

# Procedural Directive

**California State University  
Northridge  
Department of Police Services**



To: All Police and Dispatch Personnel  
Subject: Campus Lockout Procedures  
Directive Number: 2006-04  
Date: December 18, 2019  
Amends/Supersedes: March 6, 2006 version; January 7, 2015 version.  
Approved: Gregory L. Murphy, Chief of Police

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## I. Objective:

Requests for this Department to handle a lockout is one of the more common calls for service that we experience. The University has entrusted the Department of Police Services to handle this task due to the security component that requires we are careful how we screen who is authorized to be allowed in a secured area.

## II. Procedures:

### A. Dispatcher Responsibilities

When a member of the community contacts police dispatch and requests to be let into an office, laboratory, etc., because they do not have a key or they lost or forgot their key, the dispatcher is to ask the following questions and record the following information prior to dispatching an officer to the lockout location:

- Name of Person Requesting Service
- California State University, Northridge Affiliation (student, staff, faculty, etc.) NOTE: All lockouts will require that the person locked out show the police officer a valid California State University, Northridge Identification Card. No lockouts will be accepted from anyone without a valid identification.
- Location (Building and Room Number) and Type of Area of Lockout (office, laboratory, etc.) and Reason for Requesting Entry (i.e. forgot key, need audio visual equipment, etc.).

- Is the area to which the individual is requesting lockout service their own office, a department office area, someone else's office, etc.??  
NOTE: If the area that the person requesting the lockout wants to access is NOT their office, they must have permission of the authorized office occupant before CSUN Police will allow access. The dispatcher is to advise the person requesting the lockout of this requirement in advance of dispatching an officer.

Once the dispatcher has ascertained the above information from the caller, an officer is to be dispatched to the lockout location. The dispatcher should advise the officer of the name of the caller, whether the person has a valid CSUN ID, and any other pertinent information that will give the officer information to support the fact that the lockout is for a member of the community who is authorized to enter the area where they are requesting access.

B. Police Officer's Responsibility

Upon receiving a request to handle a lockout from police dispatch, police officers should take the following steps:

- When arriving on the lockout scene, politely ask the person requesting the lockout for their CSUN Identification card. Only valid CSUN ID cards are to be accepted as proof of identification of an individual as a member of the community. Of course, the name of the individual on the card should match the name given to the dispatcher.
- After viewing the ID card, the officer should ask the individual if the area that they are requesting entry to is their office. If it is not, authorization from the office occupant must be obtained before allowing entry.
- Officers should confirm with dispatch the name of the person requesting a lockout, the building and room number to which entry was allowed and confirmation that a valid CSUN ID was viewed.

Under no circumstances should access be allowed to any member of the community to any office area, laboratory, etc. where authorization or occupancy cannot be ascertained. If authorization for entry to an area does require third party authorization, the third-party identity and circumstances for access are to be well documented by dispatch.