

ANNUAL REPORT
**DEPARTMENT OF
POLICE SERVICES**
MAINTAINING EXCELLENCE 2011 RE-ACCREDITATION



California State University
Northridge

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Edited by: Christina Villalobos, Department of Police Services
 Photo Contributor: Cpl. Leon Ortiz-Gil

Vision, Mission and Values Statement



VISION

The California State University, Northridge Department of Police Services is proud to be one of the best accredited university law enforcement organizations within the country. We strive to be innovative and proactive in our approach to law enforcement and public safety services and to serve our constituencies with excellence in all that we do. We seek to maintain an organizational culture that is diverse, well trained, well equipped and capable of responding to today's ever changing environment.

MISSION

The men and women of the California State University, Northridge Police Department are dedicated to excellent police service through partnerships that reduce crime, create a safe environment, build trust and enhance the quality of life in our academic community. We are committed to delivering quality service to our community in an effective, responsive and professional manner.

VALUES

The values of the California State University, Northridge Police Department reflect those qualities in our community that we dedicate ourselves to uphold.

PARTNERSHIPS

We believe that effective policing is accomplished by establishing a police/community partnership to identify problems and to engage in problem solving activities that reduce crime and the fear of crime.

INTEGRITY

We hold ourselves accountable to maintain the highest degree of integrity, to present a professional demeanor, to obey all laws, ordinances and regulations and to serve as role models to our community.

DIGNITY

We shall impartially enforce all laws, ordinances, rules and regulations, afford respect and dignity to all persons, and safeguard individual rights that are guaranteed by the Constitution.

EXCELLENCE

We will constantly strive to achieve excellence in all that we do, whether it be policing, emergency and disaster response, parking and traffic services or general helping services for our community.

2011 The Year in Review A Message from the Chief of Police: “Maintaining Excellence”

Three years after our initial accreditation, “Maintaining Excellence” is a philosophy that the California State University, Northridge Department of Police Services lives by every day. We maintain excellence in the manner that we serve students, faculty and staff, when we engage the surrounding community to assist with law enforcement efforts and educational programs, when we partner with local law enforcement agencies as part of our community policing philosophy in problem solving crime issues and with our own employees who put forth excellent efforts in their daily work and in going above and beyond with creative ideas born out of pride in their work and their department.

Achieving re-accreditation means that our department meets the best practices of our profession with the unique emphasis on serving the educational community.

During the re-accreditation process, a voluntary process, the department provided substantial proofs of compliance with 239 individual standards and 449 sub-standards encompassing a broad variety of administrative and operational areas such as organization and administration, training and career development, patrol, crime prevention, investigations, evidence collection and processing, and traffic operations.

We are pleased to showcase our re-accreditation efforts of this past year in facets of our department and appreciate the extra effort of the men and women who serve our department and our campus community in all the various functions within the Department of Police Services.





*A heartfelt thank you
to Dr. Jolene Koester for
your unwavering support
of Police Services!!*





RE-ACCREDITATION ACHIEVED IN 2011

In 2011, the Department of Police Services underwent its first reaccreditation process proving it consistently met the International Association of Campus Law Enforcement Administrators (IACLEA) 5th edition law enforcement accreditation standards over a three year period. Receiving the IACLEA accreditation status, a voluntary process, demonstrates that the Cal State Northridge Department of Police Services adheres to the highest professional standards for law enforcement, vital in fulfilling its mission to protect students, faculty, staff and visitors.

During the reaccreditation process, a voluntary process, the Department of Police Services had to comply with, and provide substantial proof of compliance with, 239 individual standards and 449 sub-standards encompassing a broad variety of administrative and operational areas, such as organization and administration, training and career development, patrol, crime prevention and investigation, evidence collection and processing, and traffic operations.

To ensure the Department of Police Services was in a position to meet compliance with all applicable standards a “mock assessment” was completed by experienced, knowledgeable assessors after a sixteen month self-assessment process. This process included a complete and critical review of both documentation files and the facility itself which provided the department an opportunity to identify adjustments and corrections that may have been needed prior to the IACLEA’s formal on-site assessment which took place in March 2011. Upon completion of the successful on-site assessment, official re-accreditation status was granted at IACLEA’s annual conference in Charlotte, North Carolina on June 17, 2011.

In demonstrating a law enforcement/public safety agency meets an established set of professional standards, it fundamentally:

- ▶ Requires the agency to develop a comprehensive, well thought out, uniform set of written directives. This is one of the most successful methods for reaching administrative and operational goals, while also providing direction to personnel.
- ▶ Provides the necessary reports and analyses a CEO needs to make fact-based, informed management decisions.
- ▶ Requires a preparedness program be put in place – so an agency is ready to address natural or man-made critical incidents.
- ▶ Becomes a means for developing or improving upon an agency’s relationship with the community.
- ▶ Strengthens the agency’s accountability, both within the agency and the community, through a continuum of standards that clearly define authority, performance, and responsibilities.
- ▶ Can limit an agency’s liability and risk exposure because it demonstrates that internationally recognized standards for law enforcement have been met, as verified by a team of independent outside trained assessors; and
- ▶ Facilitates an agency’s pursuit of professional excellence.

**Written by Brian De Los Santos
Daily Sundial
May 4th, 2011**

CSUN POLICE DEPARTMENT RE-ACCREDITED

The CSUN police department was re-accredited on Monday by a professional association committee that decided the enforcement agency is up to par with professional standards.

A team from the International Association of Campus Law Enforcement Administrators (IACLEA) visited campus and reviewed aspects of the police department on the week of March 20. The inspectors evaluated areas such as fiscal management, department policies, criminal investigation, organization of department and administration, staff procedures, and many more.

CSUN Police Capt. Scott G. Vanscoy and Chief Anne P. Glavin were at the forefront of preparing the department for the visit.

"Come check us out, we are ready for the challenge," Glavin said.

There are 236 standards that CSUN police had to comply with to gain the seal of approval.

According to police officials, the team of assessors, among other things, observed the department with detail by interviewing staff randomly, inspecting police cars for necessary tools to respond to emergency procedures and analyzing files.

"It is very detailed what we are supposed to do," Glavin said. "How we achieve the standards is up to us."

The last time IACLEA assessors paid a visit to CSUN was in 2008, when the enforcement agency was accredited for the first time. There were not any complaints or issues that were brought up by the team of assessors during that visit. Prior to the first accreditation, CSUN police ran as a pilot agency before they were granted recognition of professional standards.

The department goes through the process of reaccreditation every three years.

Glavin said that when the assessors came in 2008, they deemed the CSUN police department as "one of the best departments in the country."

CSUN police is one out of four CSU police departments that are accredited. CSU Fullerton, Los Angeles, and San Francisco State University are also accredited.

When Glavin came to serve as the new CSUN police chief in 2002, she made it one of her goals to have the police department accredited to comply with professionalism.

Vanscoy said that before Glavin's intention to boost professional standards, the police department was not as orderly or professional as it is today.

"Now, there is a culture change of how we do things around here," Vanscoy said.

One of those changes was as practical as note taking and paperwork transactions. CSUN police has developed checklists to help officers ask for specifics in any case. They also carry resource kits for victims of sexual assault or any other types of crime.

Police officials said accreditation provides CSUN police professional recognition, helps with liability, outside recruitment, and resources such as lectures and conferences.

The accreditation and assessment fees for the IACLEA program are allocated from the police department's budget of \$1.7 million. The fees are paid through installments rather than one large sum.

According to the IACLEA website, the application fee is \$350, each assessor is paid \$1,000 and the team leader is paid \$2,000. The accreditation fee depends on the number full-time employees in the police department, which can cost from about \$4,900 to \$7,200.

"It has been a long road (in preparing for this)," said Vanscoy, who has been arranging paperwork and files since several months ago.

Police officials said it is important what the community thinks.

Glavin said the CSUN community has responded in approval to the police department's professionalism.

"I hear compliments from the CSUN community," Glavin said. "That is a nice place to be."

Students, like Hana Brown, 21, said accreditation is not a major factor for campus safety.

"Does it really matter?" the communications major said. "It would be the same thing (if they were not accredited)."

However, Mayra Castaneda, 20, who used to live in the dorms, said an accreditation program is a good way to keep "a watch dog on the police."

"It's very important," Castaneda said. "Everyone should be on their toes."

Written by Arman Sadri
@CSUN
May 13th, 2011

POLICE SERVICES REACCREDITED FOR MAINTAINING EXCELLENT STANDARDS

The Cal State Northridge Department of Police Services has been reaccruited by an international association of college and university public safety administrators.

The International Association of Campus Law Enforcement Administrators (IACLEA), once again gave its seal of approval to Northridge's 90-person department, which includes 43 civilians, 25 sworn officers, and 22 students. According to Northridge police officials, only 5 percent of police agencies are accredited.

"The set of standards utilized in the program represent the best set of practices in law enforcement and campus public safety," said John Leonard, director of IACLEA's accreditation and LEMAP (Loaned Executive Management Assistance Program). "It demonstrates the agency and its personnel's commitment to their constituency."

A two-person team visited the campus in March and evaluated the areas such as administration, management, support services, policies and procedures. Faculty, staff and students were also encouraged to provide comments on police services.

There are 236 standards that a department must meet to receive accreditation.

"It's important for the CSUN community to know that their police department follows the best practices of the law enforcement profession in all that we do to serve the community," said CSUN Police Chief Anne Glavin. "This means that they can be assured of the highest degree of professional standards and quality service."

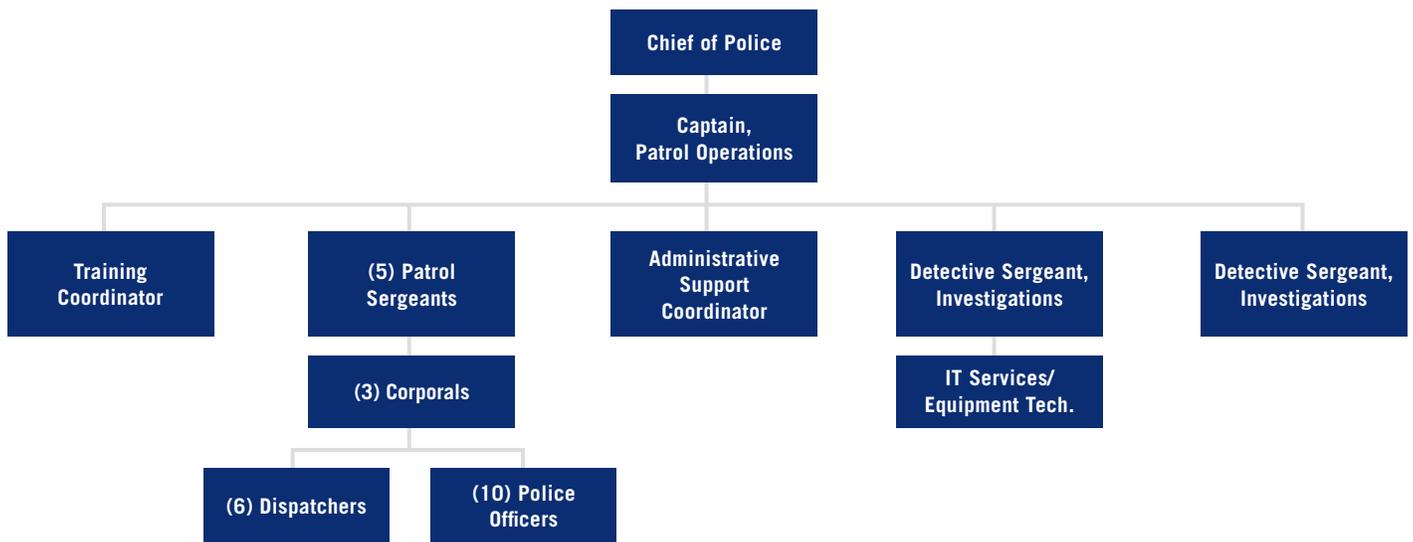
Cal State Northridge Department of Police Services helped IACLEA pilot the accreditation program. The department was first accredited in 2008.



