

CSUSB UNIVERSITY POLICE DEPARTMENT AND 21st CENTURY POLICING



2020

“Campus Safety Through Service”

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POLICE DEPARTMENT



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The U.S. President's 2015 Task Force on 21st Century Policing defines 6 Pillars of U.S. Policing as being the key to building community trust and improving relationships between police departments and the communities they serve. The California State University Police Chiefs, at all of the 23 campus locations throughout the state, have developed a strategic plan that outlines a pathway to improve 21st Century Policing guidelines. With the overarching objective of building community trust and providing a guardian mentality, the CSUSB University Police Department is committed to these objectives and is continuing to improve these police strategies. <https://www2.calstate.edu/csu-system/transparency-accountability/csu-policing/>

UPD ORGANIZATIONAL EXPECTATIONS

- *Enhance Campus Safety*
- *Improve Operational Efficiency*
- *Increase Employee Satisfaction*
- *Recruit, Develop and Retain a Quality Workforce*

CAMPUS COMMUNITY EXPECTATIONS

- *Continue to Create Internal and External Partnerships*
- *Encourage Open Dialogue with Campus Partners*
- *Continue to Maintain a Safe Campus Environment*
- *Integrate Useful and Emergent Police Technology*

BUILDING TRUST AND LEGITIMACY

CSUSB University Police Department is guided by a philosophy of humane treatment of every person that we vow to guard and protect. We value diverse teams that work transparently, while promoting fair and humane treatment to ALL of the people that we serve.

RECOMMENDATION 1.1: CSUSB University Police Department will implement a Campus Police Advisory Council. The charter can be found on the University Police website:

<https://www.csusb.edu/police>

RECOMMENDATION 1.2: CSUSB University Police Department is in the process to implement body worn camera technology as a means of promoting transparency and accountability and anticipates this to be completed by end of 2020.

RECOMMENDATION: 1.3: CSUSB University Police Department recommends adding a customer service survey tool on the CSUSB PD website.

PRACTICE 1.1: CSUSB University Police Department has established a resourceful website including an interactive crime map, statistical data, crime log, Annual Security Report (ASR), LiveSafe information, California Campus Safety Plan, How to Survive an Act of Violence video, UPD annual report, policies in compliance with SB 978, campus alerts, citizen complaint process per penal code 832.5 and other valuable information.

PRACTICE 1.2: CSUSB University Police Department has implemented a Campus Emergency Response Team (CERT) as part as a state-wide initiative. The campus CERT program has over 65 volunteer members trained and prepared in the event of a disaster. All members have been trained in basic disaster response skills, such as fire safety, light search and rescue, team organization and first aid and CPR. Members attended a 20 hour in class, which includes hands on training that cumulates in a final 4-hour exercise. All members have been issued response equipment, including back packs, vests and helmets and are expected to respond at a moment's notice.

PRACTICE 1.3: CSUSB University Police Department provides various educational and awareness programs to the campus community including How to Survive an Act of Violence, pepper spray training, Coyote Beware, new faculty orientation, new employee orientation, Coyote First Step, new student orientation and outreach events such as Pizza with a Cop and Coffee with a Cop.

POLICY AND OVERSIGHT

CSUSB University Police Department continually reviews and modifies its police policies, in ways that reflect the values of our communities and as outlined by police officer's standards and training as well as legislation.

RECOMMENDATION 2.1: CSUSB University Police Department is in the process to research and develop a technological solution for tracking data related to citizen contacts on a system level and will be in compliance with AB 953, the Racial and Identity Profiling Act (RIPA) which dictates reporting mandates to the attorney general's office by April 1, 2023.

PRACTICE 2.1: CSUSB University Police Department has implemented best practices and policies per the Lexipol policy system recognized as one of the premier systems in the state of California. The policies and procedures are posted for public review on the CSUSB University Police Department website.

PRACTICE 2.2: CSUSB University Police Department has removed the carotid control hold from its use of force policy. <https://www.csusb.edu/police>

PRACTICE 2.3: CSUSB University Police Department complies with numerous audits by Department of Justice, Department of Education, Chancellors office, Board of State of Community Corrections, Juvenile Prevention and California Peace Officer Standards and Training.

TECHNOLOGY AND SOCIAL MEDIA

CSUSB University Police Department utilizes technology to promote transparency and accountability. California State University Police Chiefs and Second in Commands consistently meet and confer on technological best practices.

