Irvine campuses as well as El Dorado Ranch. Depending on the amount of cameras, recording schedule and hard drive space, recordings can be downloaded up to approximately twenty one days after an incident has occurred. [CALEA 91.1.8c]
  5. All CSU Fullerton Police Dispatchers shall receive training on the operation of the Panasonic DVR system as well as a log in and password at a security level that allow them to view live feeds and review video only. The dispatcher must demonstrate proficiency in the operation of the system to complete the training. [CALEA 91.1.8e]
  6. The request to view a recorded event may come from any police officer with a need to know. Situations that would satisfy the need to know are when conducting an official investigation. Any police officer conducting an investigation may request the Communications Equipment Coordinator download the video to RIMS and the external hard drive maintained by the Captain. [CALEA 91.1.8g]
  7. The request to release video in possession of the University Police must be made in writing. Signed approval by Command Staff is required and will

become a permanent part of the investigation and filed with any supporting documents. [CALEA 91.1.8g]

8. The Communications Equipment Coordinator is responsible for maintenance and testing of the camera system. When deficiencies are discovered an email shall be routed through the Captain to contact the appropriate entity to perform the maintenance or repair. [CALEA 91.1.8d]
9. The Captain shall annually review incidents that have been captured by the University camera system and reevaluate the current camera locations and the need for additional cameras. [CALEA 91.1.8f]

V. Campus Behavioral Threat Assessment Process [CALEA 91.1.7]

A. Workplace Violence and Threat Assessment

1. Presidential Directive Number 8 addresses the University Policy Regarding Violence in the Workplace. This directive establishes a Workplace Violence Committee and the Campus Threat Assessment Team.
2. The Chief of Police and the Captain are active members of both of these groups.
3. The Threat Assessment Team's responsibility is to address and respond to situations involving threats or acts of violence.

B. Behavior Concern Report

1. A Behavior Concern report can be completed by any member of the campus community if they observe behavior that they believe should be brought to the attention of the University Police or the Threat Assessment Team.
2. These reports are accessed on the University Website and when completed route directly to the Chief of Police's email.
3. The Captain completes a preliminary investigation into any allegations noted and should it be deemed necessary the Chief of Police convenes a meeting of the Threat Assessment Team.

C. Students of Concern Committee

1. The University also has a Students of Concern Committee under the direction of the Dean of Students that meets on a monthly basis to discuss any students whose behavior has come to the attention of either Student Conduct or University Police that may require intervention.
2. The Chief of Police and Captain are standing members of this committee, as well as representatives from Counseling and Psychological Services, and Disabled Student Services.



3. The committee makes recommendations and provides follow-up on providing services or imposing corrective actions for students who are identified as being of concern.

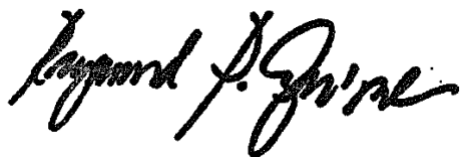
VI. Risk Assessment and Analysis

- A. The Chief of Police or his or her Designee will perform a documented risk assessment every three years which will include:
  1. A review of buildings, structures and common areas associated with the university's safety concerns, including key control, access cards and security monitoring devices. [CALEA 91.1.1a]
  2. A review of police crime and incident reports, documented calls for service and property losses to the institution and individuals. [CALEA 91.1.1b, e]
  3. An analysis of criminal activity in relation to time, place and manner. [CALEA 91.1.1c]
  4. A review of personal injury cases and risk reduction efforts in the community in relation to accidents. [CALEA 91.1.1d]
  5. Identification of liability issues in relation to security requirements, related to University Police responsibilities. [CALEA 91.1.1f]
- B. The risk assessment and analysis with conclusions and recommendations will be forwarded to affected university departments, Risk Management and the Vice President for Administration and Finance. [CALEA 91.1.1g]

REVIEWED BY:

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APPROVED:



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