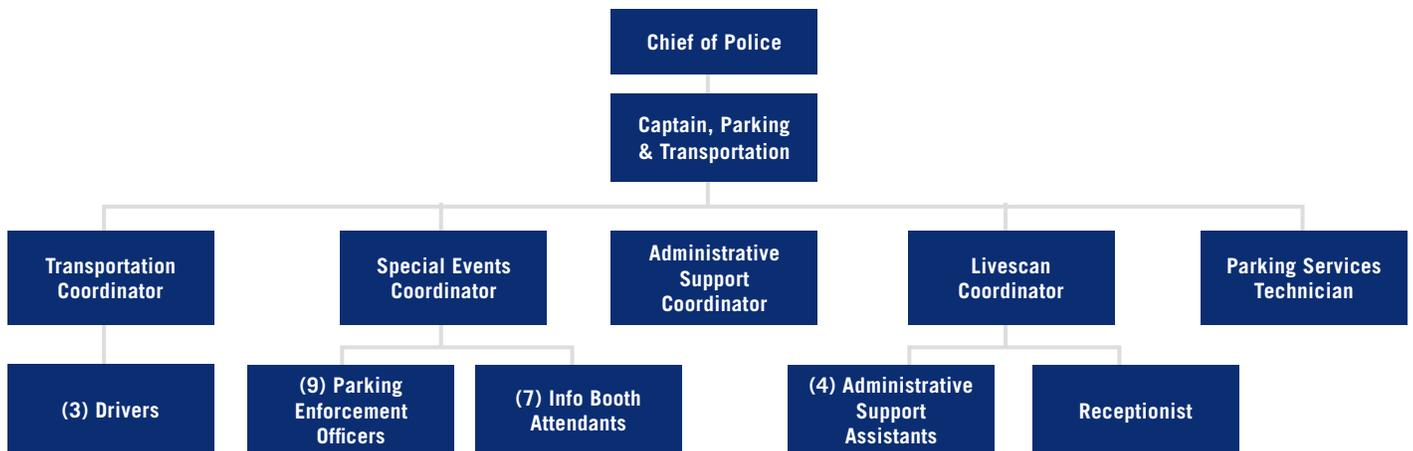
Police Service Administration and Administrative Service Division, 2011



Police Operations Division, 2011



Parking & Transportation Services Division, 2011



Police Services Personnel

Abney, Randell W
 Abundiz, Yolanda C
 Aguilar, Leonel
 Archer, Dana V
 Armenta, Edward T
 Aviles, Reina
 Banales, Randy R
 Barrow, Jeffrey D
 Benavidez, Mark A
 Blount, Paul
 Bonilla, Johnny S
 Bozile, Beverly
 Plummer, Erika
 Bridenstine, Kimberly
 Brotz, Gary L
 Bugg, Kevin
 Camp, Arnie
 Castillo, Carlos G
 Cavanaugh, Thomas
 Chase, Kailash
 De Guzman, Ana
 Domaradzki, Kristofer
 Dover, Robert
 Dunwoody, Matthew T
 Espinosa, Cathryn A
 Fernandez, Alfredo B
 Finnerty, Thomas
 Flores, Douglas
 Foster, Daniel
 Frausto, Robert
 Gale, Christopher G
 Garcia, Fred A
 Glavin, Anne P
 Goldsmith, Marilyn
 Gonzalez, Raymond C
 Gudani, Francisco C
 Gutierrez, Ana
 Haas, Steven D
 Jordan, Vena R

Joseph-McConnell, Joy
 Kai, Steven L
 Kennedy, Richard J
 King, David C
 Lino, Rene
 Logan, Astrid B
 Love, Georgia A
 Marin, Daniel
 Metcalf, Virginia
 Milkovich, Peggy T
 Ortiz-Gil, Leon
 Parry, Judy R
 Price, Daniel R
 Quiroz, Carlos
 Rastedt, Melissa
 Reyes, Michael
 Rochelle, Robert
 Rosas, Arcelia
 Seko, Michael
 Servin, Veronica
 Smith, William S
 Taylor, Ester A
 Urie, James S
 VanScoy, Scott G
 Vargas, Felix A
 Verhulst, Matthew
 Villalobos, Christina S
 Villar, Jim A
 Wells, Ryan
 Wiley, Tatum M
 Worrell, Teresa Marie



RETIREMENT

Joy Joseph-McConnell
6/30/2011

SEPARATIONS		
Daniel Marin 6/21/2011	Steven Haas 8/22/2011	Leonel Aguilar 10/6/2011
Robert Rochelle 7/7/2011	Carlos Quiroz 9/7/2011	



2011 Employee Awards and Recognition

Chief's Award: Officer Rene Lino & Officer Michael Reyes
Police Officer of the Year: Officer Matthew Verhulst
Parking Officer of the Year: Reina Aviles
Civilian Employee of the Year: Kimberly Bridenstine

25 Letters of Appreciation to Department from CSUN and other Community

6 Appreciation Recognition from Chief of Police and Command Staff

4 Letters of Commendation from Chief of Police

CERTIFICATE OF EXCELLENCE:

Ofc. Matthew Dunwoody for crime prevention measures and follow-up investigation for victim assistance in recovering stolen property

Cpt. Fred Fernandez for executive level research and coordination for VPAC events

Sgt. Doug Flores for investigative skills and follow-up leading to the arrest of counterfeit bills suspect

Fred Garcia for observation and communication skills in assisting police to apprehend motor vehicle burglary suspects

Dan Price for coordination of campus-wide curb designation project

Ofc. Carlos Quiroz for excellent observation and interview skills leading to the arrest of two bicycle theft suspects

Cpt. Scott VanScoy for executive level research and coordination for VPAC events

CERTIFICATE OF EXCELLENCE IN TEAMWORK EFFORTS:

Sgt. Mark Benavidez, Cpl. Leon Ortiz-Gil and Dan Foster for research and investigation leading to the arrest of notorious graffiti vandals

Sgt. Doug Flores and Ofc. Carlos Quiroz for observation and investigation leading to the arrest of suspects responsible for Greek life recruitment billboards

Sgt. Dana Archer, Sgt. Mark Benavidez and Ofc. Rene Lino for investigation and identification of UPA burglary suspects

Sgt. Dana Archer, Cpl. Leon Ortiz-Gil for investigation and identification of UPA burglary suspects

Cpt. Scott VanScoy, Sgt. Dana Archer and Sgt. Mark Benavidez for extensive investigation efforts in major CSUN embezzlement case

Jeff Barrow, Dan Foster, Ana Gutierrez, Astrid Logan and Christina Villalobos for project coordination for the first Matador Bicycle Compound

Sgt. Frank Gudani, Jeff Barrow, Ana Gutierrez, Dan Price, Vena Jordan for preparation and coordination of inaugural VPAC events

Sgt. Frank Gudani, Ofc. Matthew Verhulst for revitalization and project coordination for the Traffic Safety Unit

CERTIFICATE OF APPRECIATION FOR EXEMPLARY ATTENDANCE:

Sgt. Yolanda Abundiz
 Kimberly Bridenstine
 Gary Brotz
 Kit Espinosa
 Cpt. Fred Fernandez
 Ana Gutierrez

Peggy Milkovich
 Cpl. Leon Ortiz-Gil
 Jim Urie
 Cpt. Scott VanScoy
 Christina Villalobos



The department of Police Services utilizes a variety of modes of transportation to patrol the campus and provide services for escorts and shuttles throughout the campus. This year, Police Services purchased multiple green Hybrid vehicles to replace outdated police and parking vehicles. Police Services' vehicle fleet includes the following:

Police Division

3 Ford Crown Victorias – marked “Black & White” patrol cars

1 Dodge Durango – marked “Black & White” K9 unit

1 Dodge Magnum – marked “Black & White” K9 unit (retired)

1 Ford Crown Victoria – marked “Black & White” K9 unit (replaced Magnum)

1 Chevrolet Tahoe – marked “Black & White” K9 unit (replaced Durango)

1 Dodge Ram Van – marked “Black & White” special operations unit (retired)

1 Chevrolet AstroVan – marked “Black & White” special operations unit (replaced Ram Van)

1 Ford Crown Victoria – unmarked administrative cars with emergency equipment

2 Ford Fusion Hybrids – unmarked administrative cars with emergency equipment (replaced Crown Victorias)

1 Ford Crown Victoria – unmarked administrative car (retired)

1 Chevrolet Malibu – unmarked administrative car

1 Ford Escape Hybrid – unmarked administrative vehicle (replaced unmarked Crown Victoria)

3 Harley Davidson Road Kings – marked “Black & White” patrol motorcycles with emergency equipment

3 T3 Motion T3 electric chariots – marked “Black & White” patrol units with emergency lighting

1 Taylor Dunn – electric cart utilized by the crime prevention unit

10 Smith and Wesson – tactical patrol bicycles with emergency equipment

Parking & Transportation Division

1 Chevrolet Colorado – marked technician unit

1 Ford E-150s – marked parking enforcement unit

2 Ford Econolines – equipped with seven seats and wheel chair lift and restraints

4 Ford Rangers – marked parking enforcement units

1 Dodge Ram 3500 – marked emergency response unit with emergency lighting

1 Ford Escape Hybrid – unmarked administrative vehicle with warning lighting (replaced 1 Ranger)

1 T3 Motion – electric MicroCar

3 GEM – electric carts utilized by Matador Patrol

7 Nishiki – parking enforcement bicycles

Department Trailers

1 RU2 Systems Speed Trailer – radar equipped

1 8' enclosed trailer for firearms training

2 12' enclosed trailers for VPAC and traffic control equipment

1 10' vehicle transport trailer

1 35' Universal Specialty Vehicles Inc. Mobile Command Post Trailer

1 Parking Booth Co. mobile information booth trailer

4 InstaLERT electronic message board trailers



Two thousand and eleven (2011) was the year for re-accreditation by the International Association of Campus Law Enforcement Administrators (IACLEA) and the Patrol Operations Division once again lived up to the department's law enforcement accredited status. Since March 2008 (date of the department's initial accreditation), each of the four primary functions within the division (Patrol Unit, Police Services Communications/Dispatch Unit, Investigations Unit, and Community Policing Team) successfully focused their activities and work practices in living up to the best in professional law enforcement standards.

PATROL UNIT

The cornerstone of patrol operations is a strong community-oriented policing philosophy coupled with sound policies and procedures that are representative of an accredited agency. The patrol unit provides a multi-dimensional and directed patrol approach to the law enforcement services they provide utilizing 24 of the department's 27 sworn personnel in meeting

Uniformed police officers were involved in a total of 19,529 (+2%) incidents during 2011. With a consistent effort in being proactive, the patrol unit self-initiated 12,856 (an increase of 7% from 2010) of those incidents including:

- 1,577** (-15%) traffic stops
- 451** (+17%) suspicious vehicle and pedestrian checks
- 1,613** (+10%) reporting case numbers were pulled by officers of which included one or more of the following:
 - 193** (-32%) crime/arrest reports
 - 155** (-33%) felony crime reports
 - 586** (+29%) misdemeanor crime reports
 - 165** (-13%) vehicle impound/storage reports
 - 188** (+1%) injury/illness reports
 - 155** (-2%) non-criminal offense/incident reports
 - 56** (+22%) lost/found property reports
 - 59** (-11%) traffic collision investigation reports

Patrol response times to calls for service continues to be an area of pride for this division as it constantly strives to provide the best service possible to its community. For priority calls for service (i.e. those deemed an emergency or urgent in nature), the average response time remained at 4 minutes. For all other calls for service, the patrol unit averaged 9 minutes in their response.

its operational goals. Unit operations function on 12-hour shifts, providing continuous patrol of the University and surrounding community 24 hours a day, seven days a week. The accreditation assessors were particularly impressed with the proactive multi-dimensional patrol techniques and directed patrol plans consistently used by patrol officers on a daily basis. In designing daily directed patrol plans, patrol shift supervisors use crime trend analysis and other data to help impact problem areas on and around campus combined with the multidimensional patrol use of police cars, motorcycles, T3 electric vehicles, bicycles, and foot patrols. Despite the significant increase in square footage and campus population over the past 3 years without an increase in police staffing since initial accreditation, the assessment team was proud to see the collaborative work being accomplished between the patrol operations unit and other key departmental operations in maintaining a high level of professionalism, efficiency, and community service representative of an accredited agency.

Noteworthy patrol activity:

▶ Between January and December 2011, 220 bicycles were forcibly stolen from campus property. All patrol supervisors were expected to establish consistent directed and multi-dimensional patrol plans to help apprehend or abate the growing crime trend. Patrol personnel met this challenge by apprehending 12 suspects for bicycle theft and/or possession of burglary tools with the intent of committing bicycle theft. Through their outstanding response, observations, interview and interrogation techniques, and proactive patrol methods, the officers managed to curtail the thefts significantly from about 18 per month to 4 in December 2011.

▶ On September 29, 2011, about 1731 hours, patrol officers received a radio call of an LAPD motor officer in foot pursuit of a auto theft suspect around the Valley Performing Arts Center. The suspect ran into campus and was lost amongst the numerous students and complex layout of CSUN's facilities. Through quick response, officer training and execution in establishing a perimeter, and supervisory command and control, the suspect was located and apprehended while hiding in a campus building prior to LAPD backup units being able to respond and assist. LAPD Devonshire Division Captain Pitcher was on-scene to witness the rapid response and deployment of CSUN officers, stating later to Captain VanScoy that "it was amazing to observe such a professional group of officers work as a seasoned specialized unit in containing and apprehending such an elusive criminal." Through further investigation it was learned that this suspect was one of LAPD Devonshire Division's most wanted residential burglars whose name and identity even eluded LAPD detectives.



▶ On October 28, 2011, about 2131 hours, the department received a phone call of a person threatening to commit suicide by jumping from the roof of the B3 parking structure stairwell. Upon arrival, officers were immediately placed into a critical situation never before experienced by any of our patrol personnel. Sgt. Flores strategically established an incident command post providing excellent leadership in managing a unified command incident that involved the CSUN PD, two LAFD stations, LAPD SWAT, and LAPD crisis negotiation teams. Sgt. Abundiz, Cpl. Finnerty, and Ofc. Rosas provided vital crisis negotiations with the suicidal subject for hours before the LAPD crisis negotiation team could arrive. And Ofc. Verhulst provided outstanding documentation and support in the role of the incident command scribe having never experienced such a stressful and complex unified command incident.