RECOMMENDATION 3.1: CSUSB University Police Department is in the process to implement BodyWorn, an advanced police body camera that uses policy-based automatic recording. The list of automated triggers include Computer Aided Dispatch (CAD) activation, holster sensor activation, foot pursuit and more. This technology not only assists the officers in capturing and recording incidents, but also alerts nearby officers when an officer is down and in need of backup using GPS technology.

PRACTICE 3.1: CSUSB University Police Department developed a high tech, state of the art, dispatch center that includes a 911 digital upgrade that was completed in July 2020. All servers and work stations were replaced and two more added, giving us 4 full service 911 work stations that works as a public safety access point for other campus partners.

PRACTICE 3.2: CSUSB University Police Department utilizes a Records Information Management System (RIMS) which also collects Clery crime information specific to colleges and universities

and supports the ability to offer dispatch to other campus partners, as well as a Training Information Management System (TIMS).

PRACTICE 3.3: CSUSB University Police Department has established several modern technology programs including electric bikes, GPS electronic tracking and drone. Three employees have successfully completed the drone pilot training and have conducted regular flights and training on campus.

PRACTICE 3.4: CSUSB University Police Department, in collaboration with campus partners, has successfully established a modern camera technology system with more than 400 cameras installed throughout the campus, blue phones that are dedicated phones that go straight to UPD and are strategically located in high visible areas, and the Blackboard Connect System which acts as an emergency notification system to alert staff, employees and students by text, phone, email, social media including Twitter and Facebook and RSS feeds.

PRACTICE 3.5: CSUSB University Police Department, in collaboration with Facilities Maintenance and ITS, established a Lock Down Doors project to ensure the safety needs of the campus, in the event of an emergency. The team installed and programmed the exterior door locks on new campus buildings and this allows for remote lockdown. It includes an interface with the CSUSB University Police Department dispatchers and officers.

PRACTICE 3.6: CSUSB University Police Department has established a Twitter and Instagram account for the police department: @csusbpd and an Instagram account for the department's K9 unit: @k9.vader

COMMUNITY POLICING AND CRIME REDUCTION

CSUSB University Police Department works under the guidance of shared governance, as a means of co-producing public safety.

PRACTICE 4.1: CSUSB University Police Department will continue to work with various campus entities to provide collaborative safety strategies. This includes accountability for statutory compliance to the Jean Clery Disclosure of Campus Security Policy. The campus has established a campus wide Clery compliance team consisting of campus partners such as student affairs, Title IV, housing, human resources and faculty affairs.

PRACTICE 4.2: CSUSB University Police Department collaborates with CARE, ASI and ASI President, housing, health center and psychological services. The department has established an embedded DBH member on campus to deal with individuals in crisis and collaborates with the Department of Behavioral Health (DBH) in Crisis Intervention Team (CIT) response.

PRACTICE 4.3: CSUSB University Police Department established a campus Threat Assessment Team chaired by the Police Chief. The Threat Assessment Team is a collaborative group with

representatives across the campus such as student affairs, academic affairs, DBH, Title IX, human resources and risk management.

PRACTICE 4.4: CSUSB University Police Department established a campus oriented policing and problem oriented police philosophy to include every officer's responsibility to champion as a community outreach officer through daily community interactions with students, faculty and staff.

PRACTICE 4.5: CSUSB University Police Department partners with various campus groups in promoting crime prevention awareness in areas such as domestic violence, mental health, sexual assault and LGBTQ+. Members of University Police Department participate in events such as the Martin Luther King Jr. annual celebration, Pioneer Prayer breakfast, Latino Education and Advocacy Days (LEAD), Cesar Chavez breakfast, Black and Brown conference, 50/50 day, Women's Leadership, and California Native American day breakfast. CSUSB University Police Department also participates in the Latino and Black graduation, LGBTQ+ graduation, commencement and convocation, just to mention a few.

PRACTICE 4.6: CSUSB University Police Department established a K9 program on campus to provide enhanced safety and community policing services. The goal is to enhance the effectiveness of police officers in locating evidence and explosive devices. This is possible through the ongoing training and targeted instruction on explosives and gunpowder, and additional training with local, state and federal law enforcement agencies. Working together, they have completed over 250 hours of training to ensure they are prepared to respond to any emergency on campus. The K9 team has participated in multiple events, including meet and greets and demonstrations on campus, CSU Chief's meetings, Board of Trustees meeting, Cal Poly Pomona Pumpkin Festival, Student Union State of Hate and the Student Union Latino graduation.