Month	Felony Arrests	Misdemeanor Arrests	Traffic Citations	Parking Citations	Calls for Service	Reports	Foot Patrols	Security Checks	Neighbor Checks
Jan	3	16	64	181	482	85	122	515	3
Feb	3	10	71	236	656	129	102	383	1
Mar	5	12	72	220	724	173	133	463	3
Apr	4	20	61	229	629	156	117	442	0
May	0	22	118	160	629	159	112	495	1
Jun	4	27	139	271	255	99	38	477	4
Jul	1	11	77	254	282	92	58	736	3
Aug	1	19	38	156	372	86	143	739	0
Sep	4	24	73	213	797	205	109	475	1
Oct	6	33	113	218	743	179	112	421	21
Nov	0	19	80	211	643	154	106	461	31
Dec	1	6	59	213	461	96	143	168	81
Total	32	219	965	2562	6673	1613	1295	5775	149

By Ron Rokhy
Daily Sundial
October 23rd, 2011

SUSPECT ARRESTED ON SUSPICION OF BICYCLE THEFT ON CAMPUS

CSUN police arrested a suspect Thursday in connection to a bicycle theft on campus.

According to the police department's crime log, the suspect, whose identity has not yet been revealed, was arrested in Redwood Hall at 2:20 p.m. for stealing a bike secured to a rack on the west side of the building. During the arrest, the suspect had a pair of bolt cutters in his possession.

The suspect, who has a criminal record and is currently on probation for being convicted of grand theft earlier this year, was processed at CSUN PD's jail facility, then later booked for petty theft at Lost Hills Sheriff Station.

The arrest comes in the wake of a flurry of bike thefts that have plagued the campus since the beginning of the year. According to police officials, 99 bikes have been stolen since the start of the year, 38 of them being from this semester alone.

"It's a tough problem, but not an unusual problem," said Anne P. Galvin, chief of police, in an interview with the Sundial in September. "It's probably one of the most common campus crimes that there is."

Police officials advise students to take advantage of their bike registration system and use secure compounds located around campus. Registering your bike attaches serial numbers to bikes for easy tracking. Also, no bikes have been reported missing from any of the compounds this year.



The Communications Unit is the nerve center of the California State University, Northridge police services communications operation. It operates 24 hours a day, 7 days a week, and 365 days a year. The unit handles tens of thousands of calls each year and utilizes two public safety answering points (PSAP) to coordinate those calls. Call types range from general questions about the university and its services, requests to unlock vehicles, to reporting crime and medical/critical incident emergencies. The dispatcher's primary responsibility however, is to ensure the swift and professional response of public safety and campus resources to calls for service. This includes routing and assigning calls to police, fire, residential life security and community service assistants, in addition to coordinating after-hour calls for emergency facility repairs to PPM (Physical Plant Management).

Continuous improvement in technology and refresher training is a must in today's public safety dispatching field. CSUN police dispatchers provide monitoring for three public safety radio frequencies, three 911 trunk lines, seven in-coming business phone lines, a burglar and panic alarm monitoring station, the campus Blue Light emergency phone system, the police station's integrated security and CCTV system, NOAA weather alert station, CSU system-wide emergency satellite phone system, as well as a variety of computer based systems which include the California Law Enforcement Telecommunications System (CLETS), Justice Data Interface Controller (JDIC), National Crime Information Center (NCIC), Parking Management System (T2 FLEX), and Records & Information Management System (RIMS). This year the Communication Division was placed in a position to serve a more vital role in the CSUN Emergency Action Plan. When needed, dispatchers can be directed to send emergency notifications to thousands of individuals who have their phone number and/or email on record with the university. Dispatchers now also assist with monitoring video feeds from cameras placed in vital areas around the campus such as the new secured bicycle storage areas (Matador Bicycle Compounds).

In that the Communications Division staff are public safety/police service dispatchers, all must maintain their professional training and development levels in accordance with California POST standards. Penal Code Section 13510(d) states that local agencies/departments may also set standards that exceed the minimum selection and training standards established by POST. In keeping up with the Department's professional standard expectations, the communications unit updated its policies and procedural directives from the 4th edition accreditation standards to meet nineteen 5th edition accreditation standards during its reaccreditation process. Dispatchers also completed 210 total hours of training during 2011.

Communications Unit statistics for 2011

19,529 incidents coordinated by dispatch personnel, of those include:

- 6,673** (-7%) telephonic service requests
- 283** (-43%) 911 emergency calls
- 271** (-32%) blue light emergency callbox activations
- 212** (+15%) medical assist telephonic requests, of those include:
 - 46 (-50%) broken bones or other serious physical and/or mental health injuries/illnesses.

High risk/high liability emergency situations handled, which include:

- ▶ **9** major psychological illnesses of which
 - 1** involved a very serious threat assessment situation;
 - 4** involved an attempt suicide; and
 - 4** involved thoughts of committing suicide
- ▶ **1** police vehicle pursuit
- ▶ **7** police foot pursuits
- ▶ **30** person fight during a special event at the University Student Union
- ▶ **1** death investigation
- ▶ **5** serious domestic violence incidents



The California State University, Northridge Police Department K9 unit is a specialized unit of highly trained officers and canines that provide a variety of public safety services to the campus community. Services include explosives ordnance detection (EOD), narcotics detection, community outreach, evidence and suspect tracking, and other general patrol functions. The goal of the CSUN police K9 program is to deter criminal activity and enhance the effectiveness of our police officers in searching for and apprehending violent criminals, locating evidence, narcotics and explosive devices. The K9 team, on average, performs over 20 demos a year on and off the campus and has become one of the campus favorites with students, staff and faculty. The EOD team provides sweeps for all of the commencements held at CSUN to help ensure a safe atmosphere for all. The unit is under the direct oversight of one of the Department's captains who is responsible for ensuring that the unit meets all State and departmental guidelines and best practices as is required by IACLEA accreditation standards. IACLEA is the International Association of Campus Law Enforcement Administrators and advances public safety for educational institution by providing educational resources, advocacy, and professional development services. IACLEA is the leading voice for the campus public safety community.

Explosives Ordnance Detection K9 Team – Corporal Thomas Finnerty and canine Dozer

As always the California State University, Northridge EOD K9 team was in high demand. Highlights included requests from the Secret Service for Corporal Finnerty and Dozer to perform dignitary protection at the Reagan Library for the Republican debates. It was a high profile event and one that put the team in the forefront of protecting the process for nominating a republican candidate for president. The team was also called out by other police agencies to help with bomb threats and suspicious packages.

One of the calls was supporting the Port Hueneme Police with a bomb threat to one of the city's elementary schools for which a letter of thank you was sent to the Department from the Chief of Police of Port Hueneme. The team arrived and was able to search the school for any explosives in a fraction of the time it would have taken 10 officers.

On campus, Corporal Finnerty and Dozer handle routine calls for service and response to burglar alarms as well as VIP visits to CSUN.



Narcotics Detection K9 Team – Officer Raymond Gonzalez and canine Mitch

Officer Gonzalez and Mitch have been proudly serving the California State University, Northridge community since 2010 in narcotics detention and patrol. Beginning on the latter half of this year the team began searching the University's mailrooms on a random but ongoing basis to ensure that the university meets its undertaking of being a drug free campus. Protocols were put into place and mailroom staff were trained in the protocols and introduced to the team to make the transition easier for everyone involved.

For patrol operations Mitch is trained to locate hidden suspects, track lost children, and find evidence thrown away by fleeing criminals. For narcotics, Mitch is trained to detect 5 different types of controlled substances. As is the case with Dozer, Mitch is bilingual and understands both German and English commands.

Since the team has been together they have assisted patrol operations with several narcotics searches, detention of suspects, and the clearing of building where burglar alarms were activated. They have also provided mutual aid to other law enforcement agencies that served search warrants on subjects suspected of selling narcotics. The team has recently implemented protocols for conducting searches in the two mail rooms on campus and the team is now conducted random searches of those locations. Officer Gonzalez and Canine Mitch have also completed several public relations/ Canine demonstrations on campus.



You can make a donation to the CSUN PO K9 teams. Visit the National Police Dog Foundation and make a donation in the name of the CSUN K9 team.

K9 unit statistics:

K9 Demonstrations	17
Searches	20
Burglar Alarms	14
K9 Assist	3
Dignitary Protection	5



Community Policing Team

The Community Policing Team is comprised of two police officers primarily assigned to the housing community, Wednesday thru Saturday, during the hours of 6:00 p.m. and 4:00 a.m. The Community Policing Team is supported by (3) Allied Barton security guards and (3) Matador Patrol student workers. Both Allied Barton Security and Matador Patrol are responsible for the perimeter gate closure procedure and the checking of residents/guests into a perimeter controlled residential community, everyday between the hours of 7:00 p.m. and 3:00 a.m. This collaborative effort to secure the housing complex during evening hours has allowed the Community Policing Team to focus their policing efforts on reducing crime through the development of community partnerships and innovative problem-solving tactics.

The Community Policing Team operates under the "Community Oriented Policing" philosophy and within the standards of best practices outlined in the department's IACLEA accreditation program. The Community Policing Team also works in partnership with Residential Life to educate students on current crime trends and crime prevention measures used to prevent crime. This educational approach is accomplished through meetings, presentations and participation in community events, which maximizes our efforts to expose the different services and programs offered to the community by the Department of Police Services. In addition to our community outreach efforts, the Community Policing Team also focuses on law enforcement issues, in and around the CSUN housing community, to ensure that student housing remains a safe and secure learning environment for all.

Community policing teams for 2011 were Officers Richard Kennedy and Anthony Vargas (Spring 2011) and Officers Rene Lino and Michael Reyes (Fall 2011).



Total criminal acts reported within UPA facilities:

- ▶ 2011 - 226 crime reports
- ▶ 2010 - 245 crime reports
- ▶ An 8% decrease in crime from 2010 to 2011

— UPA community crime statistics by semester —

SPRING 2011:

13 residential burglaries
 4 auto burglaries
 3 robberies
 0 arson
 0 sexual battery
 2 narcotics violations
 9 simple batteries
 5 aggravated assaults
 3 criminal threat incidents
 25 property thefts
 10 vandalisms

AS COMPARED TO

SPRING 2010:

10 residential burglaries
 6 auto burglaries
 1 robbery
 1 arson
 1 sexual battery
 7 narcotics violations
 8 simple batteries
 6 aggravated assaults
 1 criminal threat incidents
 35 property thefts
 8 vandalisms

FALL 2011:

1 residential burglary
 2 auto burglary
 0 robbery
 0 arson
 0 rape
 0 sexual battery
 6 simple batteries
 3 aggravated assaults
 17 narcotic violations
 5 criminal threat incidents
 33 property thefts
 10 vandalisms

AS COMPARED TO

FALL 2010:

22 residential burglaries
 1 auto burglary
 0 robbery
 0 arson
 1 rape
 0 sexual battery
 2 simple batteries
 3 aggravated assaults
 10 narcotic violations
 1 criminal threat incidents
 36 property thefts
 19 vandalisms



2011 UPA Arrest Statistics

Felony & Misdemeanor Offenses:

Robbery	1
DUI	1
Battery	3
Domestic violence	1
Trespassing	5
Weapons possession	1
Provide false ID to peace officer	1
Tamper with fire alarm	3
Criminal threats	3
Possession of burglary tools	2
Unlawful possession state keys	6
Petty theft	1
Possession of firearm on university	1
Weapons possession on university (not firearm)	1
Bench warrants	4
.....	
Total arrests:	34

Los Angeles Municipal Codes (low grade misdemeanor offenses) & Other Infractions:

Curfew violation (juvenile)	2
Consume alcoholic beverage in public	2
Urinating in public	1
Possession of tobacco (juvenile)	2
Possession of marijuana	9
Open container of alcohol in public	1
Minor in possession of alcohol	4
Public intoxication	1
.....	
Total arrests:	22

Community Policing Team Crime Prevention & Community Events

Crime Prevention Programs	
Spring 2011	4
Fall 2011	13
Community & Social Events	
Spring 2011	2
Fall 2011	11

Annual Data Report from Community Policing Logs

Note: does not include calls for service or responses by police during non-community policing team hours of operation.

	<u>2010</u>	<u>2011</u>	<u>% Change</u>
Meetings with RAs:	131	121	(-8%)
Contacts with...			
Staff members	723	912	26%
Residents/students	5,962	9,457	59%
Non-residents	496	918	85%
Loud music calls:	29	38	31%
Suspicious person calls:	48	82	71%
Suspicious activities:	97	36	(-63%)
Fire alarm calls:	23	15	(-53%)
Medical assistance calls:	24	37	54%
Marijuana smell calls:	74	83	12%
Welfare check calls:	6	11	83%
Disturb the Peace calls:	26	64	146%
Roommate disputes:	11	21	91%
Possible theft (no crime):	1	20	1900%
Possible burglary (no crime):	2	3	50%
Facility security checks:	921	1,489	62%
Mentally ill person call:	4	5	25%



The Traffic Safety Unit made great strides in 2011 year with multiple “education and enforcement” campaigns aimed at increasing motorist and pedestrian safety on campus. These campaigns allowed officers to interact on a one-on-one basis with members of the community, talking about campus related traffic issues and educating them on safer practices. During the September 20th ADA Placard task force in partnership with local DMV investigators, 30 placards were seized and 30 citations were issued by CSUN officers and DMV investigators.

Motor officers also serve other valuable functions. In 2011 they conducted dignitary protection details for the CSU chancellor, provided traffic control during special events like Halloween at Sunburst, the annual Granada Hills Christmas parade and during performance nights at the Valley Performing Arts Center.

Officer Verhulst, one of two members of the Traffic Safety Unit, received the “Officer of the Year” award for 2011.



Traffic Safety Unit Special Enforcement

ADA Placard Enforcement Task Force with DMV

30 placards seized September 20, 2011

Pedestrian Safety Enforcement

47 citations issued October 10-21, 2011

Addressing Community Concerns by Tracking Complaints

Since the revival of the Traffic Safety Unit, it has implemented a process in which traffic safety related complaints received from the community are tracked. These complaints come in various forms of communication, e.g. phone, email, word of mouth or in person. Once the complaints are received, it is placed on the units "Complaint Log." This log is tracked, via name of complainant, address and contact information, nature of the complaint, dates and times, officer assigned to contact the complainant, monitoring duration and follow-up. "High Priority" complaints which require immediate attention are placed on the Traffic Safety Enforcement Board located in the Traffic Safety office. This board can be viewed by the motor officers and highlight, directed patrol areas of the campus.



Traffic Safety Unit Training/Schools

The Traffic Safety Unit officers receive training in the following, but are not limited to; 11550 H&S school; Radar/LIDAR training; Seatbelt safety school; DUI enforcement; PAS device calibration; POST recommended bi-annual in-service training; POST Intermediate Traffic Collision Investigation; Advanced Traffic Collision Investigation and POST Reconstruction Traffic Collision Investigation.

In late 2011 the unit completed Advanced Traffic Collision Investigation and is gearing up to complete the last certification process, the POST Reconstruction traffic Collision Investigation. This training enhances the officer's technical abilities when handling the scene of a traffic collision.

To provide additional community service in the specialty of children's safety, both members of the traffic safety unit completed the 40 hour Child Passenger Safety Program. This training broadens the unit's abilities, allowing them to become more community oriented and training parents and caregivers how to properly use a child car seat.

PART I OFFENSES

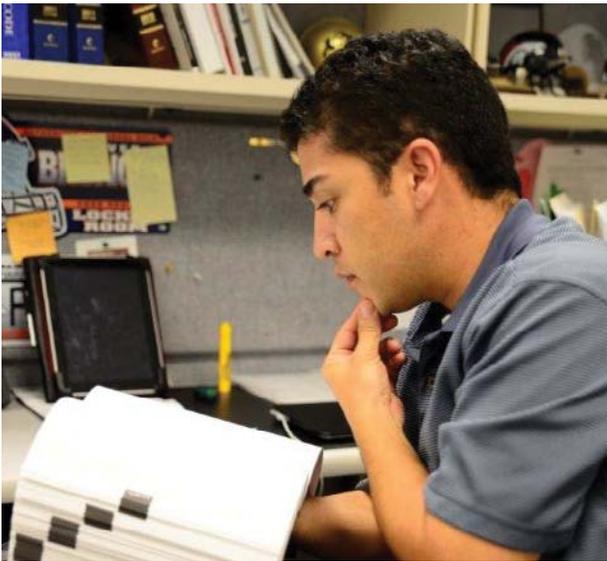
Violent Crimes (12)	2011	Change from 2010
Homicide	0	0
Rape	0	-4
Robbery	5	+1
Aggravated Assault	7	+4
Property Crimes (403)		
Arson	0	-1
Burglary	28	-9
Larceny/Theft	360	+39
Motor Vehicle Theft	15	+4
TOTAL PART I OFFENSES	415	+34

PART II OFFENSES

Simple Assaults	38	+11
Vandalism – 594 PC or appropriate sections	194	-19
Weapons: Carrying, Possessing, etc. – 12020(a) PC, 626.10 PC or appropriate sections	7	+2
Other Sex Offenses	1	-3
Drug Abuse Violation – 11357(a) H&S, 11350 H&S or appropriate sections	31	-11
Driving Under Influence – 23152(a) VC	22	+14
Liquor Laws – Muni Codes 25662 B&P, 25620 B&P, 25657 B&P, 25658 B&P or appropriate sections	12	+5
Drunkenness – 647(f) PC	10	+9
Disorderly Conduct – 415 PC, 647(d) PC, 415.5 PC or appropriate sections	12	-1
Forgery & Counterfeiting 470 PC, 648 PC or appropriate sections	5	+3
Fraud – 537 PC, 532 PC or appropriate sections	0	0
Embezzlement – 503 PC or appropriate sections	0	0
Stolen Property: Buying, Receiving, Possessing – 496 PC or appropriate sections	1	0
All Other Part II Offenses	195	-22
TOTAL PART II OFFENSES	528	-12

Other offenses		2011	Change from 2010
Traffic Accidents	On Campus	54	-9
	Off Campus	5	+2
Property Loss	State	\$51,405	+\$13,856
	Personal	\$316,747	+\$92,669
	Total Property loss	\$368,152	+\$106,525
Property Recovered	State	\$11,510	+\$3,598
	Personal	\$35,430	+\$6,667
	Total Property Recovered	\$46,940	+\$10,265
Medical Assists	Alcohol and Drug Related	18	+7
	Other Medical Assists	170	-5
Suicide	Attempts	4	+2
	Suicide	0	0
Domestic Violence		8	+2
Hate Incidents		4	0
Hate Crimes	Race	4	+4
	Gender	0	0
	Religion	0	-1
	Sexual Orientation	0	0
	Ethnicity	1	-1
	Disability	0	0
Total Crimes (Actuals)	Part I (exclude simple assaults; include arsons)	415	+34
	Part II (include simple assaults)	528	-12
	Total Crimes	943	+22
Adult Arrests/Citations	Part I	20	-7
	Part II	49	-56
	Misdemeanor Vehicle Code	133	-27
	Other Arrests (Local Code/Warrants)	74	+58
	Total Adult Arrests	276	-32
Juvenile Arrests/Citations	Part I	1	0
	Part II	6	+1
	Misdemeanor Vehicle Code	1	-3
	Other Arrests (Local Code/Warrants)	15	+12
	Total Juvenile Arrests	23	+10
Alarm Statistics	Fire Alarms	21	+5
	False Fire Alarms	19	+4
	Intrusion alarms	339	-163

The Investigations team is comprised of two detective sergeants, each of who supervise a specialized function (i.e., the Major Crimes Unit and the Special/Sensitive Crimes Unit). The highly-trained and experienced professionals who supervise these units focus on solving the wide range of criminal activities that occur within campus community of California State University, Northridge. Such investigations include, but are not limited to, assaults, sex crimes, burglaries, economic crimes, controlled substance crimes, identity thefts, computer crimes, robberies, vehicle thefts, and missing/endangered persons. The primary responsibility of department investigators is the follow-up investigation, apprehension, property recovery, and preparation of criminal cases for prosecution. Other investigator duties include the intricate processing of complex crime scenes which include the identification, collection, packaging, processing, and storage of evidence within department's evidence/property function.



Threat assessments and investigations into non-criminal cases of interest also fall within the Investigations Unit area of responsibility. Such cases typically involve suspicious persons, activities, documents, and other noteworthy situations that are brought to the department's attention by members of the CSUN community. The department's threat assessment team, directed by Chief Anne P. Glavin, managed by Captain Scott VanScoy, and supervised by Detective Sergeant Benavidez participates in the university's Student Behavioral Intervention Team (SBIT). This team consists of select members from the Department of Police Services, Office of Student Affairs, and University Counseling Services who review student-of-concern issues and make recommendations on how to manage an emerging problem or concern. Since the team's inception, the group has worked closely together in successfully monitoring and managing an average of 20 student-of-concern cases each year. The most notable being described below in the first bulleted item under the "2011 notable cases" section.

Investigations Unit Statistics for 2011:

136 out of **144** criminal cases were presented to and filed by the Los Angeles District and City Attorney offices.

106 non-criminal investigations (an increase of 86% from 2010) were conducted to include university misconduct, threat inquiries, cases involving mental illness, suspicious persons/activities, and other investigations that had no criminal repercussion.

Threat Assessments on Persons of Concern for 2011

- 5 CSUN students (a decrease of 6 from 2010)
- 1 former CSUN student (none reported in 2010)
- 1 CSUN faculty member (none reported in 2010)

Case Clearance Rates for UCR Reportable Crimes

Rape by force	N/A	0 incidents / 0 cleared
Robbery	40%	5 incidents / 2 cleared
Aggravated Assaults	14%	7 incidents / 1 cleared
Simple Assaults	79%	42 incidents / 33 cleared
Burglary	28%	60 incidents / 17 cleared
Motor Vehicle Theft	20%	15 incidents / 3 cleared
Larceny - Theft	5%	329 incidents / 15 cleared

2011 NOTABLE CASES:

- ▶ The Threat Assessment Unit conducted an investigation of a student who was threatening to commit violence on other CSUN students and staff members. Investigators learned that the student possessed a firearm and ammunition in his dorm room. Investigators secured a search warrant and entered the dorm room where they found and secured a shotgun and live rounds. Upon a further inspection of the dorm room, investigators recognized bomb-making material. A subsequent search of the suspect's computer confirmed that the suspect's intent was to build explosive devices with specific targets in mind. Two felony charges were filed by the district attorney's office—the suspect pleaded guilty to one count of possession of a firearm on campus. This case received national media attention.
- ▶ The housing community was the victim of a number of dorm room burglaries that stretched from the fall of 2010 to the summer of 2011. Thousands of dollars of property were stolen including laptop computers, gaming systems, multi-media players, televisions, and other personal property. Investigators conducted thorough crime scene investigations at each of the locations, and collected forensic evidence that proved to be vital in the implementation of 6 search warrants. In July 2011, officers arrested a suspect, and were able to prove his presence at multiple scenes via the crime scene evidence that was collected. Investigators even managed to recover some of the valuable property taken from the victims through follow-up investigations.
- ▶ This year the campus saw a noticeable increase in bicycle thefts. Two hundred twenty bicycles were forcibly stolen from campus property and patrol officers were directed to establish consistent directed and multi-dimensional patrol plans to help apprehend or abate the growing crime trend. Patrol personnel met this challenge by apprehending 12 suspects for bicycle theft and/or possession of burglary tools with the intent of committing bicycle theft. Through their outstanding response, observations, interview and interrogation techniques, and proactive patrol methods, officers managed to curtail the thefts significantly from about 18 per month to 4 during the month of December 2011.
- ▶ On September 27, 2011, patrol officers responded to call of a suspicious subject who ran into the university library after stating he was going to take out a gun; which witnesses interpreted as though he was going to do something dangerous. Due to the potentially threatening situation, officers evacuated the library, established a perimeter, and conducted a search of the facility. The suspect, however, had left the building prior to the perimeter being established. Detectives Sgt. Archer and Sgt. Benavidez assisted in identifying and locating the suspect and due to interview and interrogation techniques employed by Sgt. Benavidez over the telephone, he convinced the suspect to turn himself in to a local police agency. FBI agents on the scene commended the work of the CSUN police investigations unit citing that successfully convincing a suspect to give him/herself up via the telephone (which the suspect did), is one of the most difficult skills to master even for an experienced FBI agent.

ARREST HAS BEEN MADE IN CSUN LIBRARY INCIDENT

Media Release
CSUN Newsroom
Sept 28th, 2011

Gahren Moradian, 22, from Burbank, a student majoring in philosophy at California State University, Northridge, was arrested late last night and charged with making criminal threats. He is currently being held at the L.A. County Central Jail.

The circumstances leading to the arrest began yesterday morning, Sept. 27, at approximately 10:15 a.m., when university police received a call from the Oviatt Library about a person of concern with a gun. The person of concern, who was later identified as Moradian, was wearing a white T-shirt with the words "human rights violatin" (sic), had been lying on a bench outside of the Oviatt Library, mumbling incoherently. He indicated that he had a gun and made comments that he was planning to use it. He then entered the library. A passerby notified a library staff member who contacted university police.

University police immediately evacuated those inside the building and launched a thorough search. The campus remained open while the Oviatt Library was closed for the search.

University police released a description of the suspect through an emergency broadcast message to the campus community. Shortly thereafter, a student, who happened to take a photograph earlier that morning of someone fitting the description, sent police the image. University officials then distributed the photograph and asked campus and community members for help identifying and locating the person in the photograph.

The release of the image drew several responses that led university police to identify the suspect as Moradian. Police officers were able to locate him, and shortly after 8 p.m. Moradian turned himself in.

While the search for Moradian was being conducted, university police, joined by members of several law enforcement agencies, concluded the search of the library and cleared it to resume normal operations this morning. At the same time, law enforcement officials also did a search of the campus and its perimeter and identified nothing threatening.

Throughout the day, university officials sent periodic updates about the situation through an emergency broadcast messaging system. In addition, updates were posted on the university's website, Facebook page and Twitter feed.

"We want to thank members of the community who came forward with information that assisted in the investigation," said Cal State Northridge Chief of Police Anne Glavin.

Crime Prevention & Community Relations Unit



During the re-accreditation on-site visit, assessors commented on how the police departments' crime prevention programs appealed to the greater community, going beyond typical programming for college-aged students. We were praised that our programs meet the needs of small children, men and women. At the heart of it all are our RAD programs...designed specifically for each to teach them self-defense tactics and prevention education.