PRACTICE 4.7: CSUSB University Police Department established the Community Service Officers (CSO) program consisting of student assistants who service University Police and Parking, Transportation and Services departments. CSOs perform a variety of responsibilities including locking down buildings every night, providing escort services, processing payments and citations, return found property and direct visitors at the information centers. All CSOs attend an annual CSO academy that provides training in How to Survive an Act of Violence and How to Assist Others in Emergencies on Campus. They are CPR and First Aid certified.

PRACTICE 4.8: CSUSB University Police has a satellite station in the student residential area. Both officers and CSOs utilize this area in order to have a shorter response time to the residential buildings, to provide support and assistance if needed and to be familiar with Residential Assistants, Area Coordinators, and the management team. In addition, an officer is assigned to the residential area as their designated patrol zone for their specific shift subsequently providing 24/7 police service to this area.

PRACTICE 4.9: CSUSB University Police has initiated a campaign encouraging the campus community to assist police in prevention and intervention of criminal activity or suspicious activity. Encouraging the campus community to join the 'See Something, Say Something' campaign by reporting these activities to University Police department fosters the idea that campus safety is a community effort.

PRACTICE 4.10: CSUSB University Police has established several crime prevention programs to include bike registration, golf cart registration, electronic tracking, drone, vehicle VIN registration, bike patrol and electric motorcycles. These programs are intended to deter theft and other criminal activity.

OFFICER TRAINING AND EDUCATION

CSUSB University Police Department is committed to training that is certified and approved by the California Commission on Peace Officers Standards and Training (POST). Additionally, Officers are exposed to training that addresses evolving techniques, technologies, and best practice for dealing with emergent community policing issues.

PRACTICE 5:1: CSUSB University Police Department will continue to certify with California POST. Police Training will be contracted by the Sheriff's Regional Training Center which meets most mandates established by CA POST and legislation; the rest are completed via other certified training courses. Training focuses on best practice and emergent issues.

- The hiring process and background is extensive, including written, oral and physical, medical, psychology, etc. tests. POST hiring process standards can be found at California Peace Officer Hiring Regulations , Peace Officer Candidate Selection Standards, and Peace Officer Candidate Selection process.
- Basic academy training and testing is a minimum of 664 Hours, and covers 42 areas of instruction, including arrests, firearms, bias & racial profiling, principled policing in the community, crisis intervention, and physical training. Academy students are required to successfully complete various written, skill, exercise, and scenario-based tests. The Law Enforcement Code of Ethics is administered to all peace officer trainees during the basic course (and all other persons at time of appointment). POST basic academy standards can be found at California Minimum Standards for Training and Basic Course Academy.
- Field Training Officer (FTO) program: Up to 16 week program for trainees. FTOs must attend a 40-hour initial training and a 24-hour update course every 3 years.
- 24 Hours of Continuous Personal Training (CPT), including 16 hours of Perishable Skills, such as driver awareness, tactical communication, arrest and control, and firearms, every 2 years.

- POST requires various certificates including basic, intermediate, advanced, supervisor, management and executive. The Basic certificate is required and must be obtained after successful completion of at least 1 year of probationary employment and within 2 years of appointment. All other Certificates require a minimum number of years of experience and training hours that vary based on education and experience. The Executive Certificate can only be obtained by a Chief of Police or equivalent position.
- University Police Officers receive in-service training in policies, procedures and various online sites such as the POST portal. In addition, officers receive additional training in daily shift briefings.
- All University Police officers receive 32 hours of crisis intervention team training provided by Department of Behavior Health and the Sheriffs Training Center. Officers are trained to respond to individuals in crisis and work in collaboration with Department of Behavior Health Crisis Intervention Team who assist on calls. If at all possible, the goal is to provide voluntary crisis stabilization and medical evaluation services at crisis walk-in clinics and hospitals.

PRACTICE 5.2: CSUSB University Police Department has a certified instructor in racial profiling, certified by the Museum of Tolerance in Los Angeles, California. The instructor ensures that training and updates are provided to officers. In addition, police officers receive continual updates on topics such as implicit biased and procedural justice training, de-escalation, tactical communication, first aid, CPR and less lethal tactics.