R.A.D. (Rape Aggression Defense) A Partnership between the Department of Kinesiology & Department of Police Services

Since its official announcement as a semester-length course for credit in the fall of 2008, the women's RAD class has become a huge success with students. Each fall and spring semester an average of 20 women graduate the RAD program designed to teach both basic physical self-defense techniques and risk reduction education. Given the length of the semester, the curriculum also allows time for pepper spray defense and keychain defense training, making for a well-rounded basic self-defense course.

During the last week of instruction, the women of RAD are given the opportunity to show what they've learned throughout the semester by participating in hands-on simulation exercises. Decked out in protective equipment, students are challenged with employing their RAD techniques against anywhere from one to four equally padded aggressors in several simulated attack scenarios. The simulations are a great learning tool for students' mind and bodies, giving them the chance to learn how their body reacts under stress in an assault and providing the confidence that they can fight to survive.

RAD (Resisting Aggression with Defense) for Men

Equally important to the women's course is the men's program which has been offered concurrently with the women's class since 2008. The objective is to provide men with responsible information and defensive options when faced with confrontation. This R.A.D. course (Resisting Aggression with Defense) focuses on teaching young men to de-escalate altercations by apologizing and walking away opposed to society's traditional response (fight and "be a man"). Broadening men's perception of women beyond societal norms is another key component to the course, as is understanding the difference between consensual intercourse

and rape. Similar to the women's course, the semester concludes with simulation exercises in which the men must demonstrate their ability to defuse a situation, walk away and defend themselves when necessary. CSUN is one of the few universities on the west coast to offer the men's course.



The radKIDS mission is simple; "Provide education that enhances the ability of children, parents and families to utilize knowledge, skills, and power to protect themselves from violence and harm." Instructors don't just tell children how to be safe, they teach them, and the children show they can be safe by demonstrating techniques and performing drills throughout the program. Kids aren't just told how to dial 911 in an emergency-they demonstrate their ability to recognize an emergency, use a toy phone to call for help and give a "dispatcher" details about the situation. Much like the adults program, radKIDS end their week of training with simulation exercises built to instill empowerment through the use of verbal and physical defense skills.

CSUN PD's radKIDS program incorporates a 10-hour curriculum and spans five days, from 5:30 to 7:30 pm. Classes are taught at the department to children ages 5-12 for \$10 per child. CSUN PD honors radKIDS free return policy until the child's 13th birthday and encourages kids to come back as often as desired to practice and refresh their skills.

In 2011, 51 kids enrolled in the program, a 37% increase from 2010.



"radKIDS is the most comprehensive and life-changing children's safety education program in the nation"

*– Stephen Daley,
Executive Director, radKIDS*

Target Donations Help Support Bicycle Theft Prevention Efforts

With the help of three local Target® stores, the Crime Prevention Unit received \$175.00 to support efforts in educating the campus community about bicycle security and theft prevention, the most prevalent property crime on campus. To promote the use of the bicycle compounds (enclosed, secured space to park bicycles on campus) and increase bicycle registration, those who signed up for the compounds and registered their bicycle were entered into a monthly drawing to win a new u-lock.



**By Sharon Hardwick
Daily Sundial
April 30th, 2011**

CSUN'S DEPARTMENT OF POLICE SERVICES TEACHES BASICS OF PEPPER SPRAY DEFENSE

An aggressive looking dummy, with a name tag that stated Hello My Name Is: Bad Guy greeted the participants of CSUN's Department of Police Services bi-annual "The Basics of Pepper Spray Defense" workshop held on the second floor of the department's police building Wednesday evening.

The department has been putting on the workshop to teach students and the local residents, on how pepper spray works, its maintenance, and its impact since 2008.

Dan Foster, the department's crime prevention coordinator and instructor for the evening, explained the importance of practice with pepper spray.

Twenty-four participants and eight parking officers were allowed to spray the dummy with an inert spray, mimicking a real situation. Many participants, using the canister for the first time, found the spray went over dummy's head into the cabinets behind, emphasizing Foster's point on the importance of practice.

To explain the physiological effects of pepper spray, CSUN parking officer Edward Armenta described his experience of being sprayed to participants.

"It gets warm, and a real intense feeling comes over and it does burn," he said. "I felt the effect for a good 35 minutes, even while flushing my face. The best thing to do is, after you flush, to let the air dry it out (because) once it's dry, it's inactive. While the effects depend person to person, I had a hard time opening up my eye. And the gas burns your lungs, so it just adds to the effect."

Among other after-effects are temporary blindness, coughing, extreme burning, headache, and dizziness, said Foster during his presentation.

To remove the spray, Foster said first and foremost avoid

panic, and not to rub one's face. The affected area should be flushed with cool water for 15-30 minutes, and it is vital to get out into open air. Clothes that have been sprayed should be removed.

"You don't want to use salves, cold creams or lotions," he said. "If you go to put some lotion on it, it may feel good, but you're trapping those chemicals in your pores," he said. If you have sprayed someone in self-defense, you're under no obligation to get medical help for the attacker, outlined the presentation.

The workshop also addressed some myths about pepper spray as well as legal issues regarding its use.

"Pepper spray is not Mace," Foster said. "Mace is the brand."

Also, pepper spray is not legal for use in all situations, and just because someone steals your purse doesn't make it legal to spray them, he said. Unless your life is being threatened, you could get in trouble for using it, he said.

When purchasing pepper spray Foster said to be wary of vendors that claim their spray is "Police grade formula," or has a concentration of "Over 10 percent;" those claims are lies, he said.

Unknown to many participants, pepper spray requires maintenance, good storage conditions and special disposal at recycling and disposal "SAFE Center." Owners of pepper spray should be mindful during hot weather.

"It could possibly explode, so take it out (of your car) during the hot summer months," he said.

And for those who have purchased pepper spray, Foster said to keep it handy.

"Say you're walking back to car after being on campus at night, (you want to) have the pepper spray in your hand when you walk back to car," he said. "(Those) are situations when you might consider having it ready in your hand."

For CSUN students in attendance, the workshop proved invaluable.

"I came to gain more knowledge," said Brian Nakamura, a CSUN senior who lives off-campus. "It's better to have the knowledge and not need it than not have it."

Nakamura said he would definitely encourage other students to attend later workshops.

"It couldn't hurt to know, especially in the wake of everything going on in the dorms," he said.



In 2011 the Records Unit processed:

1,613	Police Reports
966	Traffic Citations
265	Arrests
107	Vehicle Impounds
84	Vehicle Releases
12	Vehicle Liens
243	Customer Satisfaction Surveys

The mission of the records unit is to manage the CSUN Department of Police Services law enforcement and select business records – from generation or reception, clarification, review, validation, updating, storage, and retrieval to final destruction or archival storage. These records include arrests, reported crimes, traffic related incidents and all additional reports completed by patrol or the detective unit.

The records unit is an intricate and vital component of the department. Per the accreditation manual, “the central records function is important to the effective delivery of law enforcement services...” Continued compliance with 21 accreditation standards and the 29 sub-standards that govern the records function is imperative.

The records unit is also responsible for the compilation of statistics that are reported to the Department of Justice, Federal Bureau of Investigation, and the CSU Chancellor’s office. It is also fundamental in ensuring compliance with the federal Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act and the California Education Code section 67380. The records unit handles the daily preparation and distribution of the crime log to the campus community.

Along with these responsibilities the records unit also assists members of the community with vehicle releases, copies of reports, conducts requested background inquiries, and maintains the Department of Motor Vehicle’s Employer Pull Notice program for the campus.

The records unit generated \$9,100 in revenues in 2011 for fees collected for vehicle impound releases as well as \$685 for copies of police reports.

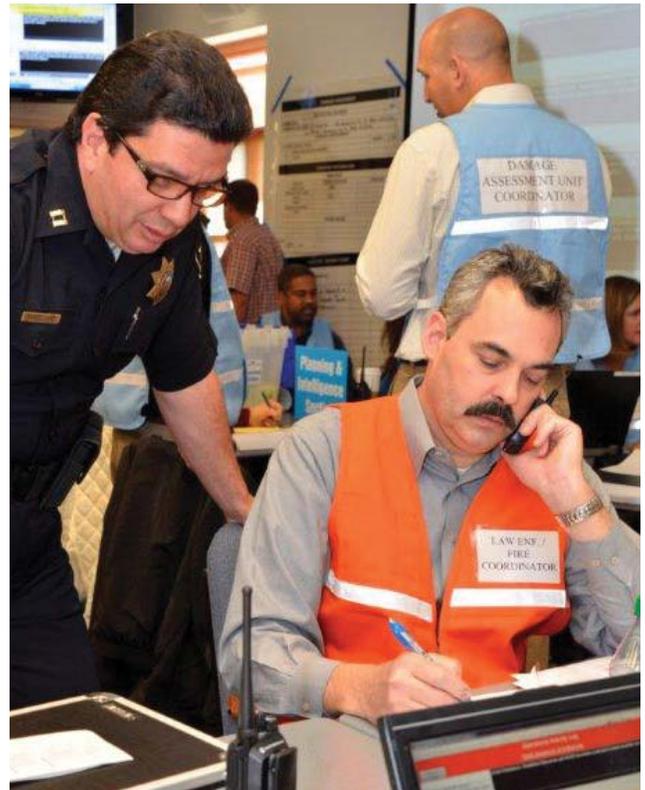
Emergency Management and Preparedness Unit

The emergency management and preparedness program at CSUN takes a common-sense, practical approach to preparing for disasters and protecting the campus and our staff, faculty, students and community members. We identify our risks, educate and communicate to our campus community about these risks, and we prepare and train for response to any of the numerous risks this campus may encounter. We have also formed partnerships with other community members and organizations to strengthen our capabilities.

Drills and exercises help participants to practice the training they have received in emergency management. In 2011 evacuation drills were held at the Residence halls and drills in medical response procedures were held with the CSUN Sports Medicine department for athletic trainers. And for the fourth year in a row a campus wide Drop, Cover and Hold On drill was held in concert with the Great California ShakeOut annual exercise in October. The ShakeOut drill is an annual statewide exercise that encourages all organizations and individuals and families to participate to become better prepared to survive and recover quickly from major earthquakes.

In 2011 the CSUN Emergency Operations Plan was completely revised and updated. The updates included updating and adding additional resource information for our Emergency Operations Team, completion of the emergency plan review crosswalk checklist to ensure that the plan has addressed all federal and state required critical elements, and the expansion of response procedures. Electronic copies were made and delivered to all members of the EOC team in September.

Partnering with campus community organizations is not only required but an important aspect of our planning and response in disasters or emergencies. CSUN participated in the Los Angeles County Operational Area Advisory Board as the representative of higher education; partnered in training and planning with the Emergency Team for the Skirball Center; participates in the Southern California Higher Education Emergency Management Networking Group which has members from 57 universities; and serves as a member of the Public Safety Advisory Board.



TRAINING

Compliance with California State University, state and federal training mandates is another requirement for our emergency preparedness program. In 2011, the following accomplishments were achieved:

431 students and staff members received training in personal preparedness and Emergency Management at CSUN.

51 new staff members received emergency management and preparedness training in employee orientation sessions.

23 Building and Floor Marshals in the Oviatt Library received emergency procedures and response training as well as personal preparedness and planning training.

In partnership with the Los Angeles Fire Department, 17 staff and community members were trained in CERT (Community Emergency Response Team) Level 1 training.

By Christiaan Patterson
Daily Sundial
February 1st, 2011
Excerpt from article

CSUN IMPLEMENTS NEW SAFETY MEASURES AFTER 1994 QUAKE

The magnitude 6.7 earthquake that shook Northridge at 4:31 a.m. on Jan. 17, 1994 caused \$400 million in damages. All buildings were damaged, including the Oviatt Library, which suffered damage to both wings and a partial collapse of the roof.

Since the quake, the university has mandated that the campus and its individual colleges have an Emergency Action Plan in the event that another earthquake strikes the Valley. Each college has staff and faculty appointed for duties such as crisis-management, roll-call, meeting locations and clearing buildings.

“Having an Emergency Action Plan for each college is an ongoing, living, breathing process,” said Kit Espinosa, Emergency Preparedness coordinator for CSUN.

Espinosa coordinates safety campaigns for students on campus, creates reference guides, trains dormitory resident advisors and outlines essential items that should be in every emergency kit...



During 2011, sixty-nine Department of Police Services employees attended 5,570 hours of training in the three categories shown in **Chart 3.1**.

Training for Department personnel is determined based on the needs of the campus community, current law enforcement trends, recommendations from the training committee, standards set forth by the Commission on Peace Officer Standards and Training (POST), and directives from the Chief of Police.

CALIFORNIA STATE UNIVERSITY POLICIES, LEGISLATIVE MANDATES, STATE AND FEDERAL REQUIREMENTS

In accordance with University policy, legislative mandates and state and federal requirements, twenty-two police officers, six police services dispatchers, and 14 non-sworn staff members attended 207 hours of training to satisfy Category I training requirements. **Table 3.1** lists the courses, training hours, presenters, and number of attendees for each course.

2011 Training Categories

- Category I - CSU Policies, Legislative Mandates, State and Federal Requirements - 207 hours
- Category II - Department of Police Services Employee Training - 3,868 hours
- Category III - California Commission on Peace Officer Standards and Training (POST) - 1,495 hours

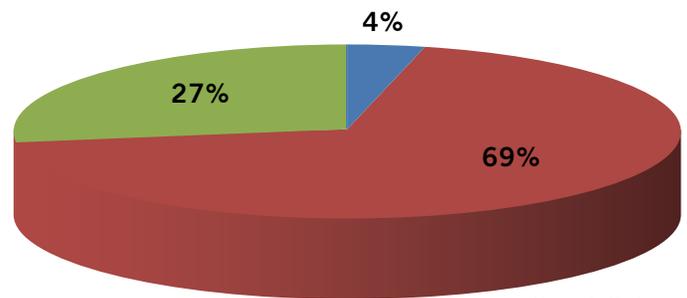


Chart 3.1

CATEGORY I CALIFORNIA STATE UNIVERSITY POLICIES, LEGISLATIVE MANDATES, STATE AND FEDERAL REQUIREMENTS				
COURSE TITLE	COURSE LENGTH (HRS)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL TRAINING HOURS
Bloodborne Pathogens Refresher	1	CSUN Department of Police Services / American Red Cross	24	24
California Law Enforcement Telecommunications System Update	1	CSUN Department of Police Services / California Department of Justice	14	14
Defensive Driver	2	CSUN Department of Environmental Health, Safety and Risk Management	20	40
Health Insurance Portability and Accountability Act	2	CSUN Department of Environmental Health, Safety and Risk Management	4	8
Injury and Illness Prevention Program	2	CSUN Department of Environmental Health, Safety and Risk Management	5	10
Respiratory Protection Update	1	CSUN Department of Environmental Health, Safety and Risk Management	26	26
Security Awareness	1	CSUN Department of Police Services / Workplace Answers	4	3
Sexual/Unlawful Harassment	2	CSUN Office of Human Resource Services	32	64
University Orientation	3	CSUN Office of Human Resource Services	6	18

Table 3.1

Members of the Department of Police Services participated in 3,868 hours of professional development and/or specialized skills training as shown below in Table 3.2. Some notable training courses include certification to use the Identi-Kit composite drawing program from Smith & Wesson, and project management training presented by the Office of Human Resource Services.

CATEGORY II PROFESSIONAL DEVELOPMENT AND SPECIALIZED SKILLS TRAINING				
COURSE TITLE	COURSE LENGTH (HRS)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL TRAINING HOURS
Alcohol and Other Drugs Conference	8	California State University Chancellor's Office	1	8
California Emergency Services Association Conference	24	California Emergency Services Association	1	24
Canine Conference	48	Eden Consulting Group	1	48
Child Passenger Safety Seat Technician	40	Safe Kids	1	40
Clery Act	1	WebEx	1	1
Clery Act	1.5-3	Stafford & Associates	20	66
Clery Act, Advanced	24	Stafford & Associates	3	72
Computer Forensic Investigation	16	International Data Forensic Solutions	2	32
Critical Incident Response Unit (CRU)	16	CSU Critical Incident Response Unit	2	32
Crowd Management	12	CSUN Department of Police Services	4	48
EC/IR Breath Instrument (Intoximeter)	2	Los Angeles Police Department	3	6
Field Training Officer Software Program	1	LEFTA	10	10
Field Training Program (Parking Enforcement Officer)	160	CSUN Department of Police Services	1	160
Field Training Program (Police Officer)	480	CSUN Department of Police Services	3	1,440
Identi-Kit	2-3	Smith & Wesson	14	28
Justice Data Interface Controller (JDIC) Less-Than-Full Access Operator	4-8	Los Angeles County Sheriff's Department	5	28
Marketing	4	Association for Commuter Transportation	1	4
Metro Commute Service Marketing Workshop	4	Metro Link	1	4
Notary Public Renewal Workshop	8	National Notary Association	1	8
Parking Enforcement Boot Camp	6	International Parking Institute	1	6
Project Management	6.5	CSUN Office of Human Resource Services	18	117
Public Information Officer	32	National Information Officers' Association	1	32
Report Writing for Increased Convictions	8	Law Enforcement Resource Center	4	32
RIMS Mobile	3.5	Sun Ridge Systems	20	70
Sensitivity	2	CSUN Office of Human Resource Services	1	2
Special Events Management Seminar	32	Center for Police Organizational Studies	1	32
Successfully Managing People	12	CSUN Office of Human Resource Services	1	12
Threat Management in a Campus Setting	7	Specialized Training Services	1	7
Time Management	2.5	CSUN Office of Human Resource Services	15	38

Table 3.2

Training Unit

continued



The Department of Police Services continues to conduct an in-house firearms program involving marksmanship qualification, low-light shooting, and combat courses that incorporate movement, multiple targets, moving targets, and shoot/don't shoot decision-making scenarios.

University police officers follow a trimester weapons training schedule and qualify with the Glock Model 22, .40 caliber pistol, the Remington Model 870 12 gauge shotgun, the Bushmaster .223 caliber rifle, and various off-duty, back-up and less-lethal weapons. Weapons training courses are listed below in **Table 3.3**.



Briefing and in-service training occurs during each watch and is generally conducted by the shift supervisor or other qualified instructor. This training may involve a review of department policies, legal updates, informational bulletins, and the use of new equipment. Notable in-service training includes use of the Blackboard Connect alert notification service, and training for investigators handling crimes involving victims with disabilities. **Table 3.4** lists briefing and in-service training topics.

CATEGORY II, continued POLICE WEAPONS TRAINING					
	COURSE TITLE	COURSE LENGTH	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL HOURS
WEAPONS TRAINING	Handgun Qualification	30 min.	CSUN Department of Police Services	22	32.5
	Shotgun Qualification	30 min.	CSUN Department of Police Services	18	16
	Less-Lethal Weapons Qualification Beanbag Shotgun, FN303 Launcher, Pepperball Launcher, OC Spray	2 hrs.	CSUN Department of Police Services	22	39
	Off-Duty/Back-Up Qualification	30 min.	CSUN Department of Police Services	18	7.5
	Rifle Qualification (AR-15)	30 min.	CSUN Department of Police Services	18	27

Table 3.3

CATEGORY II, continued
BRIEFING AND IN-SERVICE TRAINING

	COURSE TITLE	COURSE LENGTH	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL HOURS
VIDEO TRAINING	Active Shooter Response Drill	4 hrs.	CSUN Department of Police Services	19	76
	Administrative Per Se	15 min.	CSUN Department of Police Services	23	6
	Annual In-Service	3.5 hrs	CSUN Department of Police Services	62	217
	Blackboard Connect	30 min.	CSUN Department of Police Services	5	2.5
	Community Policing	30 min.	CSUN Department of Police Services	4	2
	Counterfeit Bills	30 min.	CSUN Department of Police Services	5	2.5
	CPR/AED for the Professional Rescuer	8 hrs.	CSUN Department of Police Services / American Red Cross	11	88
	DMV CLETS Registration Printout	1.5 hrs.	CSUN Department of Police Services	23	34.5
	EmFinders PSAP	15 min.	CSUN Department of Police Services	29	7
	Ethics for a Modern Workforce	2 hrs.	CSUN Department of Police Services	43	86
	Digital Sound Level Meter	20 min.	CSUN Department of Police Services	23	8
	Incident Command System (ICS) Review	15 min.	CSUN Department of Police Services	22	6
	First Aid for Public Safety Personnel (FAPSP)	16 hrs.	CSUN Department of Police Services / American Red Cross	2	32
	Incident Command System Remediation	2 hrs.	CSUN Department of Police Services	19	38
	Introduction to the Incident Command System (ICS-100 I.e.)	2 hrs.	CSUN Department of Police Services / FEMA	4	8
	Introduction to the National Incident Management System (NIMS)	2 hrs.	CSUN Department of Police Services / FEMA	5	10
	Introduction to the Standardized Emergency Management System (SEMS)	1 hr.	CSUN Department of Police Services / FEMA	5	5
	LoJack Operator	30 min.	CSUN Department of Police Services	4	2
	Mobile Command Trailer	Varies	CSUN Department of Police Services	10	28
	Multi-Agency Exercise (Active Shooter Response)	30 min.	CSUN Department of Police Services	23	12
	OnStar	1 hrs.	CSUN Department of Police Services	4	4
	Pepper Spray for Parking Enforcement Officers	3 hrs.	CSUN Department of Police Services	8	24
	Policy Review	Varies	CSUN Department of Police Services	68	488
	Powered Cart Safety Program	1 hr.	CSUN Department of Police Services	1	1
	Powered Cart Safety Program Review	10 min.	CSUN Department of Police Services	33	6
	Self-Reporter	1 hr.	CSUN Department of Police Services	45	45
	Victims with Disabilities	1 hr.	CSUN Department of Police Services	4	4
	Valley Performing Arts Center Tour	1 hr.	CSUN Department of Police Services	21	21
	18-Wheels and Busted	15 min.	CSUN Department of Police Services	25	5
	700 Gs	15 min.	CSUN Department of Police Services	24	6
	911 on DVD Series	Varies	CSUN Department of Police Services	6	5
	Identifying Fraudulent & Counterfeit Government Documents	2 hrs.	CSUN Department of Police Services	4	8
	Managing Terrorism Incidents	1 hr.	CSUN Department of Police Services	5	5
	P.U.R.S.U.E.	30 min.	CSUN Department of Police Services	4	2
	Recognizing, Reporting and Preventing Terrorism	2 hrs.	CSUN Department of Police Services	1	2
	Steroids and Law Enforcement	15 min.	CSUN Department of Police Services	21	5
	Temporary Detention of Juveniles	30 min.	CSUN Department of Police Services	4	2
	Terrorism and First Responders	2 hrs.	CSUN Department of Police Services	1	2
	Trauma Shooting Kit	30 min.	CSUN Department of Police Services	4	2
	Victim Information & Notification Everyday	30 min.	CSUN Department of Police Services	4	2
Vigilance – Patrolling in the New Era of Terrorism	30 min.	CSUN Department of Police Services	4	2	
Your Vest Won't Stop This Bullet	30 min.	CSUN Department of Police Services	4	2	

Table 3.4

**CALIFORNIA COMMISSION ON PEACE OFFICER STANDARDS
AND TRAINING (POST)**



The Commission on Peace Officer Standards and Training (POST) was established by the legislature in 1959 to set minimum selection and training standards for California law enforcement agencies. All sworn personnel and public safety dispatchers are required to complete pre-service and specialized skills training according to POST guidelines. Sworn personnel and public safety dispatchers must maintain compliance with the Continuing Professional Training (CPT) requirement of 24 hours of training every 24 months.

Peace officers must also complete the Perishable Skills Program (PSP) during each 24 month CPT period. The PSP requires peace officers of the rank of sergeant and below to complete 14 hours of psycho-motor based training courses every 24 months. The 14 hours may be counted towards satisfying the 24 hours needed under the CPT requirement. The four categories of PSP courses are: Tactical Firearms; Driver Awareness; Arrest and Control; and Tactical and Interpersonal Communications.

The Basic Police Academy is a requirement under Penal Code 832.3 for all state university peace officers. This requirement must be completed prior to the exercise of the powers of a peace officer. Academies must adhere to a POST curriculum that consists of over 850 hours of training in topics such as arrest and firearms; child abuse; domestic violence; gang and drug enforcement; hate crimes; missing persons; racial and cultural diversity; and emergency vehicle and pursuit training.

After completion of the academy, new police officers complete a one-week orientation period. The orientation week allows the new officer to become familiar with department rules, regulations, and procedures. After the orientation week, the officer is assigned to a field training officer and begins a twelve-week Field Training and Evaluation Program, with minimum content and curriculum specified by POST.

Twenty-two police officers, six police services dispatchers, and one non-sworn staff member attended 1,495 hours of POST-certified training. Police officers completed POST telecourses on subjects including domestic violence, crowd management, hearsay testimony, and legal update. Police officers and public safety dispatchers have started perishable skills training to comply with the CPT requirement for the period ending December 31, 2012. POST courses completed during 2011 are listed below in **Table 3.5**.

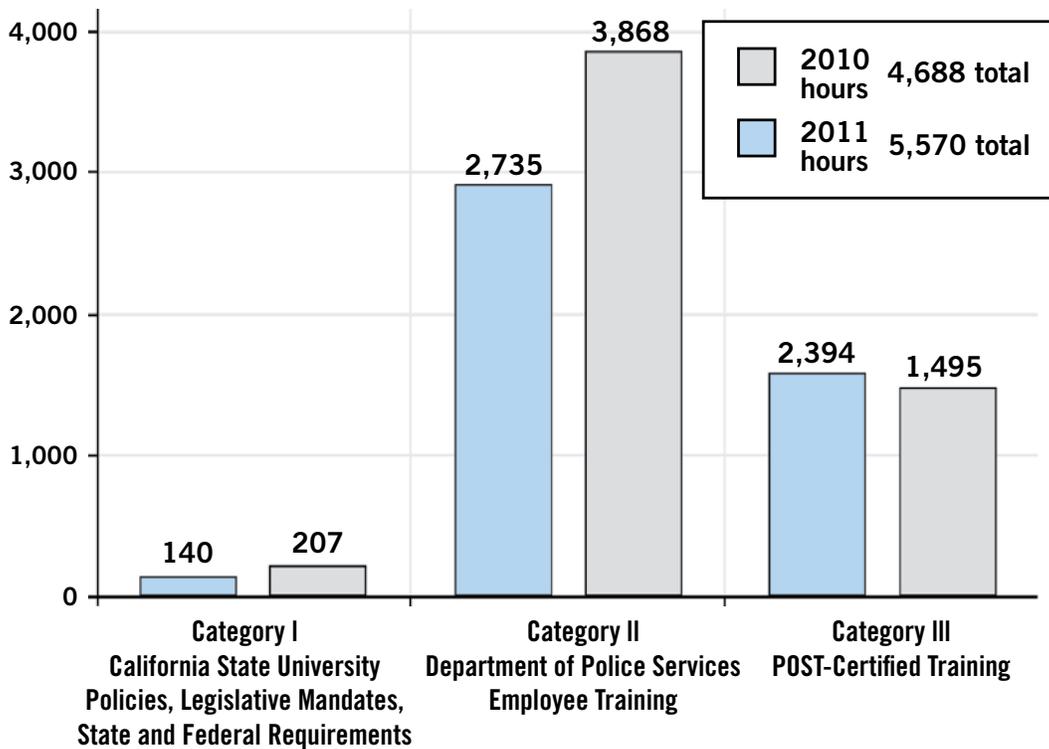
CATEGORY III POST-CERTIFIED TRAINING				
COURSE TITLE	COURSE LENGTH (hours)	COURSE PRESENTER(S)	NO. OF ATTENDEES	TOTAL HOURS
2012 Legal Update	2	California Peace Officers' Association	3	6
Active Shooter Response Instructor	32	National Training Concepts	2	64
Armorer Certification – Remington	24	Remington Arms Co.	2	64
Arrest and Control Techniques Instructor	40	Koga Institute	1	40
Baton/Impact Weapons	8	CSUN Department of Police Services	3	24
Baton Techniques Instructor	40	Koga Institute	2	80
Breath Alcohol Testing Device (PAS)	4	San Bernardino County Sheriff's Department	3	12
Complacency, Cannibalism and Critical Thinking	8	Public Safety Training Consultants	1	8
CPR/AED for the Professional Rescuer	8	CSUN Department of Police Services / American Red Cross	19	152
Dispatcher – Public Safety, Advanced	16	Riverside County Sheriff's Department – Ben Clark Public Safety Training Center	1	16
DUI Detection – Field Sobriety	16	California Highway Patrol	1	16
Executive Seminar	24	Commission on POST	1	24
Field Sobriety Tests	2	Fontana Police Department	2	32
Field Training Officer Update	24	Rio Hondo Regional Training Center	3	72
Firearms/Tactical Rifle	16	CSUN Department of Police Services	3	48
First Aid for Public Safety Personnel (Title 22)	16	CSUN Department of Police Services / American Red Cross	10	160
Internal Affairs Investigation	24	CSU Long Beach Justice Research and Training Center	1	24
Peace Officer Bill of Rights	8	California Peace Officers' Association	2	16
Perishable Skills Program - Arrest and Control/Tactical Communications Combo Course	8	Rio Hondo Regional Training Center	5	40
Perishable Skills Program - Driving/Force Option Simulator Combo Course	8	Rio Hondo Regional Training Center	20	160
Records Clerk	40	San Diego Regional Training Center	1	40
Special Event Planning Seminar	24	Pasadena Police Department	1	24
POST Telecourse DVD: 2010 Legal Update	2	CSUN Department of Police Services	4	8
POST Telecourse DVD: 2011 Legal Update	2	CSUN Department of Police Services	30	60
POST Telecourse DVD: Crowd Management and Civil Disobedience	2	CSUN Department of Police Services	21	42
POST Telecourse DVD: Crowd Management Update	2	CSUN Department of Police Services	21	42
POST Telecourse DVD: Domestic Violence Update	2	CSUN Department of Police Services	22	44
POST Telecourse DVD: Hearsay Testimony	2	CSUN Department of Police Services	7	14
POST Telecourse DVD: High Technology Crimes and Digital Evidence	2	CSUN Department of Police Services	3	6
POST Telecourse DVD: Pursuit Driving Update	2	CSUN Department of Police Services	4	8
POST Telecourse DVD: Recognizing Mental Illness	2	CSUN Department of Police Services	4	8
POST Telecourse DVD: Recognizing, Reporting & Preventing Terrorism	2	CSUN Department of Police Services	4	8
POST Telecourse DVD: Stalking	2	CSUN Department of Police Services	4	8
POST Telecourse DVD: The Ethical Edge	2	CSUN Department of Police Services	4	8
POST Telecourse DVD: The Qualities of a Good FTO	2	CSUN Department of Police Services	5	10
Traffic Collision Investigation, Advanced	80	Riverside County Sheriff's Department – Ben Clark Public Safety Training Center	2	160

Table 3.5

TRAINING COMMITTEE

The Department of Police Services' training committee continues to serve as an advisory committee designed to assist in developing and evaluating training needs and to serve as a focal point for input from personnel representing various department divisions. Input from the Committee was used to revise the department training plans, the police officer field training program, and the new employee orientation check lists.

**DEPARTMENT TRAINING HOURS
2010/2011 COMPARISON**





POST-CERTIFIED TRAINING

The Department of Police Services presented the following POST-certified courses. Instructor names appear below the course title.

CPR/AED Refresher

Sgt. Douglas Flores, Cpl. Leon Ortiz-Gil, and Jeffrey Barrow

First Aid for Public Safety Personnel

Sgt. Douglas Flores, Cpl. Leon Ortiz-Gil, and Jeffrey Barrow

Baton/Impact Weapons

Sgt. Francisco Gudani

Firearms/Tactical Rifle

Sgt. Yolanda Abundiz, Cpl. Thomas Finnerty, and Ofc. Felix Vargas

2011 TRAINING COMMITTEE

Alfredo Fernandez

Captain, Parking Services

Randy Banales

Patrol Sergeant /
Field Training Program Coordinator

Leon Ortiz-Gil

Administrative Corporal /
Special Events Coordinator

Carlos Castillo

Parking Enforcement Officer

Daniel Foster

Crime Prevention Coordinator

Virginia Metcalf

Administrative Assistant Coordinator

Erika Plummer

Lead Dispatch Trainer

Steven Kai

Training Coordinator

Matador Patrol

The Matador Patrol Unit is a student employee group within the Department of Police Services whose primary function is to provide night safety escorts during the Fall and Spring semesters from dusk to 11p.m., Monday through Thursday. The unit also provides nightly assistance with the University Park Apartment residential life security guest registration program as well as public safety patrols within the Oviatt library during finals week and commencement crowd assistance.

This year the Matador Patrol student coordinator staffed, scheduled, and created additional training for 30 unit members in meeting the increasing demands of an ever-growing CSUN campus. In addition, the sector deployment map was reviewed and modified to ensure the campus and residential living areas were being properly staffed and served by Matador Patrol. Given the dire fiscal situation that was experienced this past year as compared to 2010 (i.e., budget cuts of 5%), the unit continued to employ creative ways in helping bolster its staffing levels. This year, the unit initiated a volunteer program as well as promoting its internship program. From these efforts, the unit received 7 volunteers and 4 interns.

Despite an increase in operating costs and funding constraints, the night safety escort program effectively used foot patrols, 10 bicycles, and 3 GEM electric vehicles to improve visibility and response times of the safety escort program. Response times dropped from 12 minutes in 2010 to 11 minutes in 2011. Members within the unit took a more proactive approach in brainstorming new methods for decreasing response times as well as increasing the unit's visibility within the most populated areas on campus. Re-establishment of the bicycle patrol program with an influx of mid-year work-study federal student assistant salary support, as well as reconfiguring the deployment plan, greatly helped build the unit's increased visibility and response initiatives. In addition, the unit increased patrols within those areas most heavily populated during the nighttime sessions using the vehicle's flashing amber light (mounted on top of the vehicle), as well as purchased new raincoats with a highly reflective design to aid in visibility during the rainy season.



Training for unit members also became a key initiative in 2011. As the department focused on reaccreditation, the unit began improving both its policies and procedural directives and professional development of its student leadership. In 2011, students employed or volunteering within Matador Patrol program received one or more of the following community service assistant training programs:

- ▶ One-day Matador Patrol Basic training course (6 hours)
 - Department policies and procedures
 - Overview of campus administrators
 - Night safety escort patrol techniques/procedures
 - Residential life safety and security program procedures
 - Effective communication with the public
 - Developing productive community relations

- ▶ Annual Aerosol Defense (i.e., state laws, department policies, and appropriate use/storage of pepper spray (3 hours)
- ▶ In the **summer of 2011**, those students who were promoted to a “supervisory” position, known as CSA Advisor, received the following training:

Matador Patrol Basic Course Refresher
 Advisor’s role and duties on shifts
 Briefing/Debriefing Training
 Workshop on communicating with co-workers
 Report Writing (In-Depth)
 Training Tips



- ▶ **Fall 2011**, all returning student workers received the following training during the annual in-service in addition to the Matador Patrol Basic Course:

Body Language in Confrontational Situations
 CSUN campus geography
 Scenarios for each service offered
 Proper report writing skills workshop

- ▶ Optional specialized training included:

Defensive Driving (on-line course – 1 hour)
 Electric Cart Safety Operator (1 hour)
 Bicycle Training (5 hours)
 T.I.P.s Certification (4 hours)



2011 NIGHT PERSONAL SAFETY ESCORTS

MONTH	SOLICITED	Change from 2010	DISPATCHED	Change from 2010	TOTAL	Change from 2010
JANUARY	273	(-225)	11	(-37)	284	(-262)
FEBRUARY	1,075	(-180)	37	(-86)	1,112	(-266)
MARCH	1,478	(-87)	55	(-29)	1,531	(-116)
APRIL	1,088	(-766)	21	(-46)	1,109	(-812)
MAY	597	(-228)	14	(-31)	611	(-259)
AUGUST	176	(-359)	11	(-33)	187	(-392)
SEPTEMBER	1,130	(-885)	44	(-67)	1,174	(-952)
OCTOBER	1,784	(-276)	48	(-95)	1,832	(-362)
NOVEMBER	2,179	(+394)	44	(-37)	2,223	(+357)
DECEMBER	1,012	(+181)	24	(-53)	1,036	(+128)
TOTAL	10,790	(-2,422)	823	(-514)	11,099	(-2936)

*Note: *Matador Patrol is not in operation during June and July

LIVESCAN & NOTARY SERVICES

The Department of Police Services provides LiveScan fingerprinting services to faculty, students and staff of California State University, Northridge as well as the surrounding community. The service primarily serves those seeking vocational licensing that require criminal background clearances. The electronic fingerprints are rapidly forwarded to Department of Justice and FBI which conduct background checks and return the information back to the employing agency in as quickly as 72 hours providing those seeking employment in education, the medical field, dentistry, and real estate (just to mention a few) with the opportunity to begin their chosen careers.

Notary service is another service that is provided for students, faculty, staff, and the community. There are two public notary staff members that provided this vital service to the community. The charge for the service is \$10 per signature. In 2011 there were 35 notaries done for the public.

The LiveScan office provided services to 4,175 applicants in 2011.

LOST & FOUND

The Returnity+ Software continues to be updated by the provider. The online version of Returnity+ was evaluated for online accessibility and with a few adjustments, will be ready to begin receiving online reports from the campus community in early 2012. This will provide the campus community with a more convenient method of reporting lost property as they will be able to input descriptions onto the database and return to check on the status of "Lost Property" reports.

In addition to the technological changes made to the Returnity+ software program used by the campus Lost & Found, there was a major alteration to program administration in 2011. The requirement to retain unclaimed found property was drastically reduced from six (6) months down to 90 days. This resulted in more frequent purging of the campus Lost & Found, which frees up space for the hundreds of items that are submitted there.

Lost & Found Statistics

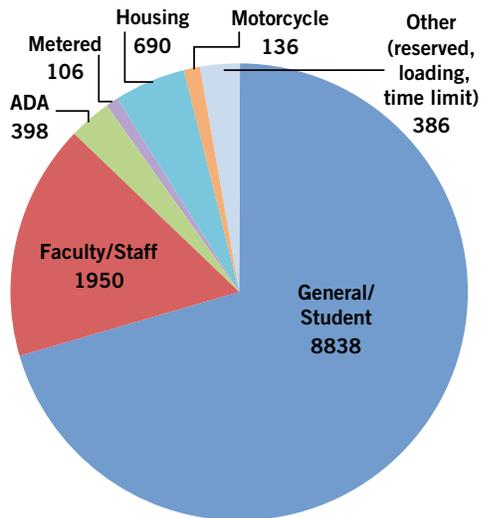
Total number of cases carried over from 2010:	2654
Total number of new cases added in 2011:	866
Total number of cases closed in 2011:	1686
Total number of cases open at year-end:	1915

Disposition Rate: **48%** (returned, donated, disposed)

STATISTICAL DATA

▶ 2011 Parking Space Count

At CSUN, parking lots accommodate a variety of patrons to our campus. Students, employees, visitors, electric vehicle drivers, and those with disabilities result in a diverse commuting population to campus, and the need to provide ample parking for all venues and segments of the population. For the calendar year 2011, our parking lot space count totaled 12,491.



▶ 2011 Daily Parking Permit Sales

Number of Day Permits from Booths	79,782
Number of Day Permits from Dispensers	253,553
Total number of day permits:	333,335

When a patron comes to our campus, there are information booths to greet our visitors, students and employees that either need assistance finding out information about the campus on any given day or to offer and provide a daily parking permit. Another option for patrons, who know where they are going, is to purchase a daily parking permit at one of our 32 parking permit dispensers located all around campus in our student lots. This option is helpful to students who wish to use a credit card to pay for parking for the day. The number of daily parking permits issued for the 2011 calendar year totaled over 333,000.

▶ 2011 Parking Citation Count

Parking Citations Issued	18,746
Parking Warnings Issued/ Voided Citations	334
Total number of citations:	19,080

Parking Enforcement Officers patrol the parking lots at CSU Northridge. While patrolling campus lots, Parking Officers issue citations to vehicles that are not in compliance with parking regulations at CSUN. In 2011, over 19,000 parking citations and warnings were issued for numerous violations around campus.

▶ 2011 Parking Citation Appeal Count

Appeal Cancelled	3
Appeal Granted; Cite Dismissed	845
Appeal Denied; Cite Upheld	795
Pending Decision	430
Fine Reduced	881
Failed to Appear to Hearing	1
Total number of appeals:	2,955

When a parking citation is issued on our campus, the vehicle's driver has the option to appeal it if they believe that the citation was issued unfairly. Over the course of 2011, just fewer than 3000 citations were appealed, and the chart above shows the various decisions and levels associated with the appeal process.

▶ 2011 Annual, Semester & Motorcycle Parking Permit Sales

Total Student Permits	32,611
Total Employee Permits	5,250
Total: For Vehicles	37,861
Total Student Motorcycle Permits	219
Total Employee Motorcycle Permits	42
Total: For Motorcycles	261
Total number of permits sold:	38,122

.....
ACCOMPLISHMENTS AND PROJECTS
.....

▶ **Valley Performing Arts Center**
With the grand opening of the Valley Performing Arts Center on January 29th, 2011, the year began as it had ended for the Division of Parking & Transportation. The culmination of all the planning and preparation was put into practice and the division successfully executed the parking plan to allow the patrons to enjoy the new venue. In all, 30 performances by such renowned luminaries as Roseanne Cash, Patty Lupone, Mandy Patinkin and The Russian National Ballet Theatre were enjoyed by an audience of more than 30,000 during the year.

▶ **Ten Year Maintenance Plan**
Working with Facilities Planning and Physical Plant Management, Parking & Transportation Services developed a ten year plan for campus parking lot maintenance. The implementation of this plan started in earnest with eight parking lots being resurfaced and restriped during the year. Other improvements included new lighting and better signage being placed over all permit dispensers in the surface lots throughout campus and the addition of new dispensers in high use parking lots and structures. Finally, a major undertaking of repainting the campus curbs which included the placement of new clearly marked loading zones improved traffic congestion and added convenience for the campus community.

▶ **Permit Direct**
From a technology standpoint, the PermitDirect project was fully implemented during the 2011 fall semester. This system allowed students the convenience of purchasing a parking permit on-line with a temporary permit being available for printing immediately while the permanent permit is mailed to the student's address of record.

▶ **Bicycle Compounds**
This year's accomplishments was topped off with the completion of two new Matador Bicycle Compounds being built in the B5 and G3 structures and beginning work for two new compounds in Housing.

▶ **Services and Assistance Programs:**
Parking enforcement officers are trained in a variety of skill sets to better serve the California State University, Northridge community. Services include vehicle lock out assistance and battery jumpstarts within the campus parking lots and roadways. Perhaps the most important and highly visible service that these personnel perform is their function as traffic control officers. During the campus's peak periods of traffic congestion these officers can be seen directing traffic through the busiest intersections to ensure smooth traffic flow and safe pedestrian crossing. During the hours of darkness students, faculty, staff and visitors that are in the campus parking lots will see the highly visible parking enforcement officers driving with their amber lights on. The amber light program is a safety program that enhances the Police Department's efforts to deter crime in all parking facilities. The use of the amber lights provides a high visibility presence in which parking enforcement officers act as additional "eyes and ears" for police officers.



PARKING & TRANSPORTATION

Special Event Coordinator Vena Jordan is responsible for organizing parking arrangements with all faculty, staff, students, contractors, vendors and visitors. This also includes the coordination of events with University Licensing, University Recycling, Athletics, and the College of Extended Learning.

Special events that occur on the CSUN campus include a variety of support staff including those that work in the field such as information booth attendants and parking enforcement officers, as well as Premiere Valet Services and support from the Los Angeles Department of Transportation.

Every year, there are numerous events held on the CSUN campus; from the filming of TV shows to job fairs to student or faculty protests (Occupy CSUN) to Trustee and other VIP visits. Working with a diverse range of entities requires exceptional knowledge of the campus's parking facilities and needs to ensure that campus events do not interfere with the day-to-day business of the University.

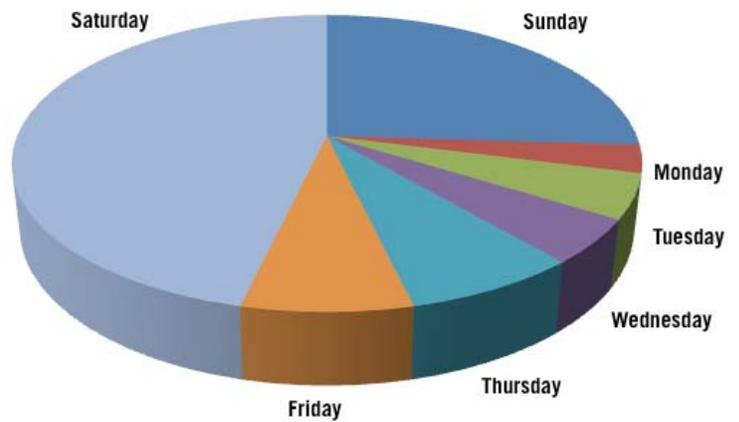


POLICE OPERATIONS

A major component of planning special events is ensuring that police officers are staffed, as necessary. Corporal Leon Ortiz-Gil coordinates this aspect of special events, and works closely with the special events coordinator in the parking division. One of the first tasks he coordinated was the detailed operation plans and deployments for the inaugural season of the \$125 million Valley Performing Arts Center. Working closely with the community, Cpl. Ortiz-Gil quickly developed a reputation as person who could balance the needs of the community with the needs of the University. His close working relationship with University administrators was rewarded with a selection on the search committee for a new commencement coordinator. He continued improving his skills by attending a three day seminar with the Pasadena Police Department focusing on event management and in San Diego he attended a four day seminar on special events sponsored by the Center for Police Organizational Studies.

Some of the most memorable events of the year were: The Big Show 11, featuring Hip Hop Artist B.o.B; Couples Against Leukemia Event, National Clarinet-Fest, and the performances of Tom Petty and the Heartbreakers at the Plaza del Sol Performance Hall. The Valley Performing Arts Center’s Great Hall has hosted the National Acrobats of China, Wynonna Judd, and an Evening with Joan Rivers, among others.

Number of Special Events by Day of the Week



DAY	# of Events	Attendance
SUNDAY	102	22,756
MONDAY	12	3,365
TUESDAY	19	7,075
WEDNESDAY	19	14,795
THURSDAY	30	9,893
FRIDAY	29	11,780
SATURDAY	182	59,111
TOTAL	393	128,775

The year 2011 saw an increase in the need for the Transportation Program to provide more in the area of advocacy on behalf of the campus community. The Antelope Valley Transit Authority (AVTA) announced plans to truncate Route 787 in a way that would eliminate service to the campus. The campus represented its opposition to these changes through an effective use of participation in town hall meetings, rider petitions, and letters to the AVTA Board, resulting in successfully convincing the AVTA to suspend its plans to shorten its service along the Reseda Boulevard corridor.

The Southern California Regional Rail Authority (SCRRA), which operates the Metrolink train system, made two announcements in 2011 that affected the campus community who use the train to get to campus. The first was an announcement to shorten mid-morning train service along the Ventura County Line, halting a popular train at Burbank Airport instead of running it out beyond the Northridge Station. The train in question was most popular with students whose class schedules did not require them to be on campus before 10:00am. The other announcement was that of eliminating the 10-trip tickets as well as validating machines due to suspected widespread fraud of passengers who failed to validate 10-trip tickets before boarding the trains. The Transportation Program stepped into action with petitions of the train riders and the campus community, in general. Signatures collected during the petition campaign, along with a letter expressing campus opposition to these plans were submitted to Metrolink. In the end, however, Metrolink proceeded with their plan on both fronts citing business economics as their primary reason for implementing their proposed changes. These changes resulted in a slight drop in passenger count as some train riders did not want the personal economic impact of having to purchase a monthly pass for a handful of uses. At year's end, Metrolink unveiled its Corporate Quick Card and began test-marketing it. The Corporate Quick Card is designed to make the purchase of the pass much simpler for passengers as they would be able to obtain their passes directly from the ticket vending machines at the stations.

Vanpools—VPSI

This year, a major effort was made to initiate a vanpool group from Santa Clarita. Research was conducted to determine interest, and University employees residing in the target area became the focus of a special marketing drive that would initiate a vanpool group from this underserved area. The Transportation Program ended

2011 still working towards a vanpool start-up from Santa Clarita. It is hoped that this group can begin to benefit from the many program incentives available to faculty and staff through the Transportation Program. These incentives include free fuel, repairs, insurance, and maintenance for the leased vans. Riders commit to pay the subscription fee ranging from \$78 per month to \$92 depending on whether they are classified as vanpool drivers or not.

Bicycles—MBC

More Matador Compounds have been added since 2010. Currently, there are three with an additional two scheduled to open in the Housing area. The previous administrative fee of \$7 was permanently waived, as this worthwhile program became a recipient of funding through the Campus Quality Fee (a competitive grant funding program administered through the Associated Students). Originally, members of the campus community would submit their registration paperwork to the Transportation Program, and be scheduled to go to the locksmith shop in the Physical Plant Management division of the campus to complete the process of programming their California Driver License or California Identification Card for use with the automated locking systems used on the compounds. In December of 2011, the equipment necessary to program new users was acquired and set up for use starting in January 2012.

Valley Performing Arts Center (VPAC) Shuttle

A new complimentary shuttle service was initiated to assist patrons of the Valley Performing Arts Center (VPAC) by transporting them from the B1 surface lot to the D1 Drop off zone in front of the Valley Performing Arts Center. This shuttle operates according to the schedule of events at the Valley Performing Arts Center. Service starts one hour before the scheduled start of the event and ending one hour after the event is over.



California State University, Northridge was designated as one of the BEST WORKPLACES FOR COMMUTERS by the National Center for Transit Research at the University of South Florida. This was accomplished through the Transportation Program's ability to meet the National Standard of Excellence for outstanding commuter benefits.

CSU Northridge qualified as one of the Best Workplaces for Commuters through the efforts of the Coordinator of the Employee Commuter Transportation Program. The Commuter Transportation Program provides employees with the following incentives and strategies that reduce "solo-commuting" to the campus:

- ▶ 60% monthly discount on the cost of transit commuting
- ▶ 100% monthly subsidy towards vanpool parking, fuel, and maintenance.
- ▶ Partial monthly subsidy for other costs associated with the leasing of sponsored vanpools
- ▶ Secure bicycle parking for employees choosing to register their bicycles in the program
- ▶ Rainy Day Parking Permits for employee bicyclists who meet the criteria
- ▶ Guaranteed Emergency Ride Program for employees registered in the program
- ▶ Complimentary shuttle service for Metrolink passengers
- ▶ Shuttle services between the north campus and the campus core.

Shuttle Boarding Statistics

Metrolink	104,307
Housing Shuttle	432,932
VPAC Shuttle	1,553

Subsidized Transit Passes Provided for 2011

AVTA	215
Metrolink	684
MTA (Metro) bus	649
Total Subsidies	1,548

Ridelinks Commute Portal Purchased

These are all elements of the University's Annual Employee Commute Reduction Plan submitted to the South Coast Air Quality Management District.

Access to the Commute Portal, an web-based system developed by Ridelinks, Inc. that enables persons to log on, set up a profile to locate a carpool or vanpool, track green house gases, obtain information through the use of geo-coding and Yahoo Mapping. On the administrative side, the Transportation Coordinator can manage the registrant database, also do green house gas tracking, plus track incentives, commute habits, and administer prize drawings, obtain marketing support, and a host of other features that will assist in the achievement of the 1.5 Average Vehicle Ridership goal outlined in the University's Employee Commute Reduction Plan. An additional website has been set aside for use by students who are in the process of developing a ridematching program.



California State University, Northridge
Department of Police Services
18111 Nordhoff Street
Northridge, California 91330-8282

In an emergency, dial 9-1-1 from campus phones

24 hr. Police Dispatch Center
(818) 677-2111

Office of the Chief of Police
(818) 677-2201

Emergency Management & Preparedness
(818) 677-5973

Crime Prevention & Community Relations
(818) 677-7922

Parking & Transportation Division
(818) 677-2157

Matador Patrol Personal Safety Escort Service
(818) 677-2111

“Crime Awareness & Campus Security Report” Requests
(818) 677-5973

Visit us on the web at:
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