PRACTICE 5.3: CSUSB University Police Department encourages all officers to take advantage of the tuition fee waiver to obtain a higher education. Further, University Police Department has established a training manual outlining training requirements for all officers. In an effort to be transparent, the training manual is posted on the University Police Department website. [CSUSB PD Training Manual](#)

PRACTICE 5.4: CSUSB University Police Officers receive legislative updates as legislation changes and new laws are added, such as the comprehensive overhaul of the use of force mandated legislation, removal of the carotid control hold and officers duty to intervene in use of force incidents.

OFFICER SAFETY AND WELLNESS

CSUSB University Police Department ensures wellness by providing our staff with a variety of safety equipment and training. Officer injuries are reported and monitored by the University.

RECOMMENDATION 6.1: CSUSB University Police Department is seeking to offer peer support training through its partner, The Counseling Team International, which provides a three-day course that teaches participants to acquire supportive skills which are designed to help them assist their co-workers who are experiencing a variety of life crisis situations. Peer support

provides a way for employees and their family members to confidentially talk about personal/professional problems with specially trained co-workers who understand and want to help.

RECOMMENDATION 6.2: CSUSB University Police Department seeks to identify an area within the department station to set up workout equipment, such as a treadmill, stationary bike, stretch bands, dumb bells and yoga mats for officers and staff to help encourage physical and mental health wellness.

RECOMMENDATION 6.3: CSUSB University Police Department understands the importance of Suicide Prevention training and is researching which courses would benefit the officers. Suicide prevention training is offered by several agencies including POST, CPOA, The Justice Clearing House, and Lexipol. These training courses provide officers with strategies to help encourage their resiliency and cope with the emotional challenges of their work. Courses bring awareness to the widespread issue of law enforcement suicide and highlight the importance of finding means to encourage resiliency as well as acknowledge the importance to seek help when needed.

RECOMMENDATION 6.4: CSUSB University Police Department is encouraging employees to use wellness apps. Smart phones have become an essential tech tool for health and wellbeing. There are several wellness apps offered for free or minimal charge that can help with the stresses of everyday life. Some examples include Headspace, Clue, My Possible Self, Sleep Cycle, Smoke Free, Wakeout and The ECG App.

PRACTICE 6.1: CSUSB University Police Department has developed a Staffing model that ensures that police officers are not exposed to the stressors of excessive duty and loss of personal time. The staffing model consists of 1 sergeant and 2 officers on each shift, dictated by a Lexipol policy establishing a minimal staffing of 2 on each shift in case of vacation, injuries, training. Further, CSUSB University Police Department has brought its overall staffing level up to 19 officers over the past 5 years.

PRACTICE 6.2: CSUSB University Police Department established a new police vehicle program, which includes a new fleet with bullet proof doors.

PRACTICE 6.3: CSUSB University Police Department replaced and updated old equipment with new equipment including hand guns, shot guns, tasers, pepper sprays, tape recorders, flashlights, vests with low bearing options and summer uniforms. The department also updated the mobile data computers and 800 mhz dispatch communications equipment and established a relaxed grooming standard.

PRACTICE 6.4: CSUSB University Police Department has entered into a contract with The Counseling Team International, who provides individual short term counseling on an as-needed basis. The company's mental health professionals and support staff provides counseling

services, training, critical incident intervention and support to emergency service personnel, and they shall maintain the confidentiality of all employees.

PRACTICE 6.5: CSUSB University Police Department was quick to provide Personal Protection Equipment (PPE) to personnel during the COVID-19 pandemic and established safety protocols and the following measures:

- No congregating in the station, offices or cars
- All meetings and briefings should be conducted via video conferencing, outdoors or in a space that allows for social distancing
- Avoid casual share of equipment
- Wear proper (PPE) and face coverings as necessary. Use the provided disinfectants and sanitizers and wash hands with soap and water often
- Vehicles should be cleaned by the operator at the beginning and end of every shift

PRACTICE 6.6: The CSUSB campus initiated Life Matters, a free employee assistance program to all CSUSB employees and their families when they are in need of helpful guidance, counseling, local resources or reliable care. Some of the services provided include, but are not limited to, healthy living services, work/life resources, financial consultation, legal consultation, professional development and skills coaching. More information can be found on this link: [CSUSB Life Matters](#)

PRACTICE 6.7: CSUSB University Police Department assigned POST Portal online training for Officer Wellness that focused on mental, emotional and physical health and provided strategies for dealing with stress-related impairments. This training outlined causes and signs of law enforcement-related stress. The training is also intended to enhance cultural shifts to allow for more openness about, and the de-stigmatization of, stress-related issues such as PTSD, anxiety, and suicide.